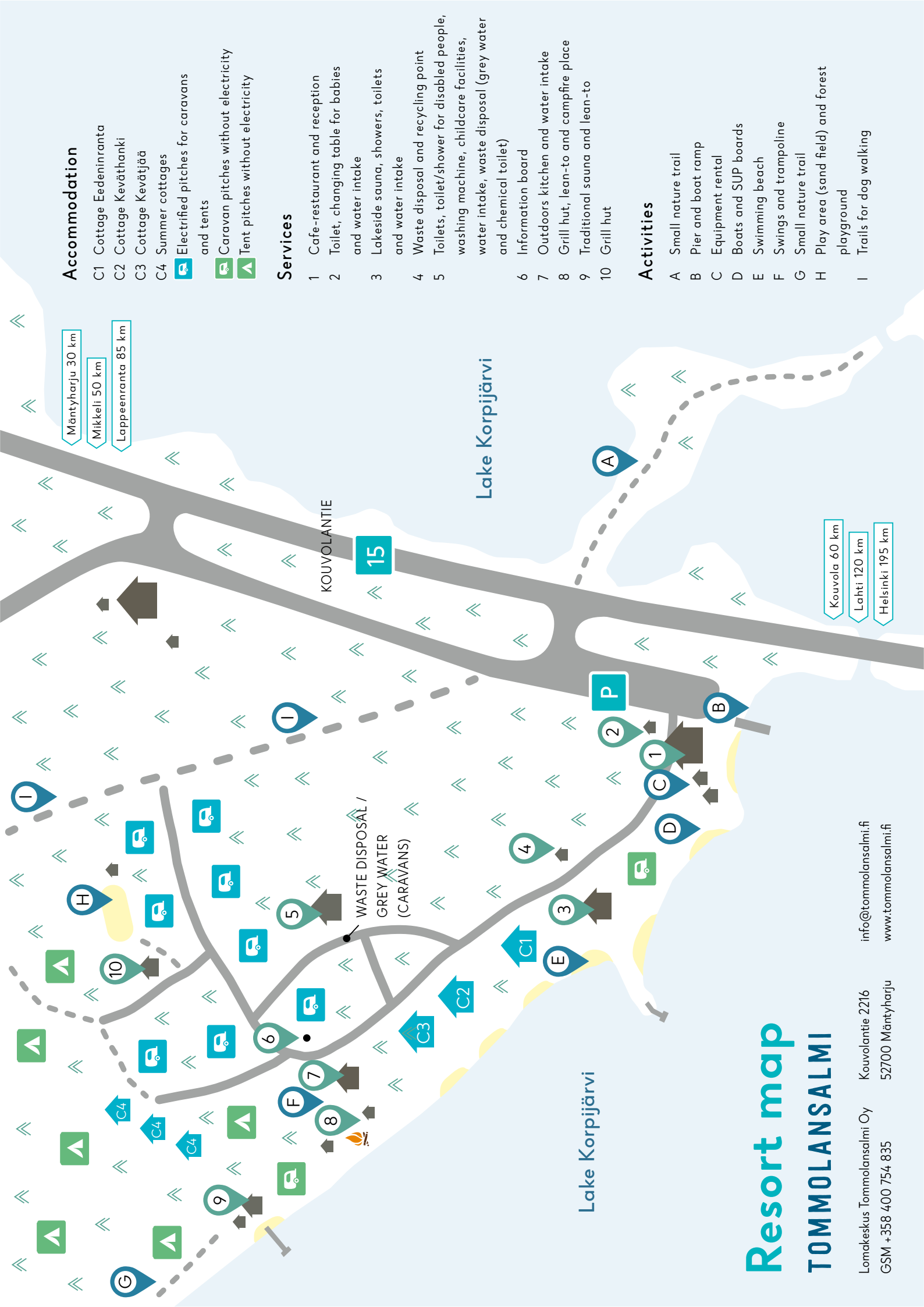


TOMMOLANSALMI

**Resort map and
booking, rental and
cancellation terms**



valid from June 1, 2023



Accommodation

- C1 Cottage Eedeninranta
- C2 Cottage Keväthanki
- C3 Cottage Kevätjää
- C4 Summer cottages

 Electrified pitches for caravans and tents

-  Caravan pitches without electricity
-  Tent pitches without electricity

Services

- 1 Cafe-restaurant and reception
- 2 Toilet, changing table for babies and water intake
- 3 Lakeside sauna, showers, toilets and water intake
- 4 Waste disposal and recycling point
- 5 Toilets, toilet/shower for disabled people, washing machine, childcare facilities, water intake, waste disposal (grey water and chemical toilet)
- 6 Information board
- 7 Outdoors kitchen and water intake
- 8 Grill hut, lean-to and campfire place
- 9 Traditional sauna and lean-to
- 10 Grill hut

Activities

- A Small nature trail
- B Pier and boat ramp
- C Equipment rental
- D Boats and SUP boards
- E Swimming beach
- F Swings and trampoline
- G Small nature trail
- H Play area (sand field) and forest playground
- I Trails for dog walking

Resort map

TOMMOLANSALMI

Lomakeskus Tommolansalmi Oy
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General Booking, Rental and Cancellation Terms

These terms become binding for both parties once the client has made an accommodation booking either by mail, by telephone, by e-mail or through the reservation system.

These terms come into force on June 1, 2023, and are valid until further notice.

Booking terms

1. The person making the reservation must be an adult or present written consent from his or her parent or guardian before accommodation.
2. The check-in time for cottages is from 4 pm onwards on the day of arrival and check-out by 12 noon on the day of departure, by which time the key must be returned.
3. The check-in time for caravan/camper van and tent pitches is from 4 pm onwards on the day of arrival and check-out by 12 noon on the day of departure.
4. Reservations made through the reservation system: Cottages and camping pitches booked and paid for in advance through the reservation system are kept reserved until the customer arrives. In the summer season, a customer who has made a reservation through the reservation system also does not have to inform the staff of the arrival time, if he arrives at Tommolansalmi when the reception of the campsite and the summer restaurant are open (until 21:00 / 9pm). If the customer arrives only after this, the arrival time must be announced in advance. During the winter season, the arrival time must always be announced to the staff well in advance.
5. Reservations to be paid on site: Pre-booked cottages and camping pitches, which have not been reserved and paid for in advance in the reservation system and which are paid only upon arrival at the site, are kept reserved until 18:00 / 6pm, unless a later arrival time has been agreed upon. If you arrive before 18:00 / 6pm, you do not need to inform us of your arrival time. If the customer does not arrive by 18:00 / 6pm and does not inform the staff of the late arrival in advance, Tommolansalmi has the right to sell the pre-booked place to another customer.
6. The customer is responsible for leaving the cottage in the same condition as it was upon arrival, i.e. fully cleaned.
7. The customer is responsible for notifying reception immediately about any observed defects or faults in the cottage. The customer is responsible for checking the cottage immediately upon arrival to observe anything broken by the previous guests and must notify reception immediately of any findings in order not to be held liable for the damage.
8. The customer is responsible for any damage that he or she, his/her guests or the accompanying pets cause to the property of the resort or the other customers or their property intentionally or due to negligence.
9. The number of occupants must not exceed the number given when making the booking. The capacity must not be exceeded without obtaining separate consent.
10. Pets are only permitted if agreed in advance. Any mess caused by pets is charged according to the costs incurred from cleaning.
11. The customer is responsible for abiding by the general rules of the campsite. Should any problems arise, the staff have the right to remove persons in breach of these rules from the site.

12. When booking through the reservation system, the booking is paid in full at the time of booking.

13. When booking by mail, by telephone or by e-mail, the booking fee is invoiced by e-mail. The advance booking fee is 30% of the total price and is charged when making the booking. The remaining payment must be made 14 days prior to arrival. If the time of accommodation is less than 14 days from the time of booking, the booking fee will be invoiced in full when making the booking.

Cottage cancellation terms

Any cancellations must always be made by telephone or e-mail. We confirm the cancellation by sending a cancellation confirmation by e-mail.

- If the cancellation of a cottage is made more than 14 days in advance, an administration fee of EUR 40 will be charged.

- If the cancellation of a cottage is made less than 14 days in advance and the cottage cannot be sold to another customer, the customer who made the booking will be charged the full accommodation price. If the cottage can be sold elsewhere, the cancellation fee is EUR 40.

- If the cancellation of a cottage is made less than 14 days in advance due to a serious illness, the death of an immediate family member or a force majeure, only the cancellation fee of EUR 40 will be charged from the customer. In these cases, the customer must provide a medical certificate.

Cancellation terms of caravan and tent pitches

Any cancellations must always be made by telephone or e-mail. We confirm the cancellation by sending a cancellation confirmation by e-mail.

- If the cancellation of a caravan or tent pitch is made more than 3 days in advance, an administration fee of EUR 20 will be charged.

- If the cancellation is made less than 3 days in advance and the pitch cannot be sold to another customer, the customer who made the booking will be charged the full accommodation price. If the pitch can be sold elsewhere, the cancellation fee is EUR 20.

- If the cancellation of a caravan or tent pitch is made less than 3 days in advance due to a serious illness, the death of an immediate family member or a force majeure, only the cancellation fee of EUR 20 will be charged from the customer. In these cases, the customer must provide a medical certificate.

Payments

All prices in our online booking system are in euros (€). Prices include VAT 10/24%.

In our online booking system, you can pay with the payment methods offered by Paytrail, i.e. Visa, Mastercard, Visa Electron, MobilePay and online banking payment (Finnish banks).

To ensure a quick processing of your order, your card will be charged immediately after placing the order.

Payments with Visa, Visa Electron and MasterCard

Paytrail Oyj (2122839-7) acts as an implementer of the payment handling service and as a Payment Service Provider in cooperation with Finnish banks and credit institutions. In payments made with Visa, Visa Electron or MasterCard Paytrail Oyj will be shown as the recipient in the invoice and Paytrail Oyj will forward the payment to the merchant. Paytrail Oyj is an authorized Payment Institution.

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40100 Jyväskylä
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Netbanks

Paytrail Oyj (FI2122839) provides netbank related payment transfer services in co-operation with Finnish banks and credit institutions. For consumer the service works exactly the same way as traditional web payments.

Personal information

We will not save the payment transaction information you provide and we will not access them through Paytrail. Paytrail stores your payment transaction information and complies with the EU GDPR regulation for data processing.

Paytrail / Data Privacy Notice:

<https://www.paytrail.com/en/data-privacy-notice-paytrail-payment-service>

We reserve the right to make changes.

Booking, Rental and Cancellation Terms of Rental Equipment

These terms come into force on June 1, 2023, and are valid until further notice.

These Booking Terms apply to all equipment rented by Lomakeskus Tommolansalmi Oy (hereinafter Tommolansalmi).

In these terms, the customer means both the person who made the reservation and a member of his or her party.

Making a reservation

Reservations can be made either through Tommolansalmi's reservation system, via customer service by e-mail or telephone, or at the resort's reception.

During the summer season, reservations can be made for equipment for the same day. During the winter season, bookings must be made at least 24 hours in advance, as some equipment will be stored away from the resort during the winter season.

Reservation confirmation

The booking is considered confirmed when the customer pays for the booking in the reservation system and then receives a written booking confirmation or when the customer pays for the booking at the resort reception.

Booking time

Equipment is booked hourly, but the actual booking time is always 10 minutes to a full hour, as the last 10 minutes of time are reserved for equipment maintenance and inspection for the next customer. The actual booking time is therefore 50 minutes / 1 h 50 minutes / 2 h 50 minutes etc.

The booking period also includes the time required to retrieve and return the rental equipment. Equipment can be picked up at the start of the booking period. The equipment must be returned to the Tommolansalmi equipment warehouse at the end of the booking period, as the booking of the next person may start immediately after the end of the booking period.

Prices and payment terms

The booking prices of the equipment include the valid VAT.

Tommolansalmi reserves the right to change prices at any time. The price change does not apply to bookings already paid.

The booking fee is paid in advance through the reservation system. Reservations made on site are paid in advance at the resort reception (only possible during the summer season when the reception is open).

Checking rental equipment

The customer is obliged to check the rental equipment at the beginning of the booking period. If there is a fault in the equipment, Tommolansalmi must be notified immediately. In the event of a fault, the booking will be cancelled and Tommolansalmi will refund the booking price back to the customer.

Reserved equipment must be returned to Tommolansalmi in the condition in which it was when rented. Tommolansalmi will check the equipment after booking. If there is a defect and the customer has not notified Tommolansalmi at the beginning of the booking, the defect or similar error is considered to have occurred during the customer's booking and the customer is obliged to pay the cleaning or repair costs according to the actual costs incurred.

If the device is unusable and the fault or error is not due to normal wear and tear or an external factor or the device is stolen, the customer is obliged to pay the costs of purchasing a new similar device up to the deductible. The deductible is € 1,000 for a rowing boat, € 500 for a sup-board, € 500 for a canoe, € 500 for an ordinary mountain bike and € 100 for an ordinary bicycle.

Rights and responsibilities of the customer

The person reserving the equipment must be of legal age (over 18 years in Finland).

It is the customer's responsibility to obtain the insurance required to reserve the equipment (eg travel insurance and sickness and accident insurance).

Equipment to be reserved must not be used under the influence of alcohol or drugs.

The customer is liable for any damages resulting from the customer's own negligence or misuse of the equipment.

The customer is liable for any damage caused by himself or his property or an instrument reserved by him to the customer himself, his own party, Tommolansalmi or a third party or to an instrument, premises or service owned or possessed by Tommolansalmi.

The customer must follow the instructions given by Tommolansalmi and read the Booking Terms of the equipment to be rented before booking, as well as the instructions for renting the equipment from the booking confirmation, the Tommolansalmi reservation system and / or on the Tommolansalmi website.

In the event of damage, the compensation paid by the customer is determined according to the actual value of the damage. A claim for damages is addressed to the person who made the booking, unless he or she can prove that someone else caused the damage.

Rights and responsibilities of the Tommolansalmi

Tommolansalmi is liable for direct damages and inconveniences caused during the use of the device reserved for the customer, if the damage or inconvenience is caused by Tommolansalmi's significant

negligence or intent. The amount of damages is at most the amount of actual damage. The indemnity only applies to damages and inconveniences that the injured party can prove to be the cause of Tommolansalmi. A claim for damages must be submitted to Tommolansalmi within two (2) weeks of booking.

Tommolansalmi is not responsible for lost or broken or otherwise damaged goods that the customer leaves at Tommolansalmi's premises when booking and using the equipment.

Tommolansalmi is not responsible for damages or injuries that are covered by the customer's own travel insurance or other insurance.

Delay or cancellation of booking prematurely

If the customer arrives too late, the booking fee will not be refunded for the unused booking time. The booking end time remains unchanged despite late arrivals.

If the customer cancels the reservation prematurely, the booking fee will not be refunded.

If the customer returns the booked equipment late, ie only after the end of the booking period, Tommolansalmi has the right to charge the booking price for the excess time, as well as any other costs caused by the delay.

Changes

If the customer wants to change the reservation, he must contact Tommolansalmi customer service. If any change results in costs, they will be charged to the customer.

If the customer wants to extend the booking period, this must be agreed with Tommolansalmi before the end of the booking period.

Right of cancellation

If the customer wants to cancel the reservation, the customer must contact Tommolansalmi customer service. The reservation can be cancelled free of charge as long as the cancellation is made no later than 24 hours before the start of the reservation. Thereafter, cancelled bookings will be charged the full amount of the booking, unless the cancellation is due to the customer's illness or other force majeure situation.

Tommolansalmi has the right to cancel the customer's reservation without a separate compensation obligation. If Tommolansalmi cancels the reservation, Tommolansalmi will refund the reservation fee in full to the customer.

Tommolansalmi has the right to suspend the rental of the device or prohibit the use of the device if the customer's physical or mental condition is such that he is unable to use the device or he is a danger to himself or others. In these situations, the booking fee is non-refundable.

Other terms and conditions

If any part of these terms is invalid, the other terms will continue to be valid and enforceable.

Finnish law applies to these terms and conditions, and disputes related to these terms and conditions are resolved primarily through negotiations and secondarily in the district court chosen by Tommolansalmi.

Force majeure

Neither party shall be liable for any failure, direct or indirect damage or loss to the other party due to force majeure (such as natural disaster, exceptional weather, epidemic, illness or strike by staff or customer, etc.).

In the event of force majeure, the other party shall immediately inform the other party and shall keep the other party regularly informed of the progress of the situation, if or when the situation persists.

In the event of force majeure, the parties shall take all reasonable steps available to minimize the effects of the force majeure and to comply with the agreed obligations.

Entry into force of the terms

These Booking Terms take effect when the customer makes a booking either in the Tommolansalmi reservation system, via customer service by e-mail or telephone or on site at the resort's reception.

Changes to the Terms

Tommolansalmi has the right to change these Booking Terms at any time. The new terms take effect immediately after they have been published in the reservation system and / or on Tommolansalmi's website.

Booking, Rental and Cancellation Terms of the Lakeside Sauna

These terms become binding for both parties once the client has made a sauna booking either in writing, by telephone, by e-mail or through the reservation system.

These terms come into force on June 1, 2023, and are valid until further notice.

Booking terms

1. The sauna can be booked by guests staying at our resort as well as families, groups of friends, companies and associations in Mäntyharju and the nearby regions.
2. The person making the reservation must be an adult or show written consent from his or her parent or guardian when making the booking.
3. If the person who made the reservation does not show up when the booking begins, the sauna will be made available for others to book, unless the person who made the reservation has notified us that he or she will be late.
4. If the person is late, the time that the booking ends will still remain the same as in the original booking time and the time booked by the customer will not be postponed, unless there is time available in the booking list after the customer.
5. The customer is responsible for leaving the sauna in the same condition as it was upon arrival, i.e. the sauna is fully cleaned.
6. The customer is responsible for notifying the reception immediately about any observed defects or faults in the sauna.
7. The number of persons in the sauna must not exceed the number given when booking the sauna. The capacity must not be exceeded without separate consent.
8. The sauna booking fee is paid either immediately in the reservation system or at reception at the resort.

Cancellation terms

Any cancellations must always be made by phone, by e-mail or at reception at the resort. We confirm the cancellation by sending a cancellation confirmation by e-mail or text message when the cancellation is made by e-mail or phone.

- If the cancellation is made more than 24 hours before the booked sauna time, the cancellation will be free of charge.
- If the cancellation is made less than 24 hours before the booked sauna time, the full booking fee will be charged.
- If the cancellation is made less than 24 hours before the booked sauna time due to a serious illness, the death of an immediate family member or a force majeure, the cancellation will be free of charge. In these cases, the customer must provide a medical certificate.

We reserve the right to make changes.

Booking, Rental and Cancellation Terms of the Wood-fired Sauna

These terms become binding for both parties once the client has made a sauna booking either in writing, by telephone, by e-mail or through the reservation system.

These terms come into force on June 1, 2023, and are valid until further notice.

Booking terms

1. The sauna can be booked by guests staying at our resort as well as families, groups of friends, companies, and associations in Mäntyharju and the nearby regions.
2. The person making the reservation must be an adult or show written consent from his or her parent or guardian when making the booking.
3. If the person who made the reservation does not show up when the booking begins, the sauna will be made available for others to book, unless the person who made the reservation has notified us that he or she will be late.
4. If the person is late, the time that the booking ends will still remain the same as in the original booking time and the time booked by the customer will not be postponed, unless there is time available in the booking list after the customer.
5. The customer is responsible for leaving the sauna in the same condition as it was upon arrival, i.e. the sauna is fully cleaned.
6. The customer is responsible for notifying the reception immediately about any observed defects or faults in the sauna.
7. The number of persons in the sauna must not exceed the number given when booking the sauna. The capacity must not be exceeded without separate consent.
8. The sauna booking fee is paid either immediately in the reservation system or at reception at the resort.
9. The resort's customer service is not responsible for heating the sauna. The person who books the sauna is responsible for making sure that the sauna remains heated for the next customers and that there is water for washing in the sauna.

Cancellation terms

Any cancellations must always be made by phone, by e-mail or at reception at the resort. We confirm the cancellation by sending a cancellation confirmation by e-mail or text message when the cancellation is made by e-mail or phone.

- If the cancellation is made more than 24 h before the booked sauna time, the cancellation will be free of charge.
- If the cancellation is made less than 24 h before the booked sauna time, the full booking fee will be charged.
- If the cancellation is made less than 24 h before the booked sauna time due to a serious illness, the death of an immediate family member or a force majeure, the cancellation will be free of charge. In these cases, the customer must provide a medical certificate.

We reserve the right to make changes.