

General Booking, Rental and Cancellation Terms

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

These terms and conditions will enter into force on 1 March 2018 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. Cottages and camping pitches that are booked in advance are kept reserved until 6 pm on the day of arrival, unless late arrival has been agreed in advance.
5. The customer is responsible for leaving the cottage in the same condition as it was upon arrival, i.e. fully cleaned.
6. 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. 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.
7. The number of occupants must not exceed the number given when making the booking. The capacity must not be exceeded without obtaining separate consent.
8. Pets are only permitted if agreed in advance. Any mess caused by pets is charged according to the costs incurred from cleaning.
9. 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.
10. When booking through the reservation system, the booking is paid in full at the time of booking. When booking in writing, 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 are in Euros. Finnish VAT 10/24% is included in the prices.

We currently accept Visa, Visa Electron, Mastercard, Finnish netbanks and MobilePay. 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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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.