

## **SAIMAAHOLIDAY BOOKING CONDITIONS**

**Valid from 1.1.2019**



SaimaaHoliday is a managing sales network consisting of several enterprises with common booking conditions. The web shop is managed by Saimaan Eräpalvelu Oravi Ltd (Business ID 1082927-7).

All prices include VAT (value-added tax).

SaimaaHoliday reserve the right to change prices and the terms of delivery. SaimaaHoliday ensure the security and confidentiality of customer information.

### **STAYING IN VILLA OR HOTEL**

The hotel room will be at the client's disposal from 15.00 (3 pm) on the day of arrival till 12.00 (12 noon) on the day of departure. Villas in Oravi and Kolovesi - from 16.00 (4 pm) on the day of arrival till 12.00 (12 noon) on the day of departure.

The rent of villas covers bed linen and towels, toilet paper, dishwashing detergent, soap, fire wood and the electric power for heating, light and cooking. There is also free WLAN in all accommodations..

The rent of hotel rooms covers bed linen and towels, toilet paper, soap, dishwashing detergent (in rooms with kitchen), free WLAN and the electric power for heating, light and cooking.

Final cleaning is also included into residing cost. However, the client is obliged to keep cleanliness during all residing, and also at the time of departure to leave the cottage in the same condition it was at the moment of arrival. The resident shall wash the dishes, take out all garbage, empty the refrigerator, turn off the lights, shut doors and windows before checking out. The lessor has the right to charge 50 € for washing the dishes, 50 € for collecting waste and 50€ for emptying the refrigerator.

The lessor also has the right to collect extra payments for additional cleaning, as well as the cost of the damaged property from the tenant: e.g. broken furniture, broken ware and household appliances, according to the real cost of the damage. Additional cleaning means - cleaning of furniture, carpets, and also small repair work (e.g. a walls painting) if it is due to the fault of the client.

In case of disturbance of public peace by the client, causing the inconveniences to other inhabitants of the territory, the lessor/representative of the lessor has the right to terminate the contract directly after an opening remark. All expenses caused by the above-stated infringements are collected from the client according to a real amount of damage.

Smoking inside is forbidden. Penalty for smoking inside the villas/hotel rooms is the value of one extra night plus laundry costs.

If the client wants to bring his pets he needs to receive the permission from the lessor. For each pet brought to the territory of the tenant without the permission, the client will be charged additional 40€ per day.

The lessor - SaimaaHoliday does not bear responsibility for any allergic reactions and other contretemps caused by illegal smoking or the maintenance of animals.

## **CANCELLATION OF BOOKING**

Any cancellations must be made in writing by letter / e-mail specified by the lessor. The date on which SaimaaHolidays booking centre receives the written notification will be regarded as the date of cancellation.

### **In case of booking cancellation of villas:**

– Not later than four (4) weeks prior to the start of the rental period, the client will receive the deposit with the deduction of 90€ as cancellation fees.

– During the period (26.12 – 15.1), the client will receive the deposit with the deduction of 90€ as cancellation fees only if the accommodation is rented by another client for the same dates.

– Less than for four (4) weeks prior to the beginning of the rental period, the client have to pay the full price for the accommodation.

### **In case of booking cancellation of hotel rooms:**

The customer is entitled to cancel his/her booking free of charge no later than at 2.00 o'clock pm on the day before arrival. Exceptions from this are special seasonal holiday packages, which have separate cancellation policies. If the cancellation is made too late or the customer does not show up, the hotel is entitled to charge the customer at least for 1 night's stay + any additional costs that may occur.

Booking terms for groups are given separately at the time of booking. All rights reserved.

SaimaaHoliday recommends the client to obtain travel insurance to cover any contingencies. SaimaaHoliday has no responsibility to accept cancellations without charging cancellation fees.

### **SaimaaHoliday's right to cancel reservations**

SaimaaHoliday has the right to cancel the booking in case of force majeure circumstances. In this case, the client is entitled to a full refund of the paid sum. In a case if the client does not make an advance payment in the specified terms - booking is cancelled automatically. SaimaaHoliday has a right to make changes in prices.

## **COMPENSATION of the DAMAGE**

The client is obliged to indemnify against the loss caused to the object/property directly to SaimaaHoliday.

## **THE QUANTITY OF INHABITANTS**

The quantity of people living the villa / room is limited by the quantity of sleeping places (beds) or maximum quantity stated by the fire inspection. Placing and use of tents and caravans on the territory of the lessor without the permission of the lessor - is forbidden.

## **POSSIBLE COMPLAINTS**

About all remarks, concerning equipment, it is necessary to inform the contact person of the lessor during the stay. In a case if malfunctions are not eliminated, it is necessary to inform about the complaint directly the lessor then if malfunctions have not been eliminated, it is possible to demand damage indemnification.

The claims concerning damage compensation should be sent in written within 30 days after the tenancy termination.

## **CONSUMER PRODUCTS**

The customer has the right to change or return unused merchandise that he/she has ordered online within 32 days according to the Finnish Consumer Protection Act.

### **ONLINE BOOKING**

The client makes the reservation him/herself online. The internet booking is paid all at once by a valid credit card or Internet bank. The booking system will send a confirmation of the booking to the e-mail address the client has provided.

SaimaaHoliday is not held responsible if the online booking is unsuccessful, rather the customer should immediately contact SaimaaHoliday to rectify the situation

The client is responsible for printing/saving the receipt, the description page with key details and the booking conditions.

The prices in the web shop can vary depending on season and available capacity. The web shop may have special booking terms for campaigns. The prices in the web shop can be different than the prices mentioned in the telephone, booking office or reception.

### **ONLINE PAYMENT PROVIDER**

Paytrail Ltd acts as the merchant of the product and the trade transaction takes place between the customer and Paytrail. Paytrail is also the recipient of the payment. Paytrail is a licensed payment institution authorized by the Finnish Financial Supervisory Authority. The seller is liable to meet all the responsibilities related to the trade.

Paytrail Ltd

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