



05.08.2021

Destination Lapland Oy - Terms of Online reservation

The marketing organisation follows the following terms regarding orders, reservations and cancellations of services. These terms shall be binding to both parties when the Customer has paid the payment mentioned in these contractual terms.

Reservation and Payment

In the online-booking system the Customer pays the accommodation in advance. Handling fee of 12€ is charged together with the payment. The booking is confirmed when marketing organisation has received the payment either by credit card or online banking system. A booking confirmation can be printed in the online-shop by the Customer.

Customer instructions, booking confirmation and the address of the office and of the cabin will be sent to the Customer by E-mail. At the arrival, the Customer must show the booking confirmation to the person handing over the key. The marketing organisation is obliged to assure that the Customer gets the holiday services that he has ordered. Handling fee 50 € will be charged when changing the reservation.

Marketing organisation's right to change prices

Once an agreement has been made, marketing organisation has the right to raise the agreed price in the event of any changes in the taxes or public charges affecting the price of the holiday service.

Cancellations

A cancellation shall always be made in writing to the marketing organisation. If the Customer cancels the reservation until 30 days before the beginning of the stay, the Customer gets back the payment, from which the handling fee of 12 € and cancellation expenses of 50 € / cabin shall be deducted. If a cancellation is made later than 30 days before the beginning of the stay, the whole rent is charged. A cancellation is regarded as valid the moment when the marketing organisation has been informed of it. If the Customer can show that the cancellation has been made and sent to the right address in time, the cancellation is approved even if it came late or never reached its destination.

If the Customer changes cabin or apartment or time of arrival, the earlier booking is regarded as being cancelled, and change is regarded as being a new booking.

If the Customer interrupts their booking and departs the holiday destination before the end of the lease period, no compensation will be paid for the unused time and the Customer is not entitled to a rent refund.

It is recommended to take a travel insurance in case of illnesses or in case of pandemia affecting travel plans.

Right of the Marketing Organisation to cancel or change a reservation

In cases of force majeure, the owner of the apartment can give a notice on the agreement through the marketing organisation, in which case the marketing organisation must inform the Customer of the cancellation as soon as possible. In this case the Customer has the right to have the payments to the marketing organisation refunded. Marketing organisation has the right to change cabin, apartment or services into the equal quality and must inform the Customer immediately and if the change is made upon arrival, the change must be completed within 4 hours.



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Keys

On the day of arrival, the accommodation is usually available to the Customer from 6 p.m.

If the Customer arrives outside the office hours, the office may arrange the keys to be delivered to the Customer at an agreed time. If the Customer arrives outside the office hours without notifying the office in advance, the key service will charge an extra fee of 60 €.

Stay in the Premises

The apartment or cottage is usually available from 6 p.m. on the day of the arrival to 10 a.m. on the departure day. The rent of the apartment or cottage includes the final cleaning, firewood, the tableware, bedding and the normal energy costs. The Customer may bring his own bed linen or order them from the marketing organisation in advance against separate fee. The Customer is obliged to compensate directly to marketing organisation for all possible damages caused by the Customer to the apartment or cottage or its property including all related evaluation and handling fees.

Smoking is strictly forbidden in all apartments and cottages. For smoking inside, marketing organisation will charge 1.000€.

Washing the dishes and putting the tablewares back to the closets as well as garbage removal is not included to the cleaning price. Food has to be taken away of the cabin or to disposal point and furnitures have to be left in the original places. Marketing organisation has right to charge the extra cleaning costs from the Customer, if these tasks have not been taken care of or the apartment or cottage has been left to otherwise bad condition.

Marketing organisation is entitled to charge a security deposit (maximum 500€) on arrival. Marketing organisation will return the security deposit on the day of departure. Damage repairs and the cost of possible extra cleaning (for example caused by smoking in the cottage) may be deducted from the security deposit.

Number of Guests

The maximum number of persons allowed to stay in the apartment is the same as the number of beds stated in the cabin description, and this number may not be exceeded. If the number of persons staying in the cabin is more than the number of beds stated in the description, marketing organisation has right to charge extra fee of 20% of the cabin rent price or has right to terminate the contract during the stay. If the contract is terminated for above mentioned reason, the Customer is not entitled to a rent refund.

The use of tent, caravan or mobile home, or use of rentable equipment such as hot tubs without the express permission of the marketing organisation, as well as charging of electric and hybrid cars is strictly forbidden.

Complaints

All complaints regarding the reservation or condition of the apartment shall be made immediately to the marketing organisation. Complaints made afterwards will not be considered by marketing organisation.

Should there be any repair- or maintenance work done at the holiday-home, for reasons not connected to marketing organisation or any other unforeseeable reason, and the problem is fixed within an adequate time span, marketing organisation may not be held liable to pay compensation.



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Force majeure

Marketing organisation will not be liable for any damage or inconvenience incurred by the Customer in the event of an unpredictable and insurmountable obstacle (force majeure) or some other comparable reason (such as a power failure, or the occurrence of animals like mice or insects) that was not caused by marketing organisation and whose effects marketing organisation could not be reasonably expected to prevent. Neither is marketing organisation responsible for any damage or inconvenience caused by regular natural phenomena, **including orders by the authorities or special circumstances such as pandemia (Covid-19).**