



## **CUSTOMER INSTRUCTIONS**

### **CONTACT DETAILS AND OPENING HOURS OF OUR OFFICE:**

**Destination Lapland Oy**  
**Sivulantie 6**  
**95970 Äkäslompolo**

**Phonenumber to our office:**                   **+358(0)16 510 3300**

**Email-address:**                               **[info@destinationlapland.com](mailto:info@destinationlapland.com)**

**Opening hours to our office you can find here:** [Office opening-hours](#)

### **BEFORE ARRIVAL:**

Please fill out the passenger card in advance. Passenger card can be returned before your holiday by email: [info@destinationlapland.com](mailto:info@destinationlapland.com) or by bringing the paper version to our office when collecting the keys.

If you arrive outside of our office hours, please let us know by email to our office: [info@destinationlapland.com](mailto:info@destinationlapland.com).

If you arrive exceptionally early or travel with small children, or for any other serious reason you wish to check in early, please contact our office at least a week before your arrival.

### **ARRIVAL TO THE ACCOMMODATION AND COLLECTING THE KEYS**

The holiday apartment will be available to you no later than 18:00 on the day of arrival. However, you can inquire about the earlier availability / cleaning of your apartment from our office starting from 12:00.

If you arrive outside of our office hours, the keys are collected from a key automat located in the inner entrance of our office. The main door of our office opens with a PIN code, which you will receive in the evening of your arrival day via SMS and e-mail. You get the keys from the key automat by entering this same PIN code into the key automat. The PIN code is the last four digits of the phone number you provided with the reservation and # and the code is only valid for the day of your arrival and the day after. The validity period of the code is indicated in the SMS-message / email.

When receiving the keys to the holiday apartment, customer is committed to follow our general terms of reservation and customer instructions.

Address, number on the map and all other extra information related to the holiday apartment (for example WIFI passwords) can be found in the check-in -form (cover letter), which has been sent to you as an attachment with the booking confirmation.

If you arrive early and need storage space to your luggage, it can be found in our office.



From **GET TIPS**- App, you can easily find more instructions for the arrival, departure and collecting the keys. You can also find the frequently asked questions and other general information from there. The **GET TIPS**-App can be downloaded from App Store or from Google Play. Unlock code for the **GET TIPS** -App is DLAPLAND.

### **THE CONDITION OF THE ACCOMMODATION**

When you arrive at your accommodation, check the condition of the holiday apartment. If you have any comments, please report those to our office without delay. Unfortunately, we cannot accept complaints about the condition of the apartment afterwards. After your holiday, you will receive an online survey, to which you can give feedback more generally.

### **STAYING IN THE ACCOMMODATION:**

The holiday apartments are rented on a self-sufficient basis. Customers will bring with them the needed detergents, toilet and kitchen towels and other consumer goods. Linen can be reserved from our office (20€/set). In some apartments bed linen are included in the rental price. Please check your invoice / receipt to see, if the linen are mentioned on it. Replacement batteries and lamps are available in most apartments.

**In all matters related to the maintenance of the holiday apartment, call our maintenance emergency number +358 400 692 585. Calls to the maintenance emergency number outside office hours only in matters related to the maintenance of the apartment that require immediate action.**

Pets are only allowed in the holiday apartments, if they are specifically mentioned in the description of the apartment and stated at the time of booking. We charge 52€ for pet cleaning.

Firewood is included in the price of the holiday apartments, which have fireplaces.

There is an Info-booklet in the accommodation, which contains general instructions regarding the holiday apartments. Kuukkeli-magazine, which is distributed among companies in the region, is the best source of information on current events and opening hours for services in the area.

### **DEPARTURE FROM THE ACCOMMODATION:**

Check-out time is at 10:00 on the day of departure. The keys will be returned to our office. When the office is closed, the keys are dropped into the locked mailbox to the left of our office's main door. We will charge 100€ for a lost key.

When you leave the holiday apartment, please check that all your luggage is with you. We charge 35€ + postage fee for sending lost property.

Final cleaning is included in the rental price (excluding putting in place of the items and furniture, dishwashing, emptying of refrigerator, removal of food and garbage)



In addition to the above measures, please take care of the following when you leave:

- The windows and the fireplace damper are closed
- The thermostats are in the normal position
- Machines and equipment are closed
- Door is securely locked

Destination Lapland Oy has the right to charge the customer for additional cleaning costs, if the customer has neglected the above-mentioned tasks or if the accommodation has otherwise been left in an unreasonably untidy condition.

#### **RULES FOR THE ACCOMMODATION**

- The holiday apartment may not be used by more people than the number of beds stated in the description of the apartment.
- The rental price of the apartment includes blankets, pillows, dishes, electricity, water and firewood.
- Linen should be always used in the beds. You can bring the linen with you, or reserve linen sets from our office 20€/set.
- The apartments are rented on a self-sufficient basis.
- Smoking is strictly forbidden inside of the apartments.
- The use of a tent, a caravan, or rental equipment (for example hot tub) on the property of the apartment is forbidden.
- It is strictly forbidden to charge electric and hybrid cars from the electrical networks of the apartments. The description of and the information in the apartment mentions, if there is a separate charging point for electric cars at the premises.
- Please take off your shoes and ski boots inside the apartment.
- Please handle the items and furniture in the apartment carefully.
- Please keep the items and furniture in the apartment and put them in the right place as they were when you arrived, when leaving.
- Please take care of the apartment like it would be your own and leave it in the condition it was when you arrived, so that the next guest can also enjoy their holiday.
- Please notify our office immediately, if you have caused any damage in the apartment.

**If there is any problems, you might also find a solution from the Get Tips -App or from our website, from the "Frequently Asked Questions"- section. Also, our office staff are more than happy to help you with any matters concerning you.**

**We wish you a wonderful holiday in Ylläs!**