

## **RESERVATION TERMS AND CONDITIONS ACCOMMODATION SERVICES**

These general terms and conditions are applied to our reservations, if there is no separate agreement between the customer and the accommodation provider. We reserve the right to changes of the terms and prices. This document can be found at [www.hetan-majatalo.fi](http://www.hetan-majatalo.fi).

### **- RESERVATION AND CONFIRMATION**

Reservations can be made on spot, by phone or e-mail. Reservations can only be made by persons older than 18 years. Needed customer information are required within the reservation process in order to receive reservation confirmation. Customer needs to accept the reservation terms and conditions which are valid during the reservation. The reservation is guaranteed right after the confirmation of the accommodation company. The accommodation company may require a paid reservation fee or a reservation confirmation with a credit card to make the reservation binding.

### **- PAYMENTS**

The customer pays for the room upon arrival or departure or in advance covering the reservation fee. The customer can pay with Visa, MasterCard, Maestro, Visa Electron, Finnish debit card or cash (euros). The accommodation company reserves the rights to create an authorization hold from customer's credit card in advance.

### **- ARRIVAL AND DEPARTURE**

Check-in on the arrival date is earliest at 4 p.m. and check-out on the departure date is latest at 12 a.m. However, the accommodation company may have different arrival and departure times. The customer need to notify the accommodation company if he/she plans to arrive outside of the reception's opening hours (10 p.m. - 8 a.m.). The room is reserved for the customer until 6 p.m. If the customer arrives at the place of accommodation later than that, he/she has to inform the company at the risk of losing the reservation.

### **- DEPARTURE BEFORE THE AGREED DATE**

If the customer leaves before the agreed departure date, he/she has to pay the agreed total price for the reserved package.

### **- NO-SHOW RESERVATION**

If the customer has not arrived on the arrival date and the reservation has not been cancelled within the terms, the accommodation company has the right to charge the payments according to the terms and conditions. Minimum charge is always one night stay accommodation charge.

### **- TERMS OF CANCELLATION OR CHANGES**

Cancellation of the reservation needs to be done by contacting the accommodation company in writing. Cancellation terms vary depending on the reservation dates, packages and special conditions. Possibility to cancel the reservation without charges depends on the chosen price terms on the time of the reservation. If the reservation has caused special expenses of the ordered extra services, they will be fully charged within the cancellation of the reservation.

The accommodation company has the right to cancel the reservation in case if the necessary pre-payments of the reservation have not been paid within given timetable.

The accommodation company has the right to cancel the reservation in case of force majeure or other overpowering object. In this case the customer has the right to receive the prepayment of the reservation fully back.

For obligatory reasons the accommodation provider has the right to move the reservation into at least of the same category level of accommodation. In this case the accommodation provider will compensate all transfer costs.

Reservations made for various events and special occasions are charged during the reservation or in advance. The prepayment made will not be returned in the case of cancellation or alteration of the reservation. Customer needs to accept the reservation terms and conditions which are valid during the reservation.

We recommend that customer has a comprehensive travel insurance well in advance, already when making the booking. Travel insurance is advised to be checked in case of the cancellation of the reservation.

### **- TERMS OF CANCELLATION OR CHANGES in case of serious illness, serious accident or death of the customer or his/her next of kin or some other unexpected and serious incident or force majeure**

We recommend that customer has a comprehensive travel insurance well in advance, already when making the booking. Travel insurance is advised to be checked in case of the cancellation of the reservation for any reason.

The customer has the right to cancel the reservation in case of a serious illness, serious accident or death of the customer or his/her next of kin or some other unexpected and serious incident, such as one's home being burned down. Next of kin refers to the customer's spouse, child, parent, mother-in-law, father-in-law, sibling, grandchild, grandparent or travel companion who was supposed to stay in the same room. The customer has to inform the accommodation company immediately of the reason for not arriving and prove it with a reliable account, such as a medical certificate, police investigation report or an insurance company's report. The official medical certificate or other reliable document needs to be delivered to the accommodation company within 14 days of the cancellation date. If the certificate or document is delivered later than 14 days the compensation will not be paid.

The travel insurance should cover all the costs of the cancellation in full amount. If the travel insurance do not cover the cancellation because of the reasons mentioned above the accommodation company has the right to deduct office costs 30€/room from the payable amount.

If the customer leaves the place of accommodation before the agreed departure date due to the above-mentioned reasons, the price must be fully paid.

If the reservation has caused special expenses of the ordered extra services, they will be fully charged within the cancellation of the reservation.

Travel insurance is advised to be checked in case of the cancellation of the reservation.

#### **- OTHER INFORMATION**

In accordance to the Act on Accommodation section 6, every guest is requested to fill out a guest register notice.

The accommodation company handles all customer information confidentially.

The customer is responsible for damages, such as smoking in the room, caused on purpose or through negligence to the room or other facilities, furniture, equipment or to other customers or their property by the customer, his/her guests or pets.

Final cleaning is included in the rate but if the room needs extra cleaning or anything has been damaged, an extra fee of minimum 150€ will be charged.

Smoking is prohibited indoors. If customer smokes inside there is a fee 300€/warming.

If customer loses the room key there is a fee 150€/key.

The accommodation company has limited number of rooms for customers travelling with pets.

There is a fee 20€/pet/night.

If the customer has not agreed with the accommodation company on travelling with a pet there is a fee of 40€/pet/night.

The accommodation company is not responsible of problems caused to other customers because of forbidden smoking or pets.

Silence in the area is between 11 p.m. and 7 a.m. If anyone causes disturbance to other guests, the accommodation company has a right to remove them from the area. In this case the reservation has to be fully paid.

The accommodation company is not responsible for any damages or disappearance of the customer's vehicle or property inside the vehicle that is in the accommodation company's parking lot.

We recommend that customer has a comprehensive travel insurance well in advance, already when making the booking.

Travel insurance is advised to be checked in case of the cancellation of the reservation.

These terms and conditions are not valid when reservation has been made through a third party.

Accommodation reservations apply the law of accommodation and restaurant business.

We reserve the right to change terms and conditions.

The customer needs to read the valid terms and conditions and accept them before making the reservation.

The parts that are not handled in these terms and conditions, they are handled in reservation terms and conditions regarding accommodation services done by Finnish Hospitality Association (MaRa).

### **High Season & during special occasions with prepayment**

- Prepayment 30-50% of the total is sent to customer in advance by e-mail
- Free cancellation before paying the prepayment
- If the reservation is canceled after paying the prepayment, the accommodation company has the right to keep the full prepayment
- If the customer cancels the reservation 60-31 days prior to the day of arrival the customer will be charged 75 % of the entire value of the reservation
- If the customer cancels the reservation less than 31 days prior to the day of arrival the customer will be charged for the entire value of the reservation

### **High Season & during special occasions without prepayment**

- Free cancellation 61 days before arrival
- If the customer cancels the reservation 60-31 days prior to the day of arrival the customer will be charged 50 % of the entire value of the reservation
- If the customer cancels the reservation 31-15 days prior to the day of arrival the customer will be charged 75 % of the entire value of the reservation
- If the customer cancels the reservation less than 15 days prior to the day of arrival the customer will be charged for the entire value of the reservation

### **Low Season**

- Reservations with 1-2 nights reservations:
  - Free cancellation 5 days before arrival
  - If the customer cancels the reservation less than 5 days prior to the day of arrival the customer will be charged for the entire value of the reservation
- Reservations with 3 overnights or more:
  - Free cancellation 31 days before arrival
  - If the customer cancels the reservation 30-16 days prior to the day of arrival the customer will be charged 50 % of the entire value of the reservation
  - If the customer cancels the reservation 15-5 days prior to the day of arrival the customer will be charged 75 % of the entire value of the reservation
  - If the customer cancels the reservation less than 5 days prior to the day of arrival the customer will be charged for the entire value of the reservation

### **Groups**

- Free cancellation 200 days before arrival
- Prepayment 30-50% of the total is sent to customer by e-mail 200-60 days prior to the day of arrival
- If the reservation is canceled after paying the prepayment, the accommodation company has the right to keep the full prepayment
- After the prepayment the entire value of the reservation can decrease maximum -15 %
- If there is no prepayment these terms below apply anyway.
- If the customer cancels the reservation 180-91 days prior to the day of arrival the customer will be charged 30 % of the entire value of the reservation.
- If the customer cancels the reservation 90-31 days prior to the day of arrival the customer will be charged 50 % of the entire value of the reservation
- If the customer cancels the reservation less than 31 days prior to the day of arrival the customer will be charged for the entire value of the reservation
- Name list should be sent 30 days prior to the day of arrival

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**RESERVATION TERMS AND CONDITIONS MEALS AND MEETINGS**

Sovellamme varauksiin seuraavia yleisiä varaus- ja peruutusehtoja, mikäli asiakkaan ja majoitusliikkeen välillä ei ole tehty erillistä sopimusta. Pidätämme oikeuden ehtojen ja hintojen muutoksiin.

Pyydämme toimittamaan viimeistään 7 vrk ennen tilaisuutta yksityiskohtaisen ohjelman, josta käyvät ilmi osallistujamäärä, aikataulutus, tarjoilu, mahdolliset ruoka-aineallergiat ja -valiot sekä kokoustilaisuuden ollessa kyseessä tarvittavat kokousvälineet ja pöytien järjestys. Muutoksista tämän jälkeen on ilmoitettava viipymättä mutta emme voi taata saatavuutta.

Asiakkaan tekemä tilaus on sitova ja varaus astuu voimaan, kun majoitusliike on sen vahvistanut. Varaus on voimassa tilaajan ilmoittamalle henkilömäärälle, jota tilaaja voi tarkentaa 7 vrk ennen tilaisuutta, kuitenkin niin että +/- 10 % muutoksen voi esittää vielä 4 vrk ennen tilaisuutta.

Mikäli ilmoitus osanottajamäärän pienenemisestä tulee em. aikoja myöhemmin tai sitä ei tule lainkaan, on majoitusliikkeellä oikeus veloittaa tilaajalta etukäteen tilatuista palveluista ilmoitetun henkilömäärän mukaisesti.

Osanottajamäärän olennaisesti muuttuessa on majoitusliikkeellä oikeus osoittaa tilaajalle toinen tila ja neuvotella uudelleen tilaisuuden yksityiskohdista, kuten mahdollisesta tilavuokrasta ja tarjoiluista.

Varauksen peruutuksesta tulee ilmoittaa majoitusliikkeelle viimeistään 30 vrk ennen tilaisuuden alkua, jotta peruutuksesta ei aiheutuisi tilaajalle kustannuksia.

Mikäli peruutus tapahtuu 29-14 vrk ennen tilaisuutta, tilaajalta veloitetaan peruutusmaksuna 50 % tilauksen arvosta viimeksi ilmoitetun henkilömäärän mukaisesti.

Mikäli peruutus tapahtuu myöhemmin kuin 14 vrk ennen tilaisuutta, tilaajalta veloitetaan 100 % tilauksen arvosta viimeksi ilmoitetun henkilömäärän mukaisesti.

Mikäli maksuehdoista ei ole erikseen sovittu, maksaa tilaaja käteisellä, pankki- tai luottokortilla tai etukäteen laskulla. Laskuihin lisätään laskutuslisä. Maksuehto on 8 päivää netto. Viivästyskorko on korkolain mukainen. Joissain tapauksissa voi olla ennakkomaksu joko kokonaan tai osa tilauksen arvosta.

Varausehdoista voidaan tarvittaessa poiketa, mikäli siitä on erikseen tilaajan kanssa kirjallisesti sovittu.

Pidätämme oikeuden muuttaa varaus- ja peruutusehtojamme.

Asiakkaan on ennen varaustaan tutustuttava kulloinkin voimassa oleviin varaus- ja peruutusehtoihin ja hyväksyttävä ne. Siltä osin kuin ehdoissa ei muuta määritellä, noudatetaan MaRa ry:n yleisiä varaus- ja peruutusehtoja.

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