



The Lessor applies these booking and cancellation terms (the "Terms") to the reservation, rental and cancellation of its accommodation properties.

The Terms become binding on both parties once the person making the reservation (the "Customer") has made a booking.

These Terms apply only to Customers who have booked an accommodation property (the "Property") directly from the Lessor or through an intermediary authorised by the Lessor.

When making a booking, the Customer must be of legal age (at least 18 years old). A corporate or organisational customer must be authorised to make the booking. **Subletting of the Property is prohibited.**

1. Booking and payment

Bookings are made in writing. The Customer receives a booking confirmation containing the contact details of the Property's caretaker (the "Caretaker").

All payments are made to the Lessor. When making a booking, the Customer must pay at least **20% of the rental price** as a reservation deposit, with the balance due no later than **28 days before** the start of the booking.

If there are 28 days or fewer until the start of the booking, the full rental price is payable immediately.

A booking is confirmed once the required payment has been made. If the balance is not paid by its due date, the Lessor is entitled to cancel the booking and retain the reservation deposit.

2. Cancellations

Cancellations are made by email to the Lessor and are deemed to have taken place when the message is received. A cancellation made on a weekend or public holiday is deemed to have taken place on the following business day.

- If the cancellation is made **more than 28 days** before the start of the booking, the rental price paid is refunded less the 20% reservation deposit.
- If the cancellation is made **28 days or fewer** before the start of the booking, no payments are refunded.

The cancellation terms also apply to illness or other personal reasons. Customers are advised to take out travel insurance.

Epidemics, pandemics or travel restrictions do not constitute force majeure. The normal cancellation terms apply in such cases as well.

3. Amending a booking

The Customer may amend a booking (property, dates, number of guests or additional services) no later than **28 days** before the start of the booking. A handling fee of **EUR 200** is charged for the amendment. Amendments made later are treated as a new booking.

4. Cancellation or interruption by the Lessor

The Lessor is entitled to cancel a booking in the event of force majeure. In such a case, all payments made by the Customer are refunded.

If the Customer fails to pay the rent by its due date, the Lessor may cancel the booking without separate notice.

If the stay has to be interrupted due to disruptive behaviour by the Customer or their guests, the rent is not refunded.

5. Price changes and incorrect price information

The Lessor is entitled to correct clearly incorrect price information resulting, for example, from an obvious typographical error or an exceptionally low price. The Lessor may change the price if taxes or official charges change after the booking. If the Customer does not accept the price change, they may cancel the booking and receive a refund of the payments made.

6. Service information

Information in the property description about local services (e.g. restaurants, shops, ski lifts) is indicative only. The Lessor is not responsible for the availability of services or for changes to them.

7. Staying at the Property

7.1 Handover of keys

Keys are handed over at the time stated in the booking confirmation. If the Customer does not notify their arrival time, the Lessor does not guarantee the handover of keys.

7.2 Personal data and traveller registration

The Customer is responsible for ensuring that the traveller registration (matkustajailmoitus) is properly completed for all guests.

7.3 Equipment and what the rent includes

The rent includes use of the Property, energy costs, furniture, dishes, linen, towels and final cleaning.

7.4 Firewood

Firewood is included in the rent unless otherwise stated.

7.5 Number of guests

Only the number of persons stated in the booking confirmation may stay at the Property. Parties and other events must be agreed in advance with the Lessor.

7.6 Cleaning and waste management

The Customer is responsible for the cleanliness of the Property during the stay. Final cleaning is included in the rent, but dishes must be washed and waste taken out.

7.7 Smoking and pets

Smoking and burning incense are prohibited indoors. Bringing a pet is permitted only at properties specifically designated as pet-friendly. A contractual penalty of **EUR 1,000** is charged for an unauthorised pet.

7.8 Electric vehicle charging

Charging is permitted only if stated in the property description or with permission from the Lessor.

8. Departure day and return of keys

The departure time and return of keys take place in accordance with the booking confirmation. If the Customer departs at another time, this must be agreed in advance with the Lessor.

9. Damage and liability

The Customer is liable for all damage they cause to the Property and its contents. Damage must be reported without delay to the Lessor or the Caretaker. The Customer is liable for lost keys and any re-keying. The Lessor is not liable for damage caused by force majeure (e.g. power outages, storms, natural phenomena).

10. Remarks and complaints

All remarks must be reported to the Lessor or the Caretaker as soon as they arise. If the problem cannot be resolved, the Customer may submit a written complaint within one month of the end of the booking. If the matter cannot be settled, it may be referred to the Consumer Disputes Board (www.kuluttajariita.fi).

11. Processing of personal data

The Lessor processes the Customer's personal data as required by the booking process and by law. Data is processed in accordance with data protection legislation and good data processing practice.

12. Applicable law and dispute resolution

These Terms are governed by Finnish law. The parties shall primarily seek to resolve disputes through negotiation. If no settlement is reached, disputes shall be resolved by the District Court of Helsinki (Helsingin kärjäoikeus).