

RESERVATION TERMS AND CONDITIONS FOR VALKEISEN LOMA SERVICES

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The following terms and conditions apply for reserving and cancelling Valkeisen Loma accommodation services. These conditions are binding for both parties and take effect from the moment a guest makes a reservation. The person making the reservation must be at least 18 years old.

Booking and payment

The reservation can be made by phone, email or on-line. A written booking confirmation will be sent by Valkeisen Loma via email or through the online booking system used to make the reservation. If no email address exists, the booking confirmation can be sent by post if required.

Payment can be made either at Valkeisen Loma, as invoiced, or in accordance with the online reservations system's terms and conditions.

Cancellation and amending the reservation

Notice of cancellation by email or phone must be provided by the person in whose name the reservation was made. If the reservation was made through some other online system than Valkeisen Loma's own system (<https://valkeisenloma.com/majoitus>), the reservation must be cancelled using the same reservation system (Booking.com, Visit Ähtäri central reservations or similar). The cancellation is valid only after it has been received by Valkeisen Loma.

If the reservation is cancelled or amended at least one day prior to the original arrival date, no cancellation fee will be due, and all payments made will be refunded. In case notice of cancellation or an amendment request is received later than this, Valkeisen Loma is entitled to charge in full for the first night of the booking. The same applies if the customer does not arrive. If any online system was used for the reservation, the terms and conditions of that system apply.

Valkeisen Loma's right to cancel the reservation

In the case of force majeure, Valkeisen Loma may cancel the reservation. The customer is then entitled to receive the amount remitted paid back in full.

Stay at the hotel or cottage

Breakfast is included in the accommodation price during the summer season and at other specifically stated times. At other times, breakfast is not included, but it can be purchased when pre-ordered. The final cleaning service is included in the price of accommodation but during the stay, the customer takes care of the cleaning. Mattresses, quilts and pillows are included in the rental price. Bedlinen and towels are included in the rental price unless otherwise agreed.

The accommodation may be used by the number of customers agreed with Valkeisen Loma in advance (however this must not exceed the official maximum number of customers). Tents and caravans are not permitted on the grounds of Valkeisen Loma without the owner's permission and a prior reservation. Pets are not permitted in most rooms. Smoking is not allowed indoors.

Arrival at the accommodation must be between 16.00 and 21.00: later arrival must be agreed beforehand. Check-out is by 12.00 unless otherwise agreed.

Pets

Pets are only allowed in the rooms of the main building, the Granny's Cottage, Emilia's Chamber, Kaapo's Chamber, Kaisa's Chamber and Konsta's Chamber. The bringing of pets must be agreed separately, and an additional fee of 15 Euros/pet/accommodation is payable.

Compensation for Damage

The customer is responsible for any damage caused to the contents of the accommodation, the property and the location.

Complaints

All complaints and comments must be brought to the attention of the staff without delay. If a matter remains unattended to, a customer may make a written complaint to Valkeisen Loma. This must be done normally within one month of the end of the reservation period. If the customer and Valkeisen Loma fail to reach agreement on the matter, the customer can take the case to the Finnish Consumer Advisory Service.

The governing law and the place of disputes

Contracted parties will attempt to resolve any dispute through negotiation. If no understanding is thus reached, any dispute will be settled in the District Court of Southern Ostrobothnia in Seinäjoki. The contract shall be governed by Finnish law.

Right to alter prices

Valkeisen Loma reserves the right to adjust prices if taxes or public charges affecting holiday service requirements change.