

BOOKING & CANCELLATION TERMS & CONDITIONS 2014-2015

Seasonal terms and conditions 2014-2015 for the period of 20.12-10.1:

The booking must be paid in full at the time of the reservation. If the booking is cancelled latest at three (3) months before the arrival time, the customer will receive a full refund, except the administration fee of 15€.

If the booking is cancelled latest 29 days before arrival time, Eräsaukko Oy will reserve the right to keep 30% of the total amount of the booking.

If the booking is cancelled latest 14 days before arrival time, Eräsaukko Oy will reserve the right to keep 50% of the total amount of the booking.

If the booking is cancelled latest 7 days before arrival time, Eräsaukko Oy will reserve the right to keep 100% of the total amount of the booking.

For the period of 20.12-10.1, no bookings without 30% booking fee will be taken; the reservation must be paid in full in order to secure the booking. Eräsaukko Oy can cancel the booking in the case of force majeure. In this case, the customer has the right to get a full refund.

Prices do not include bed linen, they are 10e/set or the customer can bring their own bed sheets.

Smoking indoors is not permitted at any time.

The customer makes sure that the cottage is clean when checking out. If the cottage is left untidy/dirty, Eräsaukko Oy will charge 30€/hour for cleaning the cottage.

The person who makes the reservation must be over 18 years old.

Payment options: Invoice, payment over the phone with Visa or MasterCard, or only when agreed, by cash at the destination.

GENERAL TERMS AND CONDITIONS

Eräsaukko Oy / Travel Center and Kenestupa Travel Center follow the following terms and conditions in booking and cancelling of accommodation and other services. These terms and conditions bind both parties after the customer has received a booking confirmation and paid the deposit.

BOOKINGS & PAYMENTS

After the customer has made a booking, at least 30% deposit of the total amount of the booking will be required to pay. The booking is confirmed only if the deposit has been paid. If Eräsaukko Oy does not receive the deposit within three days of the reservation, the booking will be automatically cancelled. The remaining balance must be paid latest at 28 days before the arrival time. If the booking is made six (6) weeks before the expected arrival time, the booking will be charged in full. If the booking has not been paid in full within three days of the reservation, the booking will be automatically cancelled. From 20th December until 10th January every year, different terms and conditions apply. The minimum booking time for this period is four days and the booking must be paid in full at the time of the reservation. If the booking is cancelled at any time, 30% of the total amount will be charged.

CANCELLATIONS

All cancellations must be done either by emailing or phoning Eräsaukko Oy, or if booked via a booking portal, the cancellations must be done directly to the booking portal

The booking can be cancelled if the following terms and conditions are met:

The booking can be cancelled with no extra charge at least 29 days before the arrival time.

If the booking is cancelled 28 days but no later than seven (7) days before the arrival time: 30% of the total amount of the booking will be charged.

If the booking is cancelled one week before the arrival time: 50% of the booking will be charged.

If the customer is marked as 'no show' so in other words has not cancelled the booking and does not arrive, the booking will be charged in full.

For all booking for period of 20th December until 10th January every year, different terms and conditions apply. If the booking is cancelled at any time, 30% of the total amount will be charged.

The cancellation is confirmed the moment it reaches Eräsaukko Oy. If the cancellation has been done or attempted to do within the right period as listed in cancellation terms and conditions above, but the cancellation does not reach Eräsaukko Oy, the booking will be cancelled if the customer can provide a proof of the cancellation.

If the booking has to be cancelled because the customer or his/her immediate family member becomes ill, has an accident or dies, the customer is entitled to a full refund but not including administration fees of 15€. The cancellation must be done immediately and before the arrival time. If the customer changes his/her destination or a cottage or the time of his/her holiday, it will be seen as a cancellation and counted as a new booking.

ERÄSAUKKO OY'S RIGHT TO CANCEL THE BOOKING

Eräsaukko Oy can cancel the booking in the case of force majeure. In this case, the customer has the right to get a full refund.

AT THE DESTINATION

Check in starts from 2pm onwards. Check out latest at 11am, unless otherwise agreed. The reservation includes the accommodation and electricity. The customer will bring their own bed linen (a set can also be hired from Eräsaukko Oy) and cleans the cottage so it is in the same condition as when the customer arrived.

DAMAGES

The customer is required to replace or pay for any damage they may cause to the cottage or destination.

NUMBER OF PEOPLE

No extra person might use the cottage if it exceeds the maximum number of people as advised in the cottage description. Setting up a tent or a campervan in the yard is not allowed without permission. All pets must be informed at the time of the reservation, please see the allowed cottages. Please clean your pet's droppings.

COMPLAINTS

All problems and complaints must be made when they occur. They must be pointed out to a member of staff at the destination or within one week after departing from the destination. If the customer and Eräsaukko Oy cannot strike a deal, the customer can take the matter to the Consumer Complaint Board.

We reserve the right to make any changes. VAT is included in all prices.

We hope you will enjoy your time in our travel centers!

Eräsaukko Oy

