

TERMS OF RESERVATION, PAYMENT AND CANCELLATION

These booking conditions set out the terms on which you contract with us, Häkärinteet Oy the marketing organisation. **A contract exists between you and the marketing organisation and all conditions become binding to us both once You have made the booking. The booking must be made by an adult person.**

Reservation and payment:

The reservation is binding from the moment of booking. Once the reservation has been made it must be paid with the chosen e-payment method. A service charge of 7€ will be added to the total. On arrival customers must be prepared to show a receipt of the booking if asked to do so. Häkärinteet is responsible for making sure that the customer will receive the agreed cottage services. On the location the customer can agree on other services as well, which will be paid at the location. The customer will also be sent an instruction on how to drive to the location, a code to open the door and booking terms.

Payments with Visa, Visa Electron or MasterCard:

If you want to pay with Visa, Visa Electron or MasterCard cards, acts Demo Company only as the marketer of services and products and delivers the products to buyers. Suomen Verkkomaksut Oy is responsible for reclamations. Suomen Verkkomaksut Oy acts as the seller in Visa, Visa Electron and MasterCard payments and the deal is made between the customer and Suomen Verkkomaksut Oy. The seller is responsible for all deal related obligations. Suomen Verkkomaksut Oy is also the payment recipient.

Suomen Verkkomaksut Oy

Business-ID: FI2122839

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Netbanks:

Suomen Verkkomaksut Oy (FI2122839) carries out netbank related payment transfer services in co-operation with Finnish banks and credit institutions. For consumer the service works exactly the same way as traditional web payments.

Cancellation:

Cancellations must always be made in writing to Häkärinteet. Cancellation takes effect when the information arrives to Häkärinteet. The advance payment paid before the cancellation will not be

returned to the client. If the reservation is cancelled less than 30 days before the beginning of reservation, no money will be refunded to the client. If, however, Håkärinteet manages to get new clients to the cottage at the time of the cancelled reservation, the payment received from the new client can in certain cases be refunded. The cancellation must be made immediately.

Cancellations in case of sudden illness:

The cancellation will take effect from the day we receive your written notification. If you can prove you have made and sent your cancellation to the right address to us at the due date, we will accept your cancellation whether we receive your notification late or none at all. If your cancellation is due to sudden illness / injury / death of a close relative or your travel party, we will refund you your payment reduced with the 30% deposit. You will have to present a reliable document, e.g. a doctor's certificate (within 14 days), on the case.

The Håkärinteet booking's right to cancel the booking

The Håkärinteet Booking Office reserves the right to cancel the booking in case of force majeure or other reasons out of Håkärinteet Booking Office's control such as e.g. fire and/or water damages in the booked accommodation. In this case we will notify you of the cancellation immediately and refund all money paid. Håkärinteet Booking Office reserves the right to cancel the booking in case the payments are not done on time.

Handing out the keys

The reservation period begins daily at 4 p.m. and ends daily at noon. This means the cottages must be empty by 12 o'clock on the last day of the reservation. The cottage door has a lock that requires a code that needs to be inputted in order for it to open. The code is sent with the booking terms.

Your holiday accommodation at Håkä

Your accommodation will be at your disposal from 16.00 on your arrival day until 12.00 on your departure day. The rent of the holiday accommodation includes kitchen utensils and dishes, fuel for heating, lightning and cooking. You are expected to bring your own linen and towels with you unless you agree otherwise when booking your holiday. It is not allowed to use sleeping bags on the beds.

No smoking in cabins! In case of smoking in the accommodation, please notice that we will charge a cleaning fee of minimum 300 euro. The departure cleaning will be included into the holiday accommodation reservation. You are responsible for the tidiness of the cabin. The care taker has the right to charge you a double fee for the extra cleaning if the accommodation is not in an acceptable state after your stay.

Breakage

The client is bound to indemnify the owner for any damages of the cabin or the movable property in the cabin.

The number of persons

The number of persons (8) staying at a cabin should not exceed the number given in your invoice. Tents or caravans on the building site are not allowed without a separate permission. Pets are allowed into some accommodation units. Please inform about your pet whilst booking the cabin. You are obliged to clean the spoor after your pet.

Complaints

Should you have any cause to complaint about the booking or state of your holiday accommodation you must **immediately** inform the Håkärinteet rental

WELCOME TO HÄKÄ AND HAVE A NICE HOLIDAY!

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