

## Reservation and cancellation policy

The terms of booking and booking cancellations. Booking of services or equipment can be placed orally, written or by electronic booking systems.

## Accommodation

Accommodation period in cottages starts at 3 p.m. and ends at 12 noon. Apartments and cottages booked beforehand will be reserved for you until 8 p.m., if late arrival was not agreed on.

## Individual clients

Possible cancellation must be informed immediately. In case of a pre-paid booking, you can ask for a refund by e-mail [majoitus@loma-hossa.fi](mailto:majoitus@loma-hossa.fi). Please indicate your full name, cottage number, the period of accommodation, as well as the number of the account at which you would like to receive the payment. The refund application should be placed no later than 14 days after the booking cancellation.

### 1. Booking for standard periods

At the refund, office expenses of 20 euros will be charged.

- For one night bookings the booking can be cancelled the day before arrival by 12 p.m., after that the service provider can charge the whole cost of the booking for its cancellation.
- The Client who has booked accommodation for several nights or several residential units can cancel their booking 7 days before the arrival date. After that for booking cancellation the service provider can charge 50% of the booking cost for the period until the residential unit is sold again.
- If a Client cancels booking of accommodation for several nights or several residential units less than 48 hours before the arrival date, and the residential unit is not sold during this period, the service provider has the right to charge the whole cost of the booking.

### 2. Booking for special events that include no less than two days of accommodation (for example, during the celebration of Juhannus)

Booking for special events is always paid beforehand via the website or by issuing an invoice. If the Client does not make the payment in due time, the service provider can unilaterally cancel the booking and offer the unit for sale again.

Office expenses of 20 euros are charged for booking cancellation, if this cancellation was made no later than 14 days before the date of arrival.

In case of later booking cancellations, the service provider has the right to retain compensation out of the agreed cost in the following way:

- 8 to 13 days before arrival –50% of the booking cost
- less than 7 days before arrival –100% of the booking cost

In case of failure to appear, the service provider has the right to retain the whole cost of booked services from the Client.

In case of early departure before the agreed-on date, the whole cost of the unused period is charged.

## **Groups**

Definition: individual groups are understood as societies, consisting of at least 11 people. A group has the same dates of arrival and departure and a group is charged with a single invoice.

Group booking is always prepaid within the set period indicated by the service provider, no later than 14 days prior to arrival. If the booking is placed later than 14 days before arrival, the payment should be made at the very day of the booking.

### **Booking cancellation in group bookings**

In case of booking cancellation, the service provider has the right to receive compensation of the unpaid cost in the following way:

- Booking can be cancelled without extra expenses, but it must be cancelled no later than 30 days before arrival.
- In case of booking cancellation 14 to 29 days before the arrival (the whole booking or a part of the booking), the service provider has the right to retain 50% of the whole cost of the booking / of the part of the cancelled booking.
- In case of booking cancellation less than 14 days before arrival (the whole booking or a part of the booking), the service provider has the right to retain 100% of the whole cost of the booking

In case of cancellation of a group booking, office expenses of 20 euros per booking are always charged.

Cancellation of a group booking must be executed in writing.

In case of failure to appear, the whole cost of the agreed-on services is retained.

In case of early departure, the whole cost of the unused period is charged

## **General terms and conditions (individual clients and groups)**

### **Accommodation and cleaning the cottage**

The cost of accommodation includes the right to use a residential unit, as well as equipment provided for this residential unit. Clients should use bedsheets, sleeping bags, etc. Additional bed sheets can be provided for extra cost by request.

You can order final cleaning when you book the cottage. If you prefer to do the final cleaning yourself, it includes the following: dishwashing, wiping of table tops, vacuuming

and taking the garbage out to a waste collection point (recycling). If you have moved furniture, please put them in their original places. If you have used bed linen, please leave them stacked on the top of the bed. Take any foods you have brought with you or take them out to a waste collection point.

The service provider can charge the final cleaning costs afterwards, if the Client has left the cottage without cleaning or in a condition that special cleaning is required.

### **Booking interruption related to disruptive behaviour**

If a Client's or a guest's behaviour does not conform to the general organizational rules established at the establishment or the instructions handed out by the establishment's personnel, and if, despite the notifications or warnings of the establishment's representative, the Client does not stop disturbing the order and safety at the residential building they rented or at its surroundings, the staff has the right to immediately cease to provide the Client with the accommodation services. All actual expenses caused by the aforementioned measures are paid for by the guest.

### **Damages, losses and complaints**

All faults of equipment or the state of the residential building should be immediately made known to the LomaHossa's personnel so that they could fix them or compensate for them, if possible. A Client should also immediately report and fix damage caused to the residential building, other buildings of the establishment or its movable property. If damages are not timely reported, the loss is later calculated according to the price list in effect: the guest bears full responsibility for the state of an accommodation unit they booked during the whole period of stay. The service provider is not responsible for problems caused by third parties (for example, failure in water or power provision, in telecommunication or television networks).

### **Number of persons**

The maximum number of people allowed in one residential area equals to the number of sleeping accommodations and additional beds. The number of people should be indicated in the application no later than during check-in at your arrival, and this number cannot be exceeded.

### **Obligation to submit personal data**

According to the Law "On Accommodation", a tourist is obliged to fill in an application form before arrival. A Client can fill in and print the electronic application form on the website in advance, what will make their check-in faster. The application form should be filled in no later than at check-in. According to the Criminal Code, violation of the obligation to submit one's personal data or submission of false personal data results in a punishment.

### **Smoking and pets**

Smoking is allowed only outside of residential areas.

It is allowed to bring your pets with you (except in Rajakartano apartment LH3), but you should always inform us about it beforehand. Pets are not permitted to be on the bed or on the couch. An illness of a pet does not constitute a reason for booking cancellation.

## **Illnesses**

Even if you have a health certificate, office expenses of 20 euros per booking are charged. In case of booking of several residential rooms or group booking, one person's illness does not give the right to cancel the whole booking.

## **Disputes**

First of all, the service provider and the Client will try to resolve all the disputes by negotiation and find a consensus decision. If the Client and the service provider cannot reach agreement, the Client can file the case for hearing to the Consumer Disputes Board.

## **The service provider's right to cancel a booking**

The establishment is not responsible for booking cancellation related to force majeure circumstances. In this case the Client has the right to receive the prepaid cost of accommodation. The service provider's responsibility is limited only to refund of the received amount, and he does not bear liability to compensate for the undelivered services. In case of force majeure, if possible, the service provider can offer to exchange the booking for another accommodation type as an option.

At any time, the service provider has the right to change the service type, its content and terms of this agreement informing the Client through the website. The change takes effect immediately, but for the Client the terms that existed at the moment of booking stay in effect.

## **Payment Service Provider**

Paytrail Plc acts as a collecting payment service provider and is an authorized Payment Institution. Paytrail Plc will be shown as the recipient on your bank or credit card statement. Paytrail Plc will forward the payment to the merchant. For reclamations, please contact the website the payment was made to.

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