



## RESERVATION TERMS – COTTAGES

Oma lähtösiivous 160531

Page 1/3

### RESERVATION AND PAYMENT TERMS AND CONDITIONS

Lost in Lapland Oy (later also as Lessor) complies with the following terms and conditions in ordering, reserving and cancelling accommodation services. These terms and conditions are binding on both parties after the customer has made the reservation. The reservation must be made by a person of legal age.

### RESERVATION AND PAYMENT

After making the reservation, booking fee and final payment invoices and a confirmation of the reservation are sent to the customer by email. Together with the reservation the customer will also receive the house rules as well as directions to the accommodation and the pickup location for the key.

#### Booking fee (30 %)

The reservation is confirmed after the customer has paid the advance payment of 30% online or by the due date of the invoice. If the reservation is made later than 6 weeks before the stay, no advance payment is charged separately.

#### Final payment (70 %)

The final payment (70 %) must be paid a month before the stay at the latest or by the due date of the invoice. If the customer neglects the payments when they are due, Lost in Lapland has the right to cancel the reservation without prior notice. The reservation can also be made in the Lost in Lapland sales offices or by phone, after which Lost in Lapland will send the invoice to the customer by mail or email. Any notification must be made within 7 days of the date of the invoice. The invoice is paid as a SEPA payment (with an IBAN account number and a BIC code of the bank) using the reference number in the invoice. VAT is calculated according to the current legislation. An additional service fee of 15 EUR is charged.

### CANCELLATIONS

A cancellation must always be made to the Lessor in writing by mail or email to [info@lostinlapland.fi](mailto:info@lostinlapland.fi). The cancellation is valid as of the moment Lost in Lapland has received the notification of the cancellation. Provided that the customer proves that the cancellation is made and sent to the right address at the right time, the cancellation is accepted even if it comes late or does not arrive at all. If the customer cancels the reservation:

- at least 30 days before the stay, the advance and final payments are refunded minus the cancellation fee of 50

€/apartment

- later than 30 days before the start of the stay, the rent will be charged fully

#### In case of illness

It is recommended to take a travel insurance for illnesses.

The customer has the right to be refunded with the sum paid to the Lessor minus a 50 € fee/apartment, if the cancellation is due to a serious illness, accident or death of the customer or a person from the same household. The previously mentioned event must be authenticated (for example with a doctor's certificate). If the cancellation is made less than 48 hours before the stay or during the stay, the payment is not refunded.

#### Change of reservation

If the customer changes the holiday destination or the dates of the stay, it is considered as a new reservation which cancels the previous reservation.

#### Arriving late and/or a no-show

If the customer arrives late or is a no-show, the customer does not have the right to a refund. If the customer discontinues the reservation and leaves the accommodation before the end of the rent period, no compensation will be paid for the unused time nor is the customer entitled to a rent refund.

### RIGHT OF THE LESSOR TO CANCEL THE RESERVATION

In case of a force majeure, the Lessor can cancel the reservation, whereupon the Lessor must immediately notify the customer of the cancellation. In this case, the customer has the right to be fully refunded. If the payments of the reservation are not paid on time, the Lessor has the right to cancel the reservation.

### KEYS

The house rules that are sent together with the final invoice contains the information regarding keys. The keys to the accommodation are available on the day of the arrival from 4pm onwards. If the customer fails to return the keys due to negligence, the actual costs of replacing the locks subtracted by a possible deposit payment will be charged from the customer.

### STAYING IN THE ACCOMMODATION

The accommodation is at the customer's disposal from 4pm on the day of the arrival till 10am on the day of the departure. The check-out time is stated in the invoice and reservation confirmation.

Rent includes

- the right to use the reserved accommodation during the rent period
- the final cleaning of the accommodation (see also **customer's own final cleaning**)
- regular energy costs, furniture, tableware, cutlery, bedclothes
- firewood, unless otherwise mentioned in the description of the accommodation. The amount of firewood can be restricted in some holiday destinations

Dishwashing liquids, basic seasonings, toilet and kitchen paper are not included in the rent. Bed linen and towels are not included in the rent, unless otherwise mentioned in the description of the accommodation. Bed linen is obligatory. Bed linen and towels can be requested to most of the destinations when making the reservation. The customer must confirm the availability of bed linen and towels in advance from the Lost in Lapland offices. During the stay, cleaning the accommodation and maintenance of the outside stairs are the responsibilities of the customer.

### DAMAGES

The customer is liable for compensating any damages done to the accommodation or its equipment directly to the owner of the accommodation. The accommodation and its equipment are always examined after the rent period. Smoking is strictly prohibited.

### Pets

Bringing a pet to the accommodation must be confirmed while making the reservation. Pets are only allowed in some destinations. The customer needs a permit from the caretaker or owner of the accommodation in advance for bringing several pets. An extra 50 € is charged from bringing a pet to destinations allowed for pets.

**Bringing unauthorized pets results in a 100€ cleaning charge afterwards.**

### CANCELLING THE RENTAL AGREEMENT DUE TO DISTURBANCE OR CAUSING DANGER

If the customer continues to cause disturbance or danger to others despite the notice given by the representative of the Lessor, the Lessor has the right to cancel the reservation immediately. All expenses caused by such action will be charged from the customer.

### AMOUNT OF PEOPLE, PARKING SPACES AND SMOKING

The accommodation is available only to the amount of people corresponding the amount of bed spaces detailed in the description of the accommodation or what has been agreed upon when making the reservation. Parties and other events where extra people temporarily occupy the apartment must be agreed upon in advance with the Lessor or caretaker.

One parking space is reserved per customer, if this is insufficient, the customer can inquire more parking spaces from the Lessor. Items parked without a permit will be removed from the area.

Using a tent, trailer, bus, truck, RV or caravan is prohibited in the accommodation site without the permission of the Lessor.

Smoking is prohibited indoors in every accommodation. In some resorts, a general quiet time is in effect during night time and the customer must abide by it.

**Smoking in the apartment results in a 500 € cleaning charge afterwards.**

### RESPONSIBILITIES OF THE CUSTOMER AND CHECK-OUT ON THE DAY OF THE DEPARTURE

The customer checks out and hands over the keys on the day of the departure at 10am, unless otherwise mentioned in the invoice.

The customer is responsible for any damages caused in the accommodation. Damages must immediately be reported to the caretaker or Lessor of the accommodation. The customer is liable for compensating any damages directly to the caretaker or Lessor of the accommodation.

### Customer's own final cleaning

The accommodation must be left in a tidy condition. The customer is responsible for paying cleaning charges if the customer has smoked indoors or has not done the final cleaning or it has been done inadequately and the caretaker/owner has to clean the accommodation before the next customer arrives.

When checking out of the apartment, the customer must:

- load the dishwasher and turn it on
- take the trash to the bins outside
- turn off electrical equipment and close the windows
- take away empty bottles and cans
- put the furniture back in place
- take away food items or throw them into the trash
- return the keys and passenger card to the postbox in the outdoor building. Keys can also be left on the



## RESERVATION TERMS – COTTAGES

Oma lähtösiivous 160531

Page 3/3

kitchen table

Additionally, if possible and necessary:

- leave a note to maintenance about possible faults in the apartment
- give customer feedback
  - o with a form and leave it in the apartment or by
  - o email: [info@lostinlapland.fi](mailto:info@lostinlapland.fi)

If the customer has rented bed linen or they are included in the rent, they must be left in a pile on the bed.

### FORCE MAJEURE

Lost in Lapland is not liable for damages to the customer that are caused by a force majeure or similar situation (for example power outage or natural phenomena such as algal bloom or animals such as mice and insects) that is not due to Lost in Lapland and whose consequences Lost in Lapland could not have reasonably avoided. Lost in Lapland is neither responsible for damages nor consequences caused by normal natural phenomena.

### COMPLAINTS

All complaints must immediately be expressed directly to the owner or caretaker of the accommodation once the reason for the complaint occurs during the stay. If the matter is not solved, the customer must contact Lost in Lapland Oy within 72 hours of the occurrence of the problem. If the matter is still left unsolved, the customer can write a complaint letter to Lost in Lapland. This must be done within a month after the end of the reservation. If the customer and Lost in Lapland cannot reach an agreement, the customer can bring the matter to the Consumer Complaint Board ([www.kuluttajariita.fi](http://www.kuluttajariita.fi)). Before this, the customer must be in contact with the consumer rights advisor ([www.kuluttajaneuvonta.fi](http://www.kuluttajaneuvonta.fi)). According to the applicable legislation, the Consumer Complaint Board can leave the matter unhandled, if the customer has not first been in touch with the consumer rights advisor. If the customer does not express the complaints to the caretaker or owner already during the rent period, the accommodation is regarded as being in agreed condition. Faults that are reported only after the rent period cannot be verified together, and therefore, Lost in Lapland is not responsible for compensating them.

### PROVISO

The floor plan, size, furnishing, decor and equipment can slightly differ from what is shown in brochures or other

marketing materials.

### RIGHT TO AMEND PRICES

Lost in Lapland Oy reserves the right to correct errors in pricing before a contract is made. After making a contract, Lost in Lapland Oy has the right to increase and respectively the responsibility to decrease the agreed price if the taxes or public costs that affect pricing change.

### INCORRECT PRICE INFORMATION

Incorrect pricing does not bind Lost in Lapland if the pricing is clearly inaccurate. Such a situation occurs for example if the difference between the stated and actual price is considerable or the faulty price can be regarded exceptionally low compared to the general price level.

### APPLICABLE LEGISLATION AND VENUE OF LITIGATION

The parties of the dispute aim at settling the issue in the contract with mutual negotiations. Given that an agreement is not reached in the negotiations, the dispute is settled in the district court of Helsinki. Finnish law is applied in the case.

### PAYMENT WITH VISA, VISA ELECTRON OR MASTERCARD

If you wish to pay with Visa, Visa Electron or MasterCard, Lost in Lapland functions solely as the marketer of products and services, and additionally delivers the products to the customer. Paytrail is responsible for claims. Paytrail Oy functions as the vendor of products in payments with Visa, Visa Electron or MasterCard, and the transaction happens between the customer and Paytrail. The vendor is responsible for all the commitments regarding the transaction. Paytrail is also the recipient of the payment.

Paytrail, business ID: 2122839-7

Innova 2, Lutakonaukio 7,

40100 Jyväskylä

Telephone: 020 718 1820

### ONLINE BANKS

Paytrail Oyj (2122839-7) offers the payment and financial services of online bank payments in collaboration with Finnish banks and credit institutions. Paytrail Oyj buys the payment and forwards it to the marketer. Regarding the customer, the service is operated as per regular payment in an online bank.

### WELCOME!

Lost in Lapland Oy, Väinö Auerinkatu 7, 00560 HELSINKI. Y-tunnus 822551-1

Puhelin: +358 (0) 400 227600 Email: [info@lostinlapland.fi](mailto:info@lostinlapland.fi) [www.lostinlapland.fi](http://www.lostinlapland.fi)



## RESERVATION TERMS – COTTAGES

Oma lähtösiivous 160531

Page 4/3