

General Terms and Conditions 2016

Preamble:

For the holiday homes on Myllykalliontie 14 B in Artjärvi the following terms and conditions apply on the reservation, rental and cancellation. The present reservation and rental terms are obligatory on the tenant as soon as the reservation fee or the entire rental amount (including the reservation fee) has been fully paid.

Reservation and invoicing:

The tenant must be of legal age (18 years old), when making the reservation.

After making the reservation (usually online) the holiday maker receives an email containing the following information: two invoices (to be paid), contact of the landlord, information about the key handovers and the general terms and conditions regarding the holiday homes. All complaints concerning the invoices must be made within 5 working days to the invoicing party.

The invoice for the reservation fee (EUR 125), has to be paid within 7 days after receipt of invoice.

The bank transfer has to be made to the account specified in the invoice and must include the reference number for the reservation. The receipt of payment confirms the booking and states that the tenant agrees to the General Terms and Conditions.

The second payment will be required not later than 29 days prior to arrival. This invoice contains the costs for the entire stay (less the reservation fee of EUR 125.00). If the "Kesäpesä" is reserved on short notice, which means less than 29 days prior to arrival, the tenant receives an invoice with the cost of the entire stay. A separate invoice for the reservation fee is dispensed with.

Unpaid bills:

If the payment for the rental fee has not been received within the time of payment, the landlord has the right to cancel the reservation.

Cancellation by the holidaymaker:

Cancellations must be given in written notice. In either case, the cancellation fee account of the tenant is EUR 125.00.

In the event of a cancellation, the owner always makes an effort to organise an alternative rental of the holiday dwelling. In case of a cancellation the owner reserves the right to charge for occurring costs and outlays in addition to the reservation fee.

Costs in case of cancellation:

- in case of cancellation up to 29 days prior to arrival: Reservation fee (125 Euro)
- in case of cancellation between 28 and 14 days prior to arrival: 25% of the agreed rental price
- in case of cancellation of less than 14 days and over 48 hours before arrival: 50% of the agreed rental price

If no cancellation is forthcoming, or is received less than 48 hours prior to the agreed arrival or during the rental period, 100% of the rental price will be charged.

In case of death, a serious accident or illness on the part of the holidaymaker or a relative of the same payment will be refunded. In this case the reservation must be cancelled at the soonest time possible and the reasons for the cancellation must be confirmed accordingly (e.g. with an official doctor's letter). In this case only the reservation fee will be charged in order to cover administrative costs.

If the holidaymaker amends the reservation (number of people, reservation period, additional services) this will be considered as a cancellation of the original reservation and leads to a new reservation. In this case, the specifications for payment of the reservation fee and the deadlines for cancellation apply.

Cancellation by the owner:

In cases of force majeure, the owner is entitled to terminate the contract with the holidaymaker or cancel the reservation. The owner is responsible for immediately informing the holidaymaker of the cancellation. In this instance the holidaymaker shall receive full reimbursement of all payments made.

The landlord has the right to cancel the reservation during the stay if the tenant behaves flashy or distracting. In this case, neither the reservation nor the rental fees will be refunded.

Key handover and return:

The key handover and the key return take place on site. The handover will take place on arrival at 4pm, the return on departure by 12pm.

Differing time for key handover and return must be agreed with the landlord 14 days prior to arrival.

Complaints:

Complaints in relation to the furniture and equipment or the condition of the property must be made to the owner directly with a written notice. The owner tries to remedy the situation immediately. If an immediate report to the owner is not possible, the holidaymaker can submit a written complaint to the owner within 7 days of departure. The parties shall endeavour to reach a satisfying solution to the dispute.

The stay:

The holiday accommodation is available for the holidaymaker from 4pm on the day of arrival until 12pm on the day of departure. The rental payment made by the holidaymaker includes the right to use the summerhouse, the sauna and the boat. In addition, the rental price includes the costs for electricity, water, firewood, gas and waste. The use of the entire inventory (including toilet and toilet paper, cleaning products and equipment) is also included in the rental fee.

The summerhouse is equipped with pillows, blankets and mattresses. Bed linen and towels are not included in the rental price. These can be booked for an additional fee when making the reservation.

The holidaymaker is responsible for keeping the inside of the houses (summer house and sauna block) as well as the summer kitchen clean during their stay.

Smoking is prohibited inside the houses.

The entrainment of pets must be agreed with the owner at time of booking.

Other important house rules as well as useful information and tips for services in the area are stored in the "Kesäpesä" in Artjärvi in the visitor folder.

The landlord is not liable for the accuracy or availability of the services, which are not associated with the delivery of the leased property.

Occupancy:

It is not allowed to exceed the number of occupants stated in the reservation. The owner's permission must be obtained for additional overnight guests. Camping on the site is prohibited.

Final cleaning:

Guests are personally responsible for the final cleaning, unless otherwise agreed at the time of reservation. The tasks to be done during the final cleaning by the tenant and rules for waste management (including waste disposal, which is not in regular waste or compost) are defined in the Kesäpesä folder in the house. The condition of the house will be checked by the owner at the time of key handover. If the inspection takes place after departure of the guests and is found to be insufficient, the landlord reserves the right to charge the final cleaning subsequently. For a poor final cleaning a minimum cost of EUR 100.00 will be charged.

Liability:

The holidaymaker is responsible for any damage to the house, garden and equipment caused by themselves, other guests or pets during of the rental period. The holiday maker must immediately report damage to the owner. Any not reported damage that can be directly attributed to the holidaymaker, shall be billed to the same after the stay. The owner shall not be liable for any damage to property of the holidaymaker during their stay at the "Kesäpesä" in Artjärvi.

Artjärvi, January 2016