

VILLA KILPISJÄRVI/VILLA MÄNTYNIEMI

GENERAL TERMS AND CONDITIONS

The following terms and conditions apply to all vacation rentals of Villa Kilpisjärvi and Villa Mäntyniemi. These terms are binding both the client and the service provider as soon as the first deposit payment defined in these terms is received. Please take note that the principal party whose name appears on the confirmation must be at least 20 years of age. S/he is responsible for all terms and conditions set forth in this document, on behalf of all persons staying at the vacation rental property during their term of occupancy.

PRICES

Prices are quoted in Euro (€) and include all local taxes and service charges. A weekly rental is from Saturday to Saturday. Exceptions can be made during the off-season, so please contact the owner with your inquiry.

RESERVATIONS AND PAYMENT

The reservation is considered confirmed when a first deposit payment equalling 30% of the total charge is received by the due date defined in the invoice. This first deposit payment is applied towards the full value of the reservation, and the balance of the total charge is due a minimum of 40 days prior to arrival. If the payments are not received by the due date specified, the reservation is considered cancelled. Please note that the invoice for the first deposit payment and the invoice for the balance due will be sent at the same time, and no reminder will be sent for the balance due date. If the booking is made within 10 weeks of the arrival date, the full amount equalling 100% of the total booking value is invoiced, with no separate first deposit payment. The client is expected to present proof of payment upon arrival at the vacation rental.

CANCELLATIONS

Cancellation must be made in writing and is considered valid when received by Villa Kilpisjärvi / Villa Mäntyniemi. When cancellation is received more than 70 days prior to the start of the rental period the first deposit payment of 30% is held as penalty fee. Cancellation made less than 70 days prior to the rental period is charged at full value and no refund can be made. The client is entitled to receive a full refund less a processing fee of € 40 (forty euros) in the event of unexpected illness, serious accident or death in the immediate family living in the same household, by providing a doctor's certificate. Cancellations made during the rental period and no-shows are not refunded in any event. If the client changes his reservation dates or the rental property, the booking will be considered a new one, and cancellation of the previous booking will be refunded only in the event Villa Kilpisjärvi/Villa Mäntyniemi manages to rent the cancelled unit or cancelled rental period to another client. In this case a refund will be made to the extent of the moneys received of such new rental.

CANCELLATION MADE BY VILLA KILPISJÄRVI / VILLA MÄNTYNIEMI

In the event the first deposit payment or payment for the balance due is not received by the due date specified, the reservation is cancelled. In the case of force majeure, Villa Kilpisjärvi / Villa Mäntyniemi has the right to cancel the reservation and will inform the client at their earliest convenience and refund all moneys received.

DURING YOUR STAY

- The keys will be handed over at the specified time and place. The client is responsible for returning the keys as agreed upon. In the event the client loses the key(s), a charge will be

made for renewing the locks and keys, the cost of which is a minimum € 300 (three hundred euros).

- Check-in time on the day of arrival is at 4 PM (16h00) and check-out time is on the day of departure at 9 AM (09h00).

- Smoking in the property is strictly forbidden.

- The departure cleaning fee is a mandatory charge and covers standard cleaning practice. Guests are responsible for leaving the property in good order at departure.

BED LINEN, COOKING UTENSILS AND TABLEWARE, FIREWOOD

- You may bring your own bed linen and towels to use at the vacation rental. The use of bed linen (mattress sheet, pillow cover and duvet cover) is mandatory and the use of sleeping bags is not allowed. A set of bed linen and towels can be provided at an extra charge of € 15 / person.

- A basic set of cooking utensils and tableware is at the guests' disposal free of charge.

- Bathroom soap, kitchen & cleaning detergents are provided and included in the rental cost. A starter set of one roll of toilet tissue and one roll of household paper is provided and included in the rental cost.

- Firewood to be used on the property is free of charge. Outdoor cooking is allowed in the Kota and in the Summer Kitchen.

OCCUPANCY

The property is rented for the number of persons agreed upon at the time of booking. If there is a change in the occupancy rate, please inform Villa Kilpisjärvi / Villa Mäntyniemi before your rental period starts. Please note that camping and the use of a motor home on property grounds are not allowed unless agreed upon in advance.

DAMAGES AND RECLAMATIONS

Please report any problems or damages observed in the rental property upon check-in. Unreported problems and/or damages are assumed to have occurred during client's occupancy and client shall be held responsible for these. All damage to the property caused by the client's negligence is considered a violation of law and will be reported to local authorities.

We wish you welcome to Villa Kilpisjärvi / Villa Mäntyniemi!

Enjoy your stay!