



ONLINE SALES, WEB SITE TERMS AND CONDITIONS OF ACCOMMODATION BOOKING

Terms and conditions will be binding to both parties once the client has made the reservation.

Reservation and payment

The booking is confirmed once the customer has paid the deposit (50%) by the due date. However, the reservation may be cancelled without extra charge before the due date. If the booking is made later than four (4) weeks prior to the start of the stay, no advance fee will be charged separately.

The final payment is made no later than four (4) weeks prior to the start of the holiday. If the amount is not paid by the due date, the reservation is considered as cancelled. The client must be of legal age. Unaccompanied minors to be accommodation must have the guardian's written commitment, which is delivered to Isokenkäisten Klubi before the start of the holiday. The key transfer will be agreed on 2-3 days before the start of the holiday with the owner.

Cottages:

Vacation rentals are available to guests from the date of arrival at 16.00 to the day of departure at 12.00. The rent of the property includes free use of the holiday home, bed linen (mattresses, blankets, pillows), firewood and basic tableware and kitchenware. The customer brings bed linen and is responsible for the final cleaning of the item. Final cleaning means normal general cleaning and the furniture and other equipment must be in place and intact, take care of the garbage and wash the dishes. The final cleaning and linen of the cottage can be purchased as an additional service.

The accommodation may not be used by more people than agreed at the time of booking. Pets must be notified at the time of booking. For pets we charge a pet fee of 30.00 € / stay.

All complaints related to accommodation equipment and condition must be immediately addressed directly to the owner. Complaints made afterwards will not be considered.

Wilderness Hotel Kortteeri:

The room is available to the customer from 16.00 on the date of arrival. Departure by 12.00 Midday. The price of accommodation includes: breakfast, bed linen and towels, and cleaning. In a few rooms an extra bed is possible, and to be agreed on in advance.



Cancellations:

Cottages:

Cancellations must always be made in writing to Isokenkäisten Klubi. Reservations can be cancelled without extra charge before the due date. If the cancellation is made less 28 days before the start of the reservation, the deposit will be refunded.

If the cancellation is made in the 28 -21days period before the arrival the deposit will not be refunded. Later cancellations must be paid in full, unless another rental agreement can be made.

If the cancellation is due to serious illness, accident or death before the beginning of the stay, the fee will be returned for the rented accommodation. In this case a doctor certificate is required to assure the refund.

Wilderness Hotel Kortteeri:

The customer has the possibility to cancel an individual accommodation reservation one day prior to the date of arrival by 14.00 at the latest. With the exception to celebration packages and other group packages with payment and cancellation policy is defined separately, or sickness, etc. Or Force majeure - situations.

If the cancellation is made late or the client does not arrive, the hotel is entitled to charge the customer a minimum of one night accommodation costs + other costs that may be incurred to the hotel.

Group bookings and cancellation terms and conditions will be agreed separately at the booking stage.

Isokenkäisten Klubi / owners reserve the right to cancel the reservation

For reasons beyond their control, in the case of force majeure, the owner reserves the right to cancel the reservation. In this case, the customer receives a full refund.

If the pre-financing or final invoice is not paid by the agreed due date, the owners reserve the right to change prices



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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