



BOOKING TERMS FOR VISULAHTI COTTAGES

Visulahti applies the following conditions and terms in making and cancelling reservations to Visulahti Cottages. These terms and conditions become binding once the reservation has been done and invoiced.

MAKING A RESERVATION AND BOOKING

Online reservation is payable upon booking. In case of a phone or email reservation, the client will pay reservation upon arrival (with the exception special seasons when the client will receive an invoice containing all necessary information for making the payment). All remarks regarding the payment must be made within 7 days of the date of payment.

CHANGING OR CANCELLING RESERVATION

Cancellations must be done in writing (info.visulahti@puuhagroup.com) to Visulahti. The date of the cancellation is the moment when the information of the cancellation has been received in Visulahti. Should the client cancel the reservation 14 days or more before the beginning of the rental period, the booking fee is returned to client, with 25 € processing fee subtracted from the booking fee.

If the reservation is cancelled less than 14 days before the beginning of the rental period, the whole amount is invoiced from the client. The client has the right to receive the amount paid to Visulahti (with 25 € processing fee subtracted) if the client or a person living in the same household becomes ill, is involved in an accident, or dies. Visulahti must be informed of the cancellation without delay, and a medical report must be provided with the cancellation.

VISULAHTIS RIGHT TO CANCEL RESERVATION

If a force majeure condition occurs, Visulahti may cancel the reservation. In such a case the client has the right to receive the amount paid to Visulahti in full.

YOUR STAY IN THE COTTAGE (HOLIDAY BUNGALOWS AND CAMPING COTTAGES)

The key to the Cottage is given to the client when he arrives in Visulahti. The Cottage is at the client's disposal from 16:00 on the date of the arrival to 12:00 on the date of departure. Check the reception opening hours from www.visulahti.fi.

Included in the rent of the holiday bungalow are linen, towels, kitchen equipment, furniture and free Wi-Fi. Some bungalows have own sauna and fireplace. The bungalow is cleaned and the linen changed once during the rental period. Maximum attendance in the bungalow is stated in the brochure as the number of beds. It is forbidden to use a tent or an RV at the premises without a prior written consent of the owner.

Included in the rent of the camping cottage are two bunk beds for four person, blankets and pillows (excluding linen and towels), fridge, table and chairs. Client should bring own linen or rent them from reception for 12 €/pc. Final cleaning is included into rent.

CLEANING AND HOUSEHOLD ANIMALS

Even though cleaning is included in the rental price, the condition of the Cottage must be after normal living, that is, furniture and other equipment at their proper places and in good working condition, trash cans emptied and other possible dirt removed. If the condition of the Cottage and its surroundings are not as required at the end of the rental period, and extra cleaning must be done to allow the next client's arrival, an extra charge of 50 € / beginning hour is charged from the client. In addition, an extra fee of 50 € is charged from cleaning of vomit etc. It is forbidden to smoke inside the Cottage.



Should the client however smoke inside the Cottage, a 100 € fee is charged from the client, as well as in other similar kind of cases where it is necessary to ventilate the Cottage due to misbehavior of the client. Bringing pets to the Cottages must always be agreed in advance before making the reservation. We charge an extra cleaning fee of 15 € / reservation from the client. Should the client bring a pet into the Cottage without prior notice, the client is charged 50 € / reservation extra. Visulahti is not responsible for any health related problems caused to the client by pets or unauthorized smoking.

DAMAGES

The client is responsible for all items in the Cottage during the rental period. The client is bound to pay for any damages caused to Visulahti and its property and is required to notify Visulahti immediately about the damages. The client is required to follow all the Cottage rules and regulations given by Visulahti. The amount of damages is calculated by the material, personnel and other costs required to repair the damages. In addition, the client is responsible to pay the rent of the Cottage for the extra time required to get the Cottage back into a condition where it can be rented again to other customers.

COMPLAINTS

All notices and complaints regarding the reservation or the condition of the Cottage must be addressed to Visulahti's reception without delay.

FINNISH LAW IS APPLIED TO THIS CONTRACT

Both parties of this contract attempt to solve any disputes by negotiation. If the negotiations do not result in a satisfactory solution, disputes are solved in the court of Mikkeli. Finnish law is applied to this contract.

ALL RIGHTS RESERVED

Visulahti reserves the right to change information in the brochures without prior notice. Visulahti has right to change the agreed price after the contract has been made, should taxes or other costs directly affecting the price of the rent change.

LANGUAGE VERSIONS OF THIS CONTRACT

The Finnish language version of this contract is always used to define the contract terms in case of any dispute, reclamation or other event.

WELCOME TO VISULAHTI!