



## 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 completed and invoiced.

### MAKING A RESERVATION AND BOOKING

The minimum age to make a reservation is 20 and at least one of the visitors has to be aged 20 or above. Visulahti has the right to cancel the reservation with no refund if none of the visitors are of minimum age. Online reservation is payable upon booking. In case of a phone or email reservation, the client will pay reservation upon arrival (with the exception of special seasons when the client will receive an invoice containing all necessary payment information). 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](mailto: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 a 25 € processing fee being 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 passes away. Visulahti must be informed of the cancellation without delay, and a medical report must be provided with the cancellation.

### VISULAHTI'S 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 upon arrival to Visulahti. The Cottage is at the client's disposal from 16:00 on the date of the arrival until 12:00 on the day of departure. Check the reception opening hours from [www.visulahti.fi](http://www.visulahti.fi).

Included in the rent of the holiday bungalow are linen, towels, kitchen equipment, furniture, and free Wi-Fi. Some bungalows include a sauna and fireplace. The bungalow is cleaned and the linen is 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 prior written consent of the owner.

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

### CLEANING AND HOUSEHOLD ANIMALS

Even though cleaning is included in the rental price, the condition of the Cottage must be maintained, meaning that the furniture and other equipment are at their proper places and in good working condition, trash cans are emptied, and other possible dirt is 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

€/hour is charged from the client. In addition, an extra fee of 50 € is charged for cleaning 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 on 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.

#### DAMAGE

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

#### DISTURBANCE FEE

Clients breaking the rules during their stay can be charged a disturbance fee of 100 € in case action from security guards is required. If the person responsible for the disturbance cannot be recognized or the disturbance is caused by a group, the disturbance fee can be charged from the person who made the reservation.

#### DOOR OPENING FEE

The cottage doors can be opened in case the client has lost their key. The door opening fee is 50 € outside reception opening hours. The visitor's personal information will be checked beforehand.

#### OFFICE / HANDLING FEE AND HOLIDAY EXTRA FEES

Bills containing extra fees include an office fee of 25 € in accordance with the reservations terms. In case the damage of property requires for adjustments such as estimating the total damage or seeking replacement parts, the client will be charged 60 € / hour. In case the repair is happening during a holiday, an extra 50% will be charged to each hourly fee.

#### 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 the right to change the agreed price after the contract has been made, should taxes or other costs directly affect 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!