

Booking terms for private customers of Uutilan Edustushuvilat ja Lomamökit villas and cottages

We adhere to the following terms in the making and cancellation of bookings for our villas and holiday cottages

BOOKING AND PAYMENT

- We consider a villa to be booked, when we have confirmed the reservation, either by e-mail or face to face / via telephone.
- The client will be sent an invoice for the advance payment (30% of the rental price) and a final invoice for the remaining sum to be paid eight (8) weeks before the start of the rental period. A service fee of €17.50 will be added to the price of the booking.
- If the booking is made later than eight (8) weeks before the start of the rental period, no separate advance payment will be invoiced. The remaining sum will be paid, at the latest, eight (8) weeks before the start of the rental period. If the advance payment or the final payment has not been paid by the due date, the lessor is entitled to cancel the booking.
- A rental amount of less than 1,500 euros will be invoiced in one instalment after the booking confirmation.
- If the customer cancels after the booking has been confirmed and the advance payment has already been invoiced, we will charge a service fee for the amount of €17.50.

CANCELING AND CHANGING A BOOKING

- A cancellation must always be made in writing (letter or e-mail) to the lessor. A cancellation is considered to have been made at the time the notification of the cancellation reaches the lessor.
- The advance payment will be withheld for the cancellation of the booking. If the booking is cancelled later than 28 days before the start of the rental period, the entire price of the booking will be charged.
- Regardless of what has been determined in the preceding terms, the customer is entitled to a refund of the sum he or she has paid to the lessor, excluding the advance payment and service fee, if the customer or a person living with him or her falls ill, is involved in an accident, or dies. Such a cancellation must be communicated immediately and reliable proof must be provided in the form of, for example, a doctor's certificate. If the cancellation is made during the rental period, no refund is made to the customer for the paid sum.
- If the customer changes the booked facility or the time of the rental period, a sum of €17.50 will be charged for the change. A change of villa or cottage or the time of the rental period must be made, at the latest, eight (8) weeks before the start of the rental period. Changes made later than this will be considered as a cancellation of the previous booking and seen as a new booking.

THE LESSOR'S RIGHT TO CANCEL A BOOKING

- In case of a force majeure situation, the lessor is entitled to cancel the booking. The renter is then entitled to a reimbursement of the entire paid sum. The lessor will not be liable to compensate for any damages caused to the renter by such a force majeure situation, nor for any indirect damages under any conditions.
- The lessor and the authorities have the right to interrupt an event, if it is seen as causing danger to the facility and/or movables and/or damage to the neighbours and/ or surroundings. An event can also be interrupted, if the rental terms are not followed.

RESIDING AT THE HOLIDAY COTTAGE FACILITIES

- The keys to the villa are handed over to the customer at a time agreed upon beforehand with the owner.
- The customer must inform the owner of his or her estimated time of arrival, either via telephone or in writing.

- The person handing over the key has the right to charge any costs caused by a lost key (such as serialising the locks again or making new keys).
- The rent for the villa includes electricity, firewood, furniture, cooking and serving dishes, and utensils. Mattresses, blankets and pillows are also included in the rent.
- The customer needs to bring along cleaning agents, toilet and kitchen paper, bed linen and towels. The customer is responsible for cleaning the villa during their stay and at their time of departure, if no final cleaning service has been booked beforehand.
- If cleaning has not been performed appropriately at the end of the rental period, the owner is entitled to charge a cleaning fee.
- Villa Grande will only be rented for groups with inclusive bed linen and final cleaning. However, the customer is always responsible for cleaning the kitchen and organising dishes back into the cupboards.

In contrast to previous terms, Villa Elegante and Villa Diamante will only be rented with inclusive bed linen and final cleaning.

The villa cannot be occupied by more people than have been notified at the time of booking. If the number of persons is larger than agreed upon in the booking, we will charge an additional fee of €25 per person. The number of persons cannot, however, exceed the number of beds.

The use of a tent or a caravan on the lot of the villa or cottage is prohibited, without the owner's permission.

Villa Diamante, Villa Elegante and Villa Grande are villas that are also suited for persons with allergies; hence the bringing of pets to the villas and the surrounding areas is not allowed.

It is possible to bring pets to the Isokarhu cottage.

Smoking is prohibited in all indoor spaces.

LIABILITY FOR DAMAGES

The person renting a villa is liable for compensating for any damage caused to the facilities, the owner of the property, and/or a third party during the lease. The renter is also responsible for any damages created or detected after the rental period which have been caused by activities and/or negligence of people occupying the facilities.

OTHER TERMS

The lessor reserves the right to make changes in order and delivery terms and prices. The lessor will keep items left behind in the facilities for a duration of 14 days after end of the rental period. The renter can pick up the items from our company's office; it is not possible to deliver such items by post.

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