



HOTEL VIHANNONKULMA ACCOMMODATION TERMS AND CONDITIONS

1. THE PARTIES AND SCOPE OF THE TERMS

These general terms and conditions apply to the provision of accommodation services. By making a booking, the Customer (the "Customer") agrees to follow these General Terms and Conditions. Once the Customer has made a booking, the Service Provider (hereinafter the "Service Provider") will confirm the details of the booking by submitting a written booking confirmation.

The Customer purchasing the Services may be an individual (consumer customer) or a company (trader).

If the Finnish and English versions of these terms and conditions differ or contradict each other, the Finnish text of the agreement shall prevail.

2. DEFINITIONS

The terms used in these terms and conditions have the following meanings:

Service Provider:

The owner or entity that owns the property and offers the property for rent.

Customer:

An individual or company that enters into an accommodation transaction agreement with a service provider within the meaning of these terms.

Accommodation:

Real estate, other building or dwelling used in whole or in part for housing, leisure or other similar purposes.

Accommodation event:

A pre-arranged period during which the customer and / or guest will be staying at the accommodation for the agreed rent.

Guest:

Person (s) under the responsibility of the Customer, that spend time at the accommodation during the accommodation event.

3. BOOKING CONDITIONS

Reservations can be made by phone, email or through the booking system. The customer must be a natural or legal person over the age of 18.

In connection with the booking, the Customer must provide the information required for the booking, such as contact information, number of guests, time of arrival and departure, and



method of payment.

The stated rent of the accommodation, i.e. the price, includes the right to use the accommodation for a pre-booked period, the use of the furniture, equipment and furniture described in the presentation of the accommodation, and normal operating costs such as reasonable use of water, electricity, and gas. The property's features, amenities, and maximum number of guests will be announced at the time of booking.

If the Accommodation Event includes other chargeable services or products, the prices of these will be announced separately.

4. TERMS OF PAYMENT

The amount of the rent to be paid for the accommodation event will be stated at the time of booking.

When making an online reservation, the Customer must pay the full rental amount.

For e-mail and telephone bookings, an electronic invoice and payment link will be sent to the Customer. The invoice must be paid by the due date with the reference number.

Any booking fee will be deducted from the final total rental price. If the reservation or part thereof has not been paid by the due date, this will be assessed as a cancellation of the reservation by the Customer in accordance with clause 7. In addition, the Service Provider is entitled to interest on arrears in accordance with the Interest Act.

Payment service provider

Paytrail Oyj (FI21228397) co-operates with Finnish banks and credit institutions as the payment service provider and payment service provider. Paytrail Oyj appears as the payee on the bank statement or card invoice and forwards the payment to the merchant.

Paytrail Oyj has a payment institution license. In the event of a complaint, please contact the supplier of the product in the first instance.

Paytrail Oyj, (FI21228397)

Innova 2

Lutakonaukio 7

40100 Jyväskylä

Finland

<https://www.paytrail.com/kuluttaja/maksupalveluehdot>

5. DURING THE ACCOMMODATION EVENT

Upon receipt of the accommodation keys / access code, as well as the check-in and check-out times are stated at the time of booking. The Customer may not hand over the Key / access code of the Accommodation or the Accommodation to third parties or rent it.

Maximum occupancy is stated at the time of booking.

The Customer must take care of the Property carefully. The Customer is responsible for ensuring



that all persons staying in the Accommodation, i.e. the guests, comply with this Agreement and the terms and conditions of use of the Accommodation.

The client and guests are obliged to comply with the law, general good manners and all the rules of the Accommodation during their stay. Smoking is prohibited indoors.

The Service Provider has the right to suspend the Accommodation Event for serious actions by the customer or guest. The accommodation transaction has the right to be interrupted if the customer or guest commits a disturbance or materially violates these terms and conditions. The rules of the Accommodation Destination or the Service Provider have other significant grounds to suspect that persons or property are in danger. The Customer must be notified immediately of the termination of the accommodation transaction. In these cases, the Service Provider is not liable for any unused time of the Accommodation Event.

If the Customer interrupts the Accommodation Transaction and leaves the Accommodation before the end of the rental period, no refund will be paid for the unused time, and he is not entitled to a refund. In addition, if the Customer arrives at the Accommodation late or does not arrive at all, no compensation will be paid for the unused time and the Customer is not entitled to a refund.

6. END OF ACCOMMODATION EVENT

The Customer and Guests must leave the Accommodation no later than the agreed time. It is the customer's responsibility to take care of their own furniture and to keep the Accommodation in tidy condition.

The customer must ensure that the doors are locked upon departure from the accommodation and that the technical equipment is switched off properly.

7. CANCELLATION OR CHANGE OF BOOKING

It is possible for a consumer customer to cancel an Accommodation Transaction free of charge if there are more than 1 day until the start of the Accommodation Transaction. In this case, the Service Provider will refund any booking fee. If the Customer cancels his reservation after this time limit without a good reason, the Service Provider has the right to charge the rental of the Accommodation Service in full.

Cancellation must be made in writing. The guest can cancel the booking of the Accommodation Event [by email].

The Service Provider may cancel the Service based on reasons caused by force majeure.

8. RESPONSIBILITIES

Customer responsibility

The Customer shall be liable for any damage caused to the Accommodation Property or its furniture intentionally or through negligence. The Customer shall immediately notify the Service Provider of



any damage to the Accommodation Object or its belongings. The price of the hotel room includes cleaning of any dirt caused by normal accommodation. For unreasonable mess, we will charge additional cleaning costs of €200/starting hour.

The Customer must complain to the Service Provider as soon as possible about the detection of an error or deficiency in the Accommodation. The Service Provider has the primary right to correct an error or defect in the Accommodation within a reasonable time of its complaint prior to the price reduction.

Liability of the service provider

The Service Provider shall not be liable for any damage caused to the furniture owned by the Customer or the Guest and stored in the Accommodation, for example as a result of burglary, unless such damage is due to the Service Provider's intent or gross negligence.

Force majeure

Neither the Service Provider nor the Customer shall be liable for non-fulfillment of its own contractual obligations insofar as this is due to force majeure. Force majeure is an event which prevents or makes it unreasonably difficult to meet obligations within the time allowed. These include war, insurrection, pandemic, epidemic, natural disaster, general disruption of energy supply or traffic, disruption of public communications, industrial action, fire, substantial restriction by an authority or other equally significant, unusual, unforeseeable and independent cause.

Nor shall the Service Provider be liable for any error or delay on the part of the subcontractor used by it as a result of force majeure. We will report a force majeure as soon as we become aware of it.

9. PRIVACY

When booking, the Customer must provide the personal information required for the booking. We process personal data in order to carry out an Accommodation Transaction, such as to enable customers to be contacted and billed. We process data carefully and securely in accordance with these terms and conditions, the Privacy Statement and applicable data protection laws.

10. APPLICABLE LAW AND SETTLEMENT OF DISPUTES

The agreement is governed by Finnish law, excluding conflict-of-law rules. The parties shall endeavor to resolve any disputes through mutual consultations. If no agreement is reached in the negotiations, disputes will be settled in the District Court of Southwest Finland, unless otherwise required by mandatory regulation.

Special consumer rights

If the dispute cannot be resolved through negotiations between the parties, the consumer customer has the right to refer the matter to the Consumer Disputes Board at <https://www.kuluttajariita.fi/fi/>. Before taking the matter to the Consumer Disputes Board, the consumer must contact the Consumer Advice Center <https://www.kkv.fi/kuluttajaneuvonta/>.

If the dispute concerns a service purchased online, you can also lodge a complaint through the EU Online Dispute Resolution Forum (ODR).