

## **TERMS OF RESERVATION OF SAPPEEN AATELI**

These terms of reservation are applied to all holiday letting provided by Sappeen Aateli, the marketing organization. Sappeen Aateli follows the following terms regarding orders, reservations and cancellations of services. These terms are binding to both the renter and Sappeen Aateli from the moment a reservation is made via telephone or email.

**Only reservations from persons over 18 years of age are accepted.**

### **RESERVATION AND THE DEPOSIT**

After a reservation is made via telephone or email, a confirmation letter is sent to the renter with information such as the name of the cabin / apartment, where to check in and driving instructions to the premises. Attached to the confirmation there will be invoices for making the deposit and the final payment, in other words, the rent. The reservation is considered to be confirmed only when the renter makes the deposit of -15% on final payment at least seven (9) days after making the reservation via telephone or email.

The final payment is to be made at least one (1) month before the time of arrival.

If the renter fails to make the final payment, the reservation will be regarded as cancelled. In case the reservation is made later than one month before the time of arrival, there will be no payments in advance; the deposit, office expenses and the final payment will all be included in one invoice.

At the arrival the customer must show a receipt of the payments to the person handing over the key. The marketing organisation is on its behalf responsible for providing services both parties have agreed to. Additional holiday services are available and can be ordered at the resort after arrival.

### **CANCELLATIONS**

Only WRITTEN cancellations are accepted and should be send to email: [info@sappeenaateli.fi](mailto:info@sappeenaateli.fi).

Cancellations are valid only from the moment a written cancellation reaches Sappeen Aateli. In case the renter can verify that the cancellation has been made in due time, that is, at least one month before the date of arrival, and to the correct email address, the cancellation is considered valid. In case of a cancellation the deposit (-15% on a final payment) will not be returned to the renter. In case the renter fails to cancel the reservation one month before the date of arrival, the whole of the rent will be charged. If Sappeen Aateli is able to let the premises after a late cancellation, a refund on the rent is made to the renter who failed to make the cancellation in due time. However, the refund may be less than the original rent, due to possible discounts. The deposit (incl. office expenses) is not refunded. Regardless of what has been stated above, the renter is entitled to a full refund on the final payment, excluding the deposit and office expenses, in case the renter or a member of the renter's household falls suddenly ill, has a serious accident or is deceased. The refund will be made if the renter presents a reliable written document - in case of an illness; a doctor's certificate is required. If a cancellation is made after checking in, there will be no refund. The cancellation is to be made as soon as possible, and in writing.

In case the renter wishes make changes to the original reservation, it is regarded as a cancellation of the first reservation and a new reservation is required.

### **SAPPEEN AATELI'S RIGHT TO CANCEL A RESERVATION**

In case of a force majeure or reasons related to the owner of the premises, such as changes in ownership, can the owner through Sappeen Aateli cancel the reservation, and in such a case it falls to Sappeen Aateli to inform the renter about the cancellation. The renter is entitled to a refund on the

final payment. **Sappeen Aateli also holds the right to cancel a reservation in case the renter fails to make the required payments.**

## CHECKING IN

The keys to the premises can pick up at the key room at the Sappee Ski Resort. The keys bring at the ticket office the day of leaving. Or someone from Sappeen Aateli gives keys in the rented house at start of renting and take those back at end of renting.

We send you more information about this near your renting time.

## AFTER CHECK-IN

The holiday premises is available at 4 PM (16.00) on the day of arrival and is to be vacated by noon (12.00) on the departure date, unless other arrangements have been made with Sappeen Aateli. The premises are fully furnished and the rent includes dishes, cutlery and firewood. Bedding and pillows are also included in the rent, but not the sheets, nor toilet paper. Bed linen is available for hire at the Ski Resort for 11€/set.

Rent includes the check-out cleaning 180€. Even when a cleaning service has been ordered, the premises is to be left in neat condition, meaning that the rubbish disposed of and things put to place. The outer areas are to be tidy as well.

In case the renter fails to meet the requirements and to keep the premises in an orderly and good condition, Sappeen Aateli is entitled to charge the renter the cleaning fee plus an additional 50€/h for the cleaning services.

In case of a missing key the cost for changing the locks is charged from the renter.

If maintenance is called to open a door the fee is 25€ during opening hours, and at other times 50€.

The level of the accommodation is described in Sappeen Aateli netsides [www.sappeenaateli.fi](http://www.sappeenaateli.fi) .

Using hot bath (pool) for all renting time cost 100€. Hot bath can be used 8-10 persons at same time, it is outside in terrace. Hot bath works like big swimming pools, water goes through the cleaning system many times in day. Chlorine is used for disinfection. If customers makes water so dirty that the cleaning system can not clean it, we take extra charge 150€ for changing water and washing the pool.

For using big coal grill in the terrace, you need to bring your own coals and lighter fluid. Using grill is not allowed under 0 celcius degrees. Winter time there is common fireplaces in skiing slope.

Please don't use candles or outdoor candles inside or near our houses.

## DAMAGES

If the let property should suffer any damages during the renter's stay, the renter has to pay compensation for the reparation or replacement of the damaged property directly to the owner of the property.

## SMOKING, PETS, POWER CUTS

Smoking is not allowed in any of the holiday premises. In case the renter smokes inside the premises, a fee of 100€ is charged for airing the premises.

Pets are not allowed in Sappeen Aateli and Ritari. To Linnanneito you can take pets with extra charge 25€.

Sappeen Aateli is not liable to allergic customers for the possible problems previous renter's smoking or keeping pets may cause. Furthermore, Sappeen Aateli is not liable in case of a force majeure or other unpredictable cause, which cannot be prevented in advance, such as power cuts.

## NUMBER OF PERSONS

The maximum number of persons staying at the premises equals the number of beds provided. If this number has been surpassed, Sappeen Aateli has a right to charge an extra payment. Parking a trailer at the premises is not allowed without the permission of the owner.

In Sappeen Aateli cottage you can also have daytime party for 18 – 30 persons with extra charge 150€. With this charge you can get more tables, chairs and dishes (max 30).

## COMPLAINTS

Sappeen Aateli asks the renter to inform the marketing organization on all matters of complaint as soon as possible during the stay. The renter is to contact tel. +358 (0) 400 354 173 (no text messages). A written complaint can also be issued to Sappeen Aateli at least within one (1) month after departure. In case the renter and the marketing organization fail reach an agreement, the matter can be taken to the The Consumer Complaint Board.

A problem that can be fixed should not make the renter's holiday any less enjoyable, and it is at the responsibility of Sappeen Aateli within its resources to find a solution for any inconveniences that might occur.