

VILLA AHMOLA REGULATIONS

Vesikuruntie 11, Äkäslompolo Finland

CANCELLATION OR CHANGE OF BOOKING AND OTHER TERMS

Booking is confirmed once the customer has paid the deposit (30% of the cottage rent) by the due date, or once the customer has paid both the deposit and the final installment together. The final installment must be paid by seven (7) weeks before the start of the holiday. If the client fails to pay or misses the payment deadline, the owner may cancel the booking without further notification.

CANCELLATION OR CHANGE OF BOOKING

Any cancellations must be made to the owner in writing (by email or letter). The date on which the owner receives the notification will be regarded as the date of cancellation. A cancellation made during office hours (weekdays 8:30am - 4:00pm) will be considered as having been made on the next office day.

If the cancellation is made less than 30 days before the start of the booking, or during the stay, payments made by the client will not be refunded.

Regardless of the above, all sums except for the deposit paid to the owner will be refunded if the client or a person from the same household falls seriously ill, has an accident, or dies. In this case, the owner must be informed immediately of the cancellation, which must be properly verified by, for example, a doctor's certificate. If the cancellation is made less than 48 hours from the start of or during the holiday, payments already made by the client will not be refunded. Customers are not entitled to a rent refund if they do not occupy the destination or arrive late for their stay. If a customer interrupts their booking and departs the holiday destination before the end of the lease period, no compensation will be paid for the unused time and the customer is not entitled to a rent refund.

It is recommended to buy travel insurance in case of illness or a possible pandemic.

RIGHT OF THE OWNER TO CANCEL A BOOKING

The owner may cancel a booking in the event of force majeure. In this case, the client is entitled to a full refund of the sum paid to the owner. If a booking has to be interrupted because of disruptive behavior on the part of the client, no payments will be refunded.

STAY AT DESTINATION

When you arrive at the destination, check the condition of the apartment and if there are any comments occur, please contact us immediately by email villa.ahmola@gmail.com

The destination will be at the client's disposal from 4pm on the day of arrival 11am on the day of departure (in a high season 10am). The client is responsible for cleaning the destination during the rental period. The number of people using the destination must not exceed the number of sleeping places stated in the description or the number agreed on during

booking. The client will hand over the cottage and its keys at 1 noon on the day of departure, unless otherwise mentioned on the invoice. If the client intends to leave at some other time, he or she must arrange for the handover of the key.

The rent pays for the right to use the destination during the booked period. Normal energy consumption, furnishings, cooking and eating utensils, mattresses, blankets, and pillows are included in the rent. Firewood is included in the destination rent unless otherwise stated in its description. Dishwashing detergents, basic spices as well as kitchen, and toilet rolls are included in the rent. Pets are not allowed. Smoking is not allowed indoors.

DAMAGES AND FORCE MAJEURE

Clients are liable for any damage they cause to the destination property. The owner or custodian must be notified immediately of any damage caused.

The client is required to pay the owner or custodian directly for any damage caused to the destination or its contents during occupancy. The destination must be tidy on departure. The client is liable to compensate for the expenses of cleaning the holiday destination if guests have smoked indoors at the cottage or didn't clean it appropriately, and the owner/custodian of the cottage is forced to carry out these chores before the arrival of the next client.

COMPLAINTS

All comments and complaints related to the resort must be addressed immediately upon arrival and at the time of booking directly to the owner or guardian of the object. If the matter is still not corrected, the customer can make a written complaint. This should normally be done within one month of the end of the reservation.

FINAL CLEAN UP

Final cleaning is included. However, make sure that the refrigerator is emptied, the debris is removed and the dishes are washed. If the apartment is left in an unreasonable condition and there is a need for a larger cleaning, the owner is entitled to a cleaning fee of at least 400 €.

CONTACTS:

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