

Luoman Hirvimökit
Karhunkierros 229
63700 ÄHTÄRI
FINLAND

INQUIRIES

on weekdays at 8-16 Finnish time

tel

+358-(0)400604319

e-mail

paula.valtonen@luoman.fi

www.hirvimokit.fi

TERMS OF BOOKING

Luoman Hirvimökit applies the following terms and conditions to the ordering, booking and cancelling of booked services. These terms and conditions become binding to both parties once the client has made a booking. The person making the booking must be of legal age.

BOOKING AND PAYMENT

In addition to their name and age, the person making the booking must state their address and telephone number. Once the booking has been made, an invoice will be sent to the client with information regarding the holiday destination and payment. Any objections to the invoice must be made within 7 days of the invoice date. The reference number mentioned in the invoice must be used when settling the payment. The service charge is €8 per booking.

The booking is confirmed once the customer has paid the rent by the due date no later than six (6) weeks prior to the start of the holiday. If the client fails to pay or misses the payment deadline, the booking may be cancelled without further notification. If the booking is made 41 days (6 weeks) or more prior to the start of the rental period, the sum must be paid in full 6 weeks before the holiday is due to start. If the booking is made 40 days or less prior to the start of the rental period, the sum must be paid in full within 2 days of the invoice date. If the booking is made 6 days or less prior to the start of the rental period, the full sum must be paid immediately on the day of the booking. No reminders will be sent for bookings due to begin in 20 days or less. Should the client fail to pay, Luoman Hirvimökit will cancel the client's booking without further notification.

Leaving the invoice unpaid is not a cancellation. The booking is not automatically cancelled if the invoice is left unpaid. Any cancellations must be made in writing (by letter, e-mail). Luoman Hirvimökit has the right to cancel the booking if the invoice is not settled by the due date.

ONLINE BOOKING

A service charge of €8 will apply to bookings made online. When booking online, the client must pay the full price of the booking at once. The payment options for online booking are a credit card or an online banking transfer. The client is responsible for printing out the receipt, the holiday accommodation description with driving directions and key contact details as well as the booking terms. The booking system will send (by request) the booking confirmation to an e-mail account that the client has provided (when

registering for the service).

Luoman Hirvimökit will not send the client invoices, confirmations or other information if the booking is made online. When paying for the booking, the client must ensure that they return to the confirmation page of their booking after the payment transaction. If the customer fails to return to the confirmation page, the booking is not made and the booking system will not send an e-mail confirmation of the booking. Luoman Hirvimökit will not be liable for failed bookings. The client must immediately contact Luoman Hirvimökit to correct the situation. Luoman Hirvimökit does not guarantee that the holiday accommodation / booked destination will remain available in such a situation. The client will be refunded or offered another accommodation option if possible. Before making any bookings, the client is responsible for familiarizing themselves with the aforementioned documents and the instructions on how to make bookings.

Payments by Visa, Visa Electron and MasterCard

If you wish to pay by Visa, Visa Electron or MasterCard, Luoman Hirvimökit acts only as the marketer and provider of products and services. Suomen Verkkomaksut Oyj is responsible for answering any complaints.

When the payment is made by Visa, Visa Electron or MasterCard, Suomen Verkkomaksut Oyj will operate as the seller of the product, and the sale is between the client and Suomen Verkkomaksut Oyj. The seller is liable for all obligations related to the transaction. Suomen Verkkomaksut Oyj is also the payee.

Suomen Verkkomaksut Oyj, y-tunnus (Business ID): 2122839-7
Innova 2
Lutakonaukio 7
40100 Jyväskylä
Finland
Telephone: +358 (0) 207 181830

Online banks

Suomen Verkkomaksut Oyj (2122839-7) provides the financial and payment service for online payment in co-operation with Finnish banks and credit institutions. For the client, the service is similar to conventional online paying.

CANCELLATION OR CHANGE OF BOOKING

Any cancellations must be made no later than one week (7 days) before the start of the stay. If the cancellation is made later than one week (7 days) before the start of the stay, a cancellation fee of 20% of the rent shall be applied. In case of a no-show, the client will be charged the entire sum of the accommodation.

In case the client wishes to change the booking, they must contact Luoman Hirvimökit.

Any cancellations must be made to Luoman Hirvimökit in writing (by letter, email). The date on which Luoman Hirvimökit receives the notification will be regarded as the date of cancellation. Should the client be able to prove that the

cancellation was made and sent to the right address at the right time, a cancellation may be accepted despite late arrival or failure to arrive.

Regardless of the above, the sum paid to Luoman Hirvimökit will be refunded to the client if the client or a person from the same household falls seriously ill, has an accident or dies. In this case, Luoman Hirvimökit must be informed immediately of the cancellation, which must be properly verified by, for example, a doctor's certificate. If the possible pre-paid cottage rent will be returned, possible service fee and bank costs will be deducted from it.

If the cancellation is made less than 48 hours before the start of or during the holiday, the payment made by the client will not be refunded.

RIGHT OF LUOMAN HIRVIMÖKIT TO CANCEL A BOOKING

Luoman Hirvimökit 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 Luoman Hirvimökit. If the client fails to pay or misses the payment deadline, the booking may be cancelled without further notification. If a booking has to be interrupted because of disruptive behaviour on the part of the client, no payments will be refunded.

STAY AT COTTAGE

The keys to the destination shall be collected from the agreed location (key pick-up locations are indicated in the destination description) at the time of arrival. The accommodation facilities are at the client's disposal as indicated in the destination description. If the client fails to return the keys and their loss can be attributed to the client's negligence, the actual cost of replacing the cottage's locks will be charged. The amenities, cleaning and number of people vary and they are stated in the description. The number of people using the cottage must not exceed the number of sleeping places stated in the description or the number agreed on during booking. Tents and caravans are not permitted on a holiday cottage plot without the owner's permission. Pet owners must notify their intent to bring animals to the destination when booking; pets may only be brought to destinations that explicitly allow this. Smoking indoors is prohibited in all destinations.

COMPENSATION FOR DAMAGE AND FORCE MAJEURE

The client is liable to pay for any damage to the cottage or the furnishings and any cost of repair in full. The client must notify Luoman Hirvimökit immediately of any damages caused or noticed.

Luoman Hirvimökit will not be liable for any damage or inconvenience incurred by the client in the event of an unpredictable and insurmountable obstacle (force majeure) or some other comparable reason (such as natural phenomena, a power failure etc.) that was not caused by Luoman Hirvimökit and whose effects Luoman Hirvimökit could not be reasonably expected to prevent. Neither is Luoman Hirvimökit responsible for any damage or inconvenience caused by regular natural phenomena.

COMPLAINTS

Any objections and complaints regarding the holiday accommodation must be made immediately once the cause for them arises and addressed to Luoman Hirvimökit. If the matter is not satisfactorily attended to, the client may make a written complaint to Luoman Hirvimökit. Normally, this should be done within one month of the end of the rental period. If the client and Luoman Hirvimökit fail to reach an accord on the matter, the client may bring the matter before the Consumer Disputes Board for resolution.

APPLICABLE LAW AND VENUE FOR THE RESOLUTION OF DISPUTES

The contracting parties will attempt to resolve any disputes out of court. Should they fail to reach agreement, any disputes will be settled by the Etelä-Pohjanmaa District Court. The contract is governed by Finnish law.

RIGHT TO CHANGE PRICES

Luoman Hirvimökit reserves the right to correct any errors in the price list before a rental agreement is made. Once an agreement has been made, Luoman Hirvimökit has the right to raise and a corresponding obligation to reduce the agreed price in the event of any changes in the taxes or public charges affecting the price of the holiday service.

Luoman Hirvimökit may send newsletters to its clients.