

BOOKING TERMS AND CONDITIONS

BOOKING AND PAYMENT

An advance invoice amounts to 30% of the accommodation cost, and the final invoice is due four weeks before the rental period begins. The customer is responsible for paying the final invoice received by email before the due date. If a reservation is made less than four weeks before the rental period starts, only a final invoice will be issued, with payment due within 1-7 days of the booking. **Failure to make the payment is not considered a cancellation.** Details about the accommodation, directions, and key collection/return instructions will be sent along with the invoice.

CANCELLATIONS

A 30% booking fee is invoiced when the reservation is made, and the final invoice is invoiced 30 days before the reservation starts. If a cancellation is made 30 days before the reservation begins, 70% of the total cost will be refunded.

Cancellations must always be made in writing (via email, fax, or letter) to the property owner. Reservations do not automatically cancel if the invoice is left unpaid; the customer must always cancel the reservation in writing. A cancellation is considered to have occurred at the moment the cancellation notice is received in writing at levillas@levillas.fi.

A cancellation is considered to have occurred when the cancellation notice is received by the apartment renter.

In case of sudden illness, a family member's death, or other exceptional circumstances preventing travel, the customer must ensure that their travel and accident insurance covers the reservation costs in case it leads to the need to cancel the reservation.

COVID-19 INTERNATIONAL TRAVEL RESTRICTIONS

The customer does not have the right to cancel their reservation, contrary to the booking and cancellation terms, on the grounds that the customer who made the reservation or the guests at the accommodation cannot arrive at the accommodation on the booked date because the customer's or the guests' home country or the location country of the Finnish accommodation has imposed travel restrictions due to the COVID-19 coronavirus epidemic. Travel restrictions do not constitute a Force Majeure situation because the international travel restrictions imposed due to the COVID-19 epidemic are not unforeseeable. Normal reservation and cancellation conditions apply in this situation.

The above also applies in cases where the customer or guests cannot come to Finland due to flight cancellations or schedule changes. Flight cancellations and schedule changes are possible due to the COVID-19 epidemic and do not constitute a force majeure situation since it is not an unforeseen situation.

PROPERTY OWNER'S RIGHT TO CANCEL THE RESERVATION

If there is a force majeure or an obstacle beyond the control of the property renter (e.g., fire or water damage), the property renter may cancel the reservation. In this case, the customer has the right to receive a full refund of the rent paid. If payments related to the reservation are not made on time, the property owner has the right to cancel the reservation.

KEY HANDOVER

Upon confirmation of the reservation, the customer will receive instructions via email on how to pick up the key to the reserved destination.

Check-in begins at 5:00 PM on the arrival date. The keys to the holiday destination will be provided at Keskuskuja 5, available at the lockbox next to the reception. You will receive instructions via text message before the arrival date. Our on-call phone line is available 24/7 at +358 (0)40 7097000.

Check-out on the departure date is at the latest by 11:00 AM. The keys to the holiday destination should be returned to the lockbox at the key pick-up location. The accommodation provider has the right to charge the customer for the costs of lost keys and re-keying. A fee of €25.00, in addition to shipping costs, will be charged for sending back items left at the vacation destination.

STAY IN THE ACCOMMODATION

The accommodation is available to the customer by 5:00 PM on the arrival date. On the departure date, check-out is by 11:00 AM. The accommodation price includes bed linens (pillows and blankets), basic tableware, water and electricity, and toilet paper (2 rolls per toilet). Cleaning tools and supplies are also provided. The normal temperature in the accommodation is 20 - 22°C.

If bed linens are not included in the accommodation price, or if the customer has not pre-booked them, the customer should bring their own bed linens and is responsible for cleaning the accommodation during the rental period and at the end. If bed linens are ordered less than 3 days before the start of the accommodation, a 25% surcharge and a minimum delivery fee of €30 will be applied (this does not apply to accommodation bookings made less than 3 days before the start of the accommodation). The use of sleeping bags is prohibited.

If final cleaning is not included in the accommodation price and the customer has not carried out the cleaning properly, the property owner or manager has the right to charge double the cleaning fee. Even if final cleaning has been ordered or is included in the price, the customer is required to leave the accommodation in a normal living condition, with furniture and other items in place and undamaged, trash disposed of, and dirty dishes placed in the dishwasher.

Smoking is strictly prohibited in the accommodations! If smoking has occurred in the accommodation, we will charge cleaning fees (minimum €300).

If the accommodation price includes ski passes, the customer is obligated to return them to the accommodation by 11:00 AM on the departure date. The property owner or their representative has the right to charge the customer for the costs of renewing the ski passes.

NUMBER OF GUESTS

The accommodation may not be used by more people than what has been pre-notified to the property owner. The use of a tent, camper, or caravan on the holiday destination's site without the owner's permission is prohibited.

DAMAGES

The customer is responsible for compensating any damage caused to the accommodation or its furnishings directly to the owner. Notify the property manager or the destination owner immediately of any damage caused.

TERMINATION OF RENTAL AGREEMENT DUE TO DISTURBANCE OR DANGER

If, despite warnings from the property owner or their representative, the customer continues to cause disturbance or danger to those in the same or neighboring properties, the property owner or their representative has the right to terminate the rental agreement immediately. Any costs incurred as a result of the above actions will be billed to the customer, and no refund will be provided.

COMPLAINTS

All complaints related to the condition and equipment of the accommodation should be reported immediately to the property manager or owner as soon as they become apparent during your stay. Complaints made after the fact will not be considered. If the customer has not contacted the property manager and owner regarding any issues during the rental period, the right to potential compensation is forfeited.

APPLICABLE LAW AND JURISDICTION OF DISPUTES

The parties involved will aim to resolve any disputes arising from the contract through direct negotiations. If an agreement cannot be reached through negotiations, the customer can take the matter to the Consumer Disputes Board or the Lapland District Court. The contract is subject to Finnish law.

The property owner is not responsible for changes that occur after the publication of these terms and conditions.

The property renter reserves the right to make changes.

WELCOME TO LEVI AND ENJOY YOUR STAY!