

BOOKING TERMS AND CONDITIONS

Once you have made a booking, you are bound by the booking conditions below.

The deposit (50%) must be received by the due date. You are permitted to cancel your booking free of charge before the deposit due date. The final payment must be received 2 weeks prior to your reserved accommodation. Full payment is required in short term bookings (less than 2 weeks before the period of reservation) without any cancellation right.

The person who makes the booking must be over the age of consent. A written agreement provided by their parents is required of people under the age of consent, if they stay in the apartment without a guardian. This written agreement must be delivered to the lessor prior to accommodation.

Key pick-up is arranged with the lessor 2-3 days before accommodation.

The apartment is at the tenants' disposal from 4 pm on the day of arrival to 11 am on the day of departure.

The rent includes the bedding, linen, basic kitchenware and cutlery. The tenant is required to take care of the cleaning of the apartment during the rental period and vacate the apartment in a tidy condition at the end of the rental period, if not agreed in the contrary.

Only registered guests and the agreed amount of guests are permitted to stay in the apartment. The lessor must be notified at the time of booking of any pets the tenants intend to bring with them and have the lessor's permission to do so.

No disturbance is allowed to cause to the other residents of the house. The tenant is obligated to follow all regulations and rules of the housing company and the lessor while staying in the apartment.

TERMS AND CONDITIONS OF CANCELLATION

Cancellation must always be made in writing and addressed to the lessor. The tenant may cancel their booking free of charge at least 14 days prior to the reserved accommodation. If done later, full rent will be charged.

LESSOR'S RIGHT TO CANCEL THE BOOKING

- in case of force majeure, the lessor is entitled to cancel the booking, and the tenant is entitled to a full refund.
- if the deposit or final payment is not received by the due date.

OBLIGATION TO COMPENSATE DAMAGES

The tenant is obligated to compensate all damages caused by him/her, or his / her guests or pets.

Any complaints concerning the facilities or condition of the apartment are to be made directly to the lessor as soon as the conditions arise. Complaints made afterwards are not taken into account.

PAYMENT SERVICE PROVIDER

Paytrail Oyj (2122839-7) acts as an implementer of the payment handling service and as a Payment Service Provider. Paytrail Oyj will be shown as the recipient in the invoice and Paytrail Oyj will forward the payment to the merchant. Paytrail Oyj is an authorized Payment Institution. For reclamations, please contact the website you made your payment to.

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NETBANKS

Paytrail Oyj (FI2122839) provides netbank related payment transfer services in co-operation with Finnish banks and credit institutions. For consumer the service works exactly the same way as traditional web payments.