

## **TÄHTESI.fi - TERMS OF RESERVING**

In reserving, confirming and canceling reservations of our holiday cabins, we follow these terms. These terms will come to bind both parties, when the customer has paid an advance payment (mentioned in these terms) to the landlord or paid both the advance payment and the final payment.

### **RESERVING AND PAYING**

The customer will be provided a confirmation of his/her reservation, which includes the name and address of the landlord. The confirmation will also include directions to the holiday resort. Payment will be carried out as agreed with the landlord.

Reservation will be confirmed when the customer has paid the payment. If the payment has not been made in time, the landlord has the right to cancel the reservation.

### **CANCELING AND ALTERING THE RESERVATION**

Cancellation must always be made in writing (letter, e-mail or fax) and addressed to the landlord. Cancellation will take place when the landlord receives a notice of the canceling. If the customer is able to prove that the cancellation has been made and sent to the right address in the right time, the reservation will be cancelled even if the notice is delayed or lost. Canceling the reservation means that the advance payment will not be returned. If the cancellation notice reaches the landlord later than fourteen (14) days before the day of arrival, the whole rent price will be charged from the customer.

Unless what has been mentioned earlier the customer has the right for a refund (not counting the advance payment) if the customer or a person living in the same household gets ill, gets into an accident or dies. Canceling must be done without delay and using a reliable method e.g. doctor's notice. If the cancellation occurs during the scheduled holiday, the paid amount will not be refunded.

If the customer alters his/her holiday cabin or time period, there will be a 15 EUR extra charge. Alteration of the holiday cabin or time period has to be made four (4) weeks before the day of arrival. All changes made after this time will be seen as a cancellation and as a new reservation.

### **LANDLORD'S RIGHT TO CANCEL THE RESERVATION**

In case of a force majeure, the landlord has the right to cancel the reservation. In such case the customer has the right for a full refund.

### **STAYING AT THE RESORT**

The cabin is at the customers disposal from 4 pm of the day of arrival until 12 am of the day of departure, unless other arrangements have not been made. Keys to the cabin will be trusted to the customer when he/she arrives to the destination. The time of arrival must be notified beforehand in writing or by calling the landlord. Only the persons mentioned in the reservation have the right to use the cabin. Using a tent or a camping trailer without the permission of the landlord is forbidden. Bringing pets must be agreed with the landlord separately.

### **COMPENSATION OF DAMAGES**

The customer is liable to compensate the landlord of any damages he/her has made to the holiday resort, cabin or its movables.

### **RIGHTS FOR PRICE ALTERATIONS**

The landlord holds the right to correct any mistakes or misprints in the price details before an agreement has been made. After an agreement has been made the landlord has the obligation to

increase or decrease the agreed price if taxes or public payments have affect on the landlord's costs.

### **COMPLAINTS**

All complaints or notifications must be addressed to the landlord without delay during the scheduled vacation time, right after an incident or problem has occurred.

### **LAW AND COURT**

Both parties strive to settle any arguments concerning the agreement in mutual negotiations. However, if the mutual negotiations do not reach a common understanding, the argument will be resolved in the district court of the city of Kajaani. The agreement follows the law of the Republic of Finland.