



BOOKING AND CANCELLATION TERMS AND CONDITIONS

BOOKING TERMS AND CONDITIONS

Once you have made a booking, you are bound by the booking conditions below. The deposit (30%) must be received by the due date.

You are permitted to cancel your booking free of charge no later than 14 days before the start of the booking. The final payment must be received 14 days prior to the check-in. Full payment is required in short term bookings (less than 2 weeks before the period of reservation).

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 Ollilan Lomamajat without a guardian. This written agreement must be delivered to Ollilan Lomamajat prior to travel. Key pick-up is arranged with the owner of the cottage 2-3 days before travelling. You will receive the owner's contact information and driving instructions to the cottage together with the final invoice.

The cottage is at the tenants' disposal from 4 pm on the day of arrival to 12 noon on the day of departure. The rent includes the right to use the cottage, the bedding, firewood, and basic kitchenware and cutlery. The tenants are required to bring their own linen and to take care of the cleaning of the cottage during the rental period and at its termination, if not otherwise agreed. In case additional cleaning of the premises is required after the booking period, Ollilan Lomamajat reserves the right to charge the tenant a cleaning fee.

Only registered guests are permitted to stay at the cottage. Ollilan Lomamajat must be notified at the time of booking of any pets the tenants intend to bring with them. Any complaints concerning the facilities or condition of the

cottage is to be made directly to the owner as soon as the conditions arise. Complaints made afterwards are not taken into account.

TERMS AND CONDITIONS OF CANCELLATION

Cancellation must be made in writing and addressed to Ollilan Lomamajat by email to info@ollilanlomamajat.fi, or by phone to the telephone number +358 40 565 6598. The tenant may cancel their booking free of charge no later than 14 days before the check-in. If the cancellation is made less than 14 days prior to check-in, the deposit (or 30% of the value of the fully paid reservation) will not be refunded. In case of return, the refund will be made to the payment method used in the order.

If the cancellation is due to the serious illness or death of the tenant or their next of kin, the rent will be refunded. If this be the case, a medical certificate on the cause of cancellation is required.

OLLILAN LOMAMAJAT IS ENTITLED TO CANCEL THE BOOKING

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

Ollilan Lomamajat reserves the right for any alteration of price



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Payment Service Provider

Paytrail Plc acts as a collecting payment service provider and is an authorized Payment Institution. Paytrail Plc will be shown as the recipient on your bank or credit card statement. Paytrail Plc will forward the payment to the merchant. For reclamations, please contact the website the payment was made to.

Paytrail Plc
Innova 2
Lutakonaukio 7
40100 Jyväskylä
Business ID 2122839-7

www.paytrail.com