



1.7.2018

## **TERMS AND CONDITIONS TO BOOK ACTIVITIES, EXCURSIONS AND SUPPLEMENTARY SERVICES VIA THE LEVI TOURIST OFFICE / LEVIN MATKAILU OY**

The Levi Tourist Office /Levin Matkailu Oy observes the following terms and conditions for reservation of activities, excursions, programs and related supplementary services. These conditions are binding for both parties from the moment the guest makes a booking.

### **Booking conditions**

Bookings can be made verbally, in writing or via the Internet. A booking is valid for the number of persons as mentioned in the reservation and becomes legally effective once the person who made the booking received an e-mail confirmation from the Levi Tourist Office. (The invoice and booking confirmation are handed directly to the client when making reservations at the Levi Tourist Information Front Desk)

### **Making a booking and payment**

The booking confirmation includes the invoice and the description of the activity booked which includes directions to the destination or to the meeting point with the activity organiser. The Levi Tourist Office's order processing fee is 16 euros online. For telephone or e-mail bookings from outside of Finland and for small group bookings the order processing fee is 35 euro. Bookings for groups of more than 50 people and booking for special events (weddings, etc.) are charged an order processing fee of 60 euro.

### **Payment**

The payment options are mentioned in our online store, as well as at our Front Desk in case of reservations made locally.

The Levi Tourist Office has the right to cancel the reservation, should the payment not be made within the requested and agreed time. Leaving an invoice unpaid, does not count as a cancellation.

### **Cancellation terms**

For cancellation at least 21 days before the beginning of the reservation, the cancellation charge is 35 euro + the order processing fee.

- for cancellation made later than 21 days and latest 8 days before the beginning of the reservation, a 50% cancellation fee + order processing fee is charged.
- for cancellation made 7 days or less before the beginning of the reservation, 100 % of the total amount due or paid is charged.

The cancellation must be made in writing by e-mail to [levi.info@levi.fi](mailto:levi.info@levi.fi) or on the telephone to +358 (0)16 639 3300. Please have booking reference number available.

The person making the booking needs to make sure that their own travel insurance covers the costs of the booking should he/she need to cancel a reservation in case of sudden illness / injury / death of a close relative or travel party. The cancellation needs to be made as soon as possible to Levi Tourist Office. In all these cases are valid the above cancellation terms.

The guest is obliged to be on time according to the schedule of the activity/transfer. We recommend the guest being at the place of departure/meeting point at least 5-10 minutes before the starting of the program. The client is also obliged to make sure they are in the correct bus/transfer according to the program booked. Being late and/or using the wrong bus/transfer, does not give the guest the right to any refund or rescheduling of the program/activity.

### **Changes**

All changes or alterations to the reservation needs to be made in writing to the Levi Tourist Office ([levi.info@levi.fi](mailto:levi.info@levi.fi)) during Finnish office hours. Any change is subjected to the written approval by the Levi



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Tourist Office, in accordance with the cancellation policy conditions mentioned above.

Each agreed chance may incur an extra charge of 10 euro, for example for the cancellation of 1 or more participants in the excursions booked.

### **Children**

In some programs / services a cheaper price is applied for children. The age of the children whom the cheaper rate applies is decided by the program/activity provider and specified in the program's description

### **Pregnant women and other health issues**

Pregnant women should not use snowmobiles, ATV or other similar vehicles nor sit on a sledge pulled by the snowmobile as the vibrations and exhaust fumes may be harmful. In addition, the Levi Tourist Office discourages pregnant women in taking part in all excursions involving the use of animals such as husky safaris, reindeer sleigh rides, horse riding and horse sleigh rides, because of the dangers annex with these activities. Pregnant women taken part in those type of programs do so at their own risk.

Some of the programs and services may be physically demanding and participants may be exposed to various physical strains and stresses. If a participant suspects that his or her health is preventing them from participating in a program or service or suspects that his / her health may be endangered during the program or service, the participant must receive the permission from his / her physician to participate. The guests always take part in the programs / services at their own risk. The guest in addition must inform the program/service provider of any possible health issue, which may affect or be affected by the participation in the program. If the program requires special arrangements (e.g. additional transport), due to the client's special health issues, the program provider is not responsible for the possible extra costs. A guest taking part in any program/service does so at their own risk.

### **Responsibility of the program/service provider**

The program/service provider carries out its activities exercising the appropriate safety plans and health and safety standards, in accordance with Finnish laws and regulations.

### **Programs with motor vehicles**

All snowmobiles or other motor vehicles used in the programs are insured under the Finnish law. During the program/service/rental the customer using the vehicle is liable for any damages that may occur. The share of deductibles (own risk liability) in case of damages to the vehicle and/or personal injuries varies according to the program and is specified by the program/service provider.

**The driver of a motor vehicle must be at least 18 years old and in possession of a valid driving license, unless otherwise stated.**

Finnish law prohibits driving a snowmobile under the influence of alcohol. The responsible program/service provider reserves the right to change the route, schedule and duration of the program without prior notice, if necessary, taking into account weather conditions, participants' health and other circumstances. The program/service provider reserves the right to suspend the program if the participant acts by causing a safety risk to himself or other participants or the participant's health does not allow the program to continue.

### **Animals**

All animals used in the program/services (reindeer, huskies and horses) are trained as far it is possible for the safe engagement in the program they are trained for. However, animal behavior can never be fully predicted and therefore, in order to avoid incidents and to reduce risks, all participants must comply with the safety and other instructions given by the service provider.



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### **Other damages**

The program/service provider may only be held liable for personal or material damages that have occurred in the event of an accident and which were caused by negligence of the program provider him/herself or their employees or sub-contractors or by the provision of faulty and defected equipment.

The program/service provider shall not be liable for any accidental damage or injury not due to negligence or faulty equipment as mentioned above. These may be repayable under the participant's own travel insurance. A personal travel insurance is always highly recommended for any unexpected situation.

### **Prices and price changes**

Booking rates include pre-arranged rates and taxes. All Rights Reserved. The Levi Tourist Office is not liable for any printing mistakes or for changes in the prices transpired after the printing of the brochures.

### **Remarks**

Possible dissatisfactions should be made directly to the service provider during the program or immediately thereafter and without delay also to the Levi Tourist Office in writing in the specific commentary form. If no remarks about any possible error during the program/service are made during or immediately after the program, the participant in the program/service loses any rights to price reductions or other compensation.

### **Applicable Law and Dispute Resolution**

The parties will seek to resolve any dispute arising from the agreement through mutual negotiation.

If no agreement is reached, the customer may take the matter to the Consumer Dispute Board or the Lapin käräjäoikeus ("the District Court Of Lapland"). The contract is governed by Finnish law.

**The Levi Tourist Office** is not to held responsible for changes to the Booking and cancellation conditions arise after the publication of these conditions.

[TOKKA VIP package booking conditions](#)

### **WELCOME TO LEVI – WE WISH YOU A HAPPY HOLIDAY**

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Email: [levi.info@levi.fi](mailto:levi.info@levi.fi)

If any part, term or provision of these terms and conditions is partly or wholly held invalid, illegal or unenforceable, the validity or enforceability of all other provisions, extent part and remainder of these terms and conditions remain in full force and effect.