



TERMS AND CONDITIONS FOR BOOKING ACCOMMODATION SERVICES PROVIDED VIA LEVI TOURIST OFFICE

Levi Tourist Office adheres to the following conditions concerning the ordering, booking and cancellation of services ordered. **These conditions are binding for both parties (Levi Tourist Office and the customer = booker of services) once the customer had made an accommodation booking via Levi Tourist Office.** The individual making the booking must be an adult.

MAKING A BOOKING AND PAYMENT

When making a booking, the customer receives an invoice with description of destination that includes directions to the accommodation booked as well as information on where to collect the accommodation keys. The service fee when booking **by phone or e-mail** is: EUR 20 individual bookings; EUR 35 group bookings and EUR 35 bookings from outside Finland. Bookings for groups of more than 50 people and special bookings (weddings etc.) EUR 60. For bookings made **online** the service fee is EUR 16.

If the booking is made more than eight (8) weeks before the commencement of the stay, the advance deposit is 30% payment of the accommodation price and the final invoice is due for payment six (6) weeks prior to the commencement of the stay. If the price for a single accommodation totals EUR 3000 or more, or the period of stay is four (4) weeks or longer, the advance payment charged is 50% of the total accommodation rate.

If the booking is made less than eight (8) weeks before the commencement of the stay, the booking needs to be paid in full. **Leaving the invoice unpaid is not regarded as being a valid cancellation.**

ONLINE BOOKINGS MADE BY THE CUSTOMER

When a customer makes an online booking at the levi.fi site, the customer accepts these booking and cancellation conditions and is responsible for ensuring the instructions related to the making of the booking have been read. With online bookings, a confirmation of the booking, instructions on how to get to the destination and how to acquire the keys are automatically sent direct to the email address provided by the customer.

Online bookings are paid either by credit card or bank transfer. The customer can choose one of the following means of payment:

- Immediate payment of the deposit + service fee and agree to pay the final invoice by the due date (the final invoice is sent by e-mail).
- Immediate payment of the invoice total.
- The total invoice is due at the time of making the booking when the customer's stay commences less than eight (8) weeks from the booking day.

When making the booking the customer is responsible for ensuring that they print the receipt, invoice(s), description of the accommodation destination including instructions on how to reach it and how to collect the keys, as well as

printing the booking and cancellation conditions.

Once payment is made, the customer **is responsible** for making sure that he/she returns to their own confirmation page in the booking system. If the customer fails to return to the confirmation page, **booking will NOT being made** and the booking system will not send an email confirmation of the booking. The Levi Tourist Office is not held responsible if the booking is unsuccessful. The customer should immediately contact the Levi Tourist Office to rectify the situation. The Levi Tourist Office cannot guarantee that the accommodation in question will still be available. If the accommodation in question is no longer available, any possible funds paid will be reimbursed or the customer will be offered the chance to choose other accommodation whenever possible.

The customer must contact the accommodation maintaining service to confirm arrival time and key collection either by e-mail or by telephone no later than two working days prior to the commencement of the rental period. The contact details for the accommodation maintaining service can be found in the confirmation of the booking sent to the customer's e-mail address upon making the booking.

CANCELLATIONS

Cancellations MUST ALWAYS be made in writing (email, fax, letter) to the Levi Tourist Office.

The booking is not automatically cancelled if the invoice is not paid by the due time. The customer **MUST** always cancel the booking in writing. The cancellation will be regarded as being received at the time the information of the cancellation in question has reached the Levi Tourist Office. If the customer can verifiably show that the written cancellation has been made and sent to the correct address within the correct timeframe, the cancellation will be accepted.

➤ ***When the customer has made a booking with more than 28 days before the commencement of the rental period***

If the customer cancels the booking with at least 28 days prior to the commencement of the rental period

- The accommodation fee for a single accommodation destination totals EUR 3000 or more, or the period of stay is four (4) weeks or longer: any cancellation made will cause the loss of the advance payment (deposit) and service fee.
- Other cases: reimbursement of the payment with the exception of the cancellation charge of EUR 35 and the service fee.

If the customer cancels the booking with less than 28 days prior to the commencement of the rental period, the total accommodation price will be charged.

➤ ***When the customer has made a booking with 27 – 8 days before the commencement of the rental period***

The customer has the entitlement to cancel the booking within a day from making the booking (reimbursement of the payment with the exception of the cancellation charge of EUR 35 and the service fee).

If the customer cancels the booking more than a



day after making the booking, the total accommodation price will be charged.

➤ **When the customer makes a booking within 7 – 1 days before the commencement of the rental period**

In case of cancellation the total accommodation price will be charged.

- In case of a sudden illness / injury / death of a close relative or your travel party that might lead to a cancellation, you need to make sure that your travel insurance will cover the costs of the booking. Even in such cases our booking conditions are as mentioned above. We recommend our guests to have a travel insurance in case of an emergency or unexpected incidents.

Any possible changes made within the cancellation policy mentioned above cause an extra charge of EUR 20 as change fee, i.e. changes to the accommodation destination, period of staying, additional services or number of guests.

RIGHTS FOR LEVI TOURIST OFFICE TO CANCEL A BOOKING

In cases of force majeure, or other cases outside the control of the Levi Tourist Office (e.g. fire or water damage), the Levi Tourist Office may cancel the booking. In this case the customer is entitled to receive a full reimbursement of all payments made. **The Levi Tourist Office has the right to cancel the booking if the payments concerning the booking are not paid by the due date.**

HANDOVER OF KEYS

The customer must contact the maintainer of the property to inform arrival time and key collection no later than two (2) working days prior to the commencement of the rental period and before 16.00 (Finnish time). The contact details for the maintainer of the property can be found from the destination description sent in connection with the making of the booking or from the order confirmation notification for the online booking. Keys are issued upon showing receipt of payment. Levi Tourist Office is entitled to charge costs incurred for the replacement of any lost key (e.g. new lock arrangements and new keys). The maintainer of the property is entitled to charge a fee for the delivery of keys in accordance with their own price list that has not been earlier agreed.

STAYING AT THE ACCOMMODATION DESTINATION

The accommodation destination is at the disposal of the customer from 4 p.m. on the day of arrival. On the departure day, checkout is at 11 a.m. unless otherwise stated in the destination description. The accommodation destination rates include bedclothes (pillows and blankets), basic dinner service, water and electricity, toilet paper (2 rolls/toilet), cleaning equipment and detergents. The regular inside temperature for the accommodation is 20–22°C.

If the accommodation destination rate does not include bedclothes and towels or the customer has not reserved bedclothes and linens (one small towel and one large towel),

and/or final cleaning, he/she should bring bedclothes/towels with them and take care of cleaning the accommodation during the stay and prior to checking out. If linen and towels are ordered less than 3 days prior to the arrival, the normal linen price will be increased with +25% and a delivery charge of min. EUR 30 will be added to the price (does not concern bookings made less than 3 days prior to the arrival). The use of sleeping bag bags is prohibited.

Following check-out, if the accommodation has not been cleaned in an acceptable manner, the owner or maintainer of the property has the right to charge double the cleaning fee. Even if the checkout cleaning has been ordered or is included in the price, the accommodation must be in a condition seen after regular usage, i.e. the furniture and fittings are intact and in their correct places, bins taken out and dirty dishes in the dishwasher. Levi Tourist Office is not responsible for any items left by the customer at the accommodation.

Smoking is strictly forbidden in the accommodation! If smoking has taken place in the accommodation, we charge cleaning costs (min. EUR 300). Levi Tourist Office accepts no responsibility for any allergic symptoms or other problems incurred by its customers from unauthorised smoking or animals. If the accommodation destination description states that pets are not welcome, this does not mean that the destination in question is suitable for allergy sufferers.

If the accommodation rate includes ski passes, the customer is obliged to return these to the accommodation destination no later than 11 a.m. on the day of departure. The owner of the accommodation or its representative has the right to charge the customer the fees incurred for the renewal of the ski passes.

The use and placement of a hot tub must always be agreed in advance with the maintainer of the property. The firewood and water used for the hot tub will be charged separately.

The use of a tent or caravan/mobile home on the holiday destination plot without the owner's permission is forbidden.

DAMAGES

The customer is obliged to compensate the property owner directly for any accidental or purposeful damages caused to the holiday apartment or its furnishings and fittings during the rental period. Any damages caused must be immediately informed to the maintainer of the property or to Levi Tourist Office.

TERMINATION OF THE RENTAL AGREEMENT IN CASES OF FAULTS, BREAKDOWNS AND COMPROMISED SAFETY

If the customer fails to stop causing disturbance or danger to others in the same or neighbouring property, despite notice from the provider of the accommodation or its representative, the owner of the accommodation or its representative has the right to terminate the rental agreement with immediate effect. All costs incurred from the abovementioned measures will be charged from the customer.



NUMBER OF PERSONS

The maximum number of persons specified for the accommodation in the destination description must not be exceeded.

PETS

Pets may only be brought to accommodation destinations that permit such. Any bringing of pets to the accommodation must be mentioned when making the booking. The customer is responsible for picking up all pet droppings left in the grounds and compensating for any damages incurred by pets on the property or its fittings and furnishings direct to the owner. Any damages caused must be immediately informed to the maintainer of the property or to Levi Tourist Office.

COMPLAINTS

All remarks and complaints to be made on the facilities and condition of the accommodation must be made **as soon as such become apparent** and addressed directly to the maintainer of the accommodation and to Levi Tourist Office. If the customer does not contact the maintainer of the property and to Levi Tourist Office to inform of any possible deficiencies, the right of the customer to receive possible compensation is waived. If the matter in question does not receive satisfactory rectification during the customer's stay, written information pertaining to such must be sent to Levi Tourist Office before the end of the rental period. If the customer and Levi Tourist Office fail to reach an understanding for the rectification of the matter, the customer may file a complaint with the The Consumer Disputes Board for resolution.

Levi Tourist Office is not liable to pay compensation for any problems caused by natural conditions, insects, voles, unexpected change in the weather, construction work on a neighbouring property, alterations in facilities or other alterations that have not been informed to Levi Tourist Office, or for problems caused by any third party (e.g. interruptions in the supply of water, electricity or television services) that potentially incur damages or costs for the customer.

Some accommodation destinations offer a free-of-charge internet connection for its customers. Any possible interruptions or problems occurring with these internet connections must be immediately informed to the maintainer of the property and to Levi Tourist Office in order to enable speedy rectification. Levi Tourist Office will not issue reductions in the accommodation rate due to problems related to the functioning of the internet connection.

The Levi Tourist Office reserves the right to correct errors in price information.

Incorrect price data is not bound by the Levi Tourist Office, if the price is so obviously incorrect that the customer should have understood it. Such a situation could be, for example, if the difference between the given price and the actual correct price is very high or if the wrong price can be considered to be abnormally low compared to the overall price level.

The parties shall endeavor to settle any disputes on the

contract through negotiation.

If no agreement is reached, disputes will be settled in The Consumer Disputes Board or in The District Court of Lapland. The contract is governed by the Finnish law

WELCOME TO LEVI AND HOPE YOU HAVE A WONDERFUL HOLIDAY!

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