

## **BOOKING CONDITIONS FOR HOLIDAY APARTMENTS AT VIERUMÄKI**

These booking conditions are observed between the owner of the apartment and the customer (end user) in the rental of holiday apartments marketed by Vierumäki Sports Oy as a rental broker. These terms and conditions become binding on the lessor (owner of the apartment) and the customer after the customer has made a reservation and a booking confirmation has been submitted for the reservation.

### **Definitions**

Holiday apartment means an apartment or cottage for rent.

Customer means the end user who rents the apartment and makes a reservation in accordance with these booking conditions.

The owner of the apartment is the owner of the holiday apartment offered for rental, and who acts as the lessor in accordance with these booking conditions and as the customer's contractual partner.

Vierumäki Sports Oy is an operator that markets and operates as a rental broker to various holiday apartments located in the Vierumäki area. The company handles reservations and rentals on behalf and in the account of the owners of the apartments. Vierumäki Sports Oy is not a party to the booking or rental agreement of the holiday apartment made in accordance with these booking conditions.

### **Booking and payment**

The customer (the person making the reservation) must be of legal age (18 years of age) when making the reservation. The reservation can be made in the online store or through the sales service. The lessor may require payment of the reservation in full or in part as a pre-condition for a valid reservation inquiry. When payment is required, the customer's reservation inquiry will not take effect until payment has been made. If payment is not made, the lessor has the right to cancel the customer's reservation inquiry.

The reservation takes effect and is confirmed by a reservation confirmation delivered to the customer. When making a reservation in the online store, and if payment is required, when the customer pays the reservation in full at the booking stage, the customer will receive a confirmation of the reservation immediately at the booking stage. For bookings made through the sales service, a separate booking confirmation will be sent to the customer.

### **Cancellation and modification of the reservation**

Cancellations must always be made in writing by email to [reception@vierumaki.fi](mailto:reception@vierumaki.fi). The cancellation is considered to have taken place at the moment when Vierumäki Sports Oy has received the information about the cancellation.

If the customer cancels the booking earlier than 28 days before the start of the booking, a non-refundable delivery fee of € 20 will be charged for any refund of the prepayment. If the booking is canceled 28 days before the start of the rental or later, the payments made by the customer will not be refunded at all and any outstanding rental price will be charged from the customer. In addition, the owner of the apartment always has the right to charge the customer for the costs of additional services ordered by the customer, which cannot be canceled.

If the customer modifies the reservation (selected holiday apartment, time of rental, additional services or number of people), any additional costs incurred by the customer will be charged. If the holiday apartment is not picked up at all or received late, the customer is not entitled to a refund of the rent. If the customer cancels his reservation or leaves the holiday apartment before the end of the rental period, no compensation will be paid for the unused time and the customer is not entitled to a rental refund.

### **Lessor's right to cancel the reservation**

The owner of the apartment has the right to cancel the reservation freely earlier than 6 months before the start of the rental. In case of force majeure, the reservation can be canceled even after this. If the owner of the apartment cancels the reservation, the customer is then entitled to a full refund of the amount paid.

If the booking has to be canceled or the rental discontinued due to the customer's disruptive behavior or other breach of condition, the rent or fees will not be refunded.

### **Stay in the holiday apartment**

The holiday apartment is available to the customer from the day of arrival at 16.00 pm to the day of departure at 12.00 am, unless otherwise stated in the information of the destination or in the booking confirmation. The keys to the apartment and more detailed instructions will be picked up upon arrival in the area from Vierumäki Sports Oy's customer service, which is located in Vierumäkihalli. Upon departure, the keys will be returned to the customer service point.

The rent includes access to the booked apartment for the booked period. Unless otherwise stated in the apartment information or booking confirmation, normal furniture, cooking and dining utensils, cutlery and bed linen and firewood are included in the price. Dishwashing detergents, toilet and kitchen towels are included in the rental price according to the amount on arrival at the apartment. Bed linen and towels are included in the rent, 1 set / person.

The cleaning of the apartment during the stay is the responsibility of the customer. After the rental, normal maintenance cleaning is performed at the apartment by a cleaning operator appointed by the owner of the apartment. The customer must leave the apartment after the rental in such a condition that sole maintenance cleaning is possible. The cost of cleaning in excess of normal maintenance cleaning is charged to the customer. Detailed cleaning instructions are provided in the apartment information folder

The maximum number of people allowed in the apartment, is the number of beds informed in the apartment information or what has been agreed when booking the apartment. Festivities, celebrations and other events where the number of people in the apartment is temporarily exceeded or where for example, noise nuisance is caused to other residents in the area, must be agreed in advance. The use of a tent and a caravan or other (rental) equipment (e.g. a bathtub) on the site is prohibited. Smoking is prohibited in all areas of the apartment, as well as near exits and ventilation connections.

Pets must be notified at the time of booking. Pets are only permitted in apartments where they are allowed. There is an additional charge of € 45 for bringing a pet (2020).

More detailed instructions and regulations to be observed during the stay can be found in the destination information and in the apartment's user guide / apartment information folder. The customer is obliged to familiarize itself with the apartment information folder upon arrival at the apartment.

### **Customer responsibilities and handover of the apartment on the day of departure**

The customer will hand over the apartment and its keys to Vierumäki Sports Oy's customer service by 12.00 am on the day of departure. If the customer leaves at another time, the keys must also be handed over to customer service. If the customer leaves outside the normal opening hours of the customer service, (e.g. at night) this must be agreed in advance with the customer service.

The customer is fully responsible for any damage caused at the apartment. Damage must be reported immediately to customer service. The customer is obliged to compensate the owner of the apartment and the rental broker for the damage caused.

The customer's final cleaning involves washing the dishes and putting them in place, taking the rubbish to a waste point, taking out the empty drink bottles and cans, and putting the furniture in place. Food supplies are taken away or taken to a waste disposal site. The doors and window should be closed and checked that they are locked. The holiday destination must be left in a clean condition upon departure. The customer is obliged to pay the costs of cleaning the apartment in case the premises inside the apartment are smoked or not cleaned or are incomplete and the cleaning company has to spend more time than normal maintenance cleaning at the destination before the next customer arrives.

### **Force majeure**

The owner of the apartment is not liable for any damage to the customer or cancellation due to unforeseeable force majeure or similar reasons (e.g. power outages, natural phenomena, epidemics or animals such as mice and insects) which the owner of the apartment could not reasonably have had avoided or prevented.

### **Remarks and complaints**

All remarks and complaints related to the apartment must be addressed to the customer service immediately after the subject arises and at the time of booking. If the customer does not report any deficiencies to the customer service immediately during the rental period, the holiday apartment is considered to be in condition agreed and otherwise in accordance with the agreement.

### **Applicable law and place of dispute**

The contracting parties shall endeavor to settle disputes arising from this agreement through mutual negotiations. If no settlement is reached in the negotiations, disputes will be resolved in the first instance in the district court of the location of the holiday apartment. Finnish law applies to the agreement.

In situations where the owner of the apartment is a business entity or trader, the customer may have the right to submit the dispute to the Consumer Disputes Board (fin: kuluttajariitalautakunta, [www.kuluttajariita.fi](http://www.kuluttajariita.fi)) and / or to contact the Consumer Advice (fin: kuluttajaneuvonta, [www.kuluttajaneuvonta.fi](http://www.kuluttajaneuvonta.fi)).