



### **BOOKING CONDITIONS**

These booking conditions set out the terms on which you make a contract with us, Levilehto Apartments. **A contract exists between you and Levilehto Apartments and all conditions become binding to us both once you have made the booking. The booking must be made by an adult person. A written permit is required in case under 18 year olds travelling without parents.**

### **MAKING A BOOKING AND PAYMENT**

Your booking is definite when you have received the invoice attached with the information about the accommodation. The service fee is 8 € and the service fee for bookings made through the internet is 0 €. Advance payment is 30% of the whole accommodation price.

If your booking is made later than eight (8) weeks before your stay at Levi you pay the full amount. **If we don't receive your payment, that is not considered as cancelling the reservation. We need all cancellations in written. If the balance is not received by the due date, we reserve the right to cancel your booking.**

### **BOOKING THROUGH INTERNET**

The service fee for bookings made through the internet is 0 €. As payment methods you may choose from the following:

- \* pay the advance payment and the service charge and print yourself the final payment invoice (the final payment invoice will be produced if it is less than eight (8) weeks before your stay)
- \* pay all at once

The internet booking can be paid by a valid credit card.

### **Payments with Visa, Visa Electron or MasterCard:**

If you want to pay with Visa, Visa Electron or MasterCard cards, acts Levilehto Apartments only as the marketer of services and products and delivers the products to buyers. Suomen Verkkomaksut Oyj is responsible for reclamations.

Suomen Verkkomaksut Oyj acts as the seller in Visa, Visa Electron and MasterCard payments and the deal is made between the customer and Suomen Verkkomaksut Oyj. The seller is responsible for all deal related obligations. Suomen Verkkomaksut Oyj is also the payment recipient.

Suomen Verkkomaksut Oyj  
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Netbanks:  
Suomen Verkkomaksut Oyj (FI2122839) provides netbank related payment transfer services in co-operation with Finnish banks and credit institutions. For consumer the service works exactly the same way as traditional web payments.

You are responsible for printing yourself the receipt, the invoice, the description page with key details and the booking conditions. The booking system will send a confirmation (of the booking) to the e-mail address you have provided (during registration). Levilehto Apartments will not send any invoices, confirmations or information to you if the booking is made through the internet. The booking is not valid if you have not returned back to the confirmation page after the payment has been done – the internet page does not confirm the booking. Levilehto Apartments are not responsible for the failed bookings. You should immediately contact Levilehto Apartments to solve the situation. Levilehto Apartments do not guarantee that the wanted accommodation is still available. If the accommodation unit is no longer available, the

money will be refunded back to you, or an alternate unit will be offered. During the booking procedure you also accept these booking conditions and the general internet user terms. You are responsible for studying the terms, conditions and the instructions to book accommodation before placing an order.

### **IF YOU CANCEL YOUR HOLIDAY**

**Should you want to cancel your booking, you must ALWAYS do so in writing to Levilehto Apartments.** If you cancel the booking:

\*40 days prior to arrival: the paid amount will be returned deducted with the cancellation fee of 55 € and the service fee 8 €/internet 0 €.

\*later than 40 days prior to arrival: the whole amount will be charged.

\*If you book accommodation 39-14 days prior to arrival, you have the right to cancel the booking within 5 days.

\*If you book accommodation 13-1 days prior to arrival, you have the right to cancel the booking within 1 day.

The cancellation will take effect from the day we receive your written notification. If you can prove you have made and sent your cancellation to the right address to us at the due date, we will accept your cancellation whether we receive your notification late or none at all. 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.

### **LEVILEHTO APARTMENTS' RIGHT TO CANCEL THE BOOKING**

Levilehto Apartments reserve the right to cancel the booking in case of force majeure or other reasons out of Levilehto Apartments control such as e.g. fire and/or water damages in the booked accommodation. In this case we will notify you of the cancellation immediately and refund all money paid. Levilehto Apartments reserve the right to cancel the booking in case the payments are not done on time.

### **HANDING OUT THE KEYS**

Levilehto Apartments have the right to charge you the cost regarding a replacement key (even locks of the doors will be charged in case of special serried keys). The reception is open daily from 12.00 to 8.00 pm. At other times Levilehto Apartments have the right to charge you money in case the key is inside the accommodation and you cannot get in.

### **YOUR HOLIDAY ACCOMMODATION AT LEVI**

Your accommodation will be at your disposal from 16.00 on your arrival day until 11.00 on your departure day. The rent of the holiday accommodation includes kitchen utensils and dishes, fuel for heating, lighting and cooking. The normal temperature in the apartment is 20 – 22 C. You are expected to bring your own linen and towels with you and to do departure cleaning yourself unless you agree otherwise when booking your holiday. If you have rented the bed linen and towels please return these to the outer hall of the reception.

If the final cleaning isn't ordered, the following is to take care of yourself:

- \* vacuuming and mopping the floors
- \* wiping
- \* washing dishes (including coffee pot)
- \* cleaning refrigerator, electric oven, microwave oven
- \* toilet, sauna, showers, careful cleaning
- \* garbage to the outdoor garbage can

**No smoking in the apartments / cabins! In case of smoking in the accommodation, please notice that we will charge a cleaning fee of minimum 300 euro. Levilehto Apartments have the right to charge you a double fee for the extra cleaning if the accommodation is not in an acceptable state after your stay. When you have ordered the departure cleaning, please take care of the following: all furniture put on the right place and dishes are washed (dirty dishes can be left in the dishwasher machine, which must be switched on), all garbage need to be taken to the outdoor garbage can, bottles are gathered in one place and used bed linen are taken off from the beds. We cannot answer for goods left / forgotten to the apartment by the client.**

#### **BREAKAGE**

The client is bound to indemnify Levilehto Apartments for any damages of the apartment/cabin or the movable property of the apartment/cabin during the stay – whether the damage is intentional or accidental.

#### **THE CANCELLATION OF THE TENANCY AGREEMENT BECAUSE OF DISTURBANCE OR DANGEROUS SITUATION OF BEHAVIOUR**

If the tenant does not stop causing disturbance / dangerous situations for his/her fellow neighbours, Levilehto Apartments have the right to terminate the tenancy agreement. The tenant will be liable for all expenses occurred.

#### **THE NUMBER OF PERSONS**

The number of persons staying at a cabin or apartment should not exceed the number given in your invoice. Tents or caravans on the building site are not allowed without a separate permission. Pets are allowed into some accommodation units. Please inform about your pet whilst booking the apartment / cabin. You are obliged to clean the spoor after your pet.

#### **COMPLAINTS**

Should you have any reason to complain about the booking or the state of your holiday accommodation you must **immediately** inform Levilehto Apartments of the complaint for remedial action.

As regards the equipment, normal wear and tear of equipment must be taken into account, as well as the fact that the equipment may be damaged in a natural way due to that. The staff will then fix the deficiencies as soon as possible. In such cases may e.g. the weekend delay the repair. The breakdown of the equipment in such a way will not lead to compensation from the part of the accommodation provider.

Levilehto Apartments are not responsible for possible harm or expenses caused by the forces of nature or unexpected weather changes, construction work in a neighbor building site, or problems caused by a third party like water-, electricity- or TV network interruption. Apartments have free Internet access for customers. Problems with the Internet connections need to be informed to the staff during the office hours. We will try to solve the problem as soon as possible. Levilehto Apartments are not obliged to give any compensation of the accommodation costs due to a not properly working Internet connection.

We reserve the right for price changes.

VAT in valid regarding current legislation rules.

**WELCOME TO LEVI AND HAVE A NICE HOLIDAY!**

**Levilehto Apartments**

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