

## LEVIKAIIRA APARTMENTS BOOKING CONDITIONS

These booking conditions set out the terms on which you contract with us, Levikaira Apartments. A contract exists between you and Levikaira Apartments and all conditions become binding to us both once you have made the booking. If there will be disagreements about the reservation and they can't be solved by negotiations between the parties, the client can take the case to Finnish Consumer Disputes Board [www.kuluttajariita.fi](http://www.kuluttajariita.fi) The booking must be made by an adult person.

### BOOKING AND PAYMENTS

When making a booking, you will receive the invoice attached with important information about the reservation. The balance invoice has its due date 60 days before the arrival day of the reservation. If your booking has been made 60 days before the arrival day or later the whole reservation must be paid immediately. With the payment link the reservation can be paid by most common credit cards or with Finnish internet bank. **If Levikaira Apartments does not receive your payment, that is not considered as cancelling the reservation. All cancellations must be done in writing.** If the balance payment has not arrived by the due date, Levikaira Apartments reserves the right to cancel your booking.

For stays longer than two weeks, departure cleaning must always be ordered, unless it is included in the price. For stays two weeks or longer than two weeks, in addition to departure cleaning, cleaning in the middle of stay must also be ordered. Price of the cleaning depends on size of the apartment.

### BOOKING WITH THE ONLINE BOOKING SYSTEM ON [www.levikaira.fi](http://www.levikaira.fi) INTERNET SITE

When booking with the online booking system on [www.levikaira.fi](http://www.levikaira.fi) internet site, you agree with these booking conditions and affirm that you are familiar with the booking instructions.

You always confirm your online booking with immediate payment. In the online booking system, you may choose from the following payment methods:

- Pay the the balance invoice at once or make sure that you make a payment before due date. You can ask payment link for the invoice 2 weeks before due date. With payment link you can pay with most common credit cards.
- If your booking has been made 60 days before the arrival day or later the whole reservation must be paid immediately.

Online booking can be paid by a valid credit card (Visa, Visa Electron, MasterCard, Diners or JCB) or with the Finnish internet banks.

#### Payment Service Provider

Paytrail Oyj acts as an implementer of the payment handling service and as a Payment Service Provider in cooperation with Finnish banks and credit institutions. In payments made with credit card Paytrail Oyj will be shown as the recipient in the credit card invoice and Paytrail Oyj will forward the payment to the merchant. Paytrail Oyj is an authorized Payment Institution.

Paytrail Oyj (business ID 2122839-7)

Innova 2, Lutakonaukio 7, 40100 Jyväskylä

Phone: +358 207 181830

When paying the reservation, you are responsible for returning to the confirmation page after the payment has been done to make sure the booking is valid.

Levikaira Apartments is not responsible for the failed bookings. If you don't get a confirmation about the reservation to your email you should immediately contact the sales of Levikaira Apartments to solve the situation. Levikaira Apartments does not guarantee that the wanted accommodation is still available. If the accommodation is no longer available, an alternative unit will be offered to you if possible. In case some money has been paid, it can be used for the other apartment or it will be refunded back to you.

After a successful reservation the booking system will automatically send the confirmation and other information to the e-mail address you have provided during registration. You are responsible for printing yourself the receipt, the possible balance invoice, the description page with key details and the booking conditions. The sales of Levikaira Apartments will not send any invoices, confirmations, or other information to you when the booking is made with the online booking system.

### CANCELLATIONS

**Should you want to cancel your booking, you must ALWAYS do so in writing to the service provide that you have made a reservation.** 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 correct address to us on the due date, we will accept your cancellation whether we receive your notification late or none. If Levikaira Apartments doesn't receive your payment, that is not considered as cancelling the reservation.

#### Cancellation fees

- If you cancel the booking at least 60 days prior to the arrival day of the reservation, no cancellation fee.
- If you cancel the booking later than 60 days prior to the arrival day of the reservation, the whole payment of the reservation will be charged.

We recommend you make sure that you have insurances to cover the costs in case of cancellation because of any emergency or unexpected incident. Also, in these cases Levikaira Apartments will follow the booking conditions mentioned above.

Should you want to change your booking after confirmation, we will in principle consider it as a cancellation of your booking and the new arrangements will constitute an entirely new booking.

### COVID 19 - International Travel Restrictions and Flight Cancellations

The customer does not have the right to deviate from the booking and cancellation terms and conditions and does not have the right to cancel their booking on the basis that the customer that made the booking or the guests are not able to arrive at the accommodation at the booked arrival time as a result of the travel restrictions imposed by Finland or the country of departure as a result of the COVID-19 epidemic. Travel restrictions do not count as "Force Majeure" events/circumstances, as international travel restrictions which are due to the COVID-19 epidemic are not unforeseen. In this situation, the customer's cancellation and no-shows will be subject to the standard booking and cancellation terms and conditions.

The above also applies in the event that the customer or the guests cannot enter Finland due to the cancellation of flights or changes in schedules. Flights may be cancelled and rescheduled due to the COVID-19 epidemic and are not "Force Majeure" events/circumstances as these circumstances are not an unforeseen situation.

### CHANGES FOR BOOKING

Any possible changes made within the cancellation policy mentioned above cause an extra charge of EUR 50 as change fee, i.e. changes to the accommodation destination or period of staying.

## RIGHTS FOR LEVIKAIRA APARTMENTS TO CANCEL OR CHANGE A BOOKING

Levikaira Apartments has the right to cancel or with the permission of the guest to change the booking in case of force majeure or other reasons out of Levikaira Apartments control such as e.g. fire or water damages in the booked accommodation. In this kind of case, we will notify you of the situation immediately. If the booking will be cancelled all the money paid will be refunded to you in full. If the balance payment of the reservation has not arrived by the due date, Levikaira Apartments has the right to cancel your booking.

## KEYS OF THE APARTMENT AND CHECK IN

Levikaira Apartments doesn't have reception. **You need to be in contact with the caretaker of the apartments about your arrival time and check in about 2 working days before the arrival day of the reservation.** Caretaker: Päivi Similä, tel. +358 400 970 022 (9am-6pm) or [paivi.simila@levi.fi](mailto:paivi.simila@levi.fi)

There is either code lock or normal key lock in the apartment door. Levikaira Apartments has the right to charge you the costs regarding the lost key (e.g. the new locks to the door and new keys). The caretaker of the apartment has the right to charge you money for opening the door for you in case you have left the key inside the accommodation as well as if she has to come to recode the code lock.

## YOUR STAY IN THE ACCOMMODATION

**Your accommodation will be at your disposal from 5pm on your arrival day until 11am on your departure day.** The price of the accommodation includes kitchen utensils and dishes, bedclothes (pillows and blankets), water and electricity, heating, lightning and cooking as well as toilet paper and cleaning equipment. The regular inside temperature in the apartment is 20 – 22 °C. The maximum number of persons specified for the accommodation in the description of the apartment must not be exceeded because of the safety reasons.

You are expected to bring your own bed linen and towels with you and to do final cleaning yourself unless the price of the apartment includes them, or you agree otherwise when booking your holiday. If needed, you can order them as extra service. Note! If you order them upon or after your arrival, the caretaker of the apartment has right to charge extra delivery fee of 30 eur. It is not allowed to use sleeping bags on the beds.

If the final cleaning isn't ordered or included to the price, the following has to be taken care of by yourself:

\* making the beds \* vacuuming and mopping the floors \* wiping \* washing dishes \* cleaning refrigerator, electric oven, microwave oven \* careful cleaning of toilet(s), sauna and showers \* taking the garbage to the outdoor garbage bin

**Even if the final cleaning has been ordered or is included to the price you are responsible for the normal tidiness of the apartment when leaving the apartment.** All furniture and dishes need to be cleaned and put on the right place (dirty dishes can be left in the dishwasher machine, which must be switched on) and all garbage need to be taken to the outdoor garbage can. Levikaira Apartments has the right to charge you a double fee for the extra cleaning if the accommodation is not in an acceptable state after your stay.

**No smoking in the apartments!** In case there will be marks of smoking in the accommodation, the cleaning fee of minimum 300 euro will be charged. Levikaira Apartments is not responsible for allergic symptoms or other problems incurred by its guests from unauthorized smoking or animals. The notification **"No pets!" in the description of the apartment doesn't mean that the apartment is suitable for allergic persons.**

Levikaira Apartments is not responsible for goods left / forgotten to the apartment by the guest.

You are obligated to familiarize yourself to the additional instructions in the Cabin Folder. During the stay, the special characteristics of the accommodation must be taken into consideration, as well as the safety issues related to these.

## SKI LIFT PASSES

For season 25/26 we don't provide ski passes.

## USAGE OF A HOT TUB AND ACCOMMODATING ON THE APARTMENT'S PROPERTY

The rental of a hot tub to the apartment yard must be agreed in advance. An extra charge of the used fire wood and water will be charged. If the tub causes significant harm to the yard, the client is responsible for the costs of the smartening. Tents or caravans/mobile homes on the building site are not allowed without a separate permission.

## PETS IN THE APARTMENTS

Pets may only be brought to apartments that permit such. You must inform about your pet whilst booking the apartment. If pet is allowed to take to apartment, cost is **50€/stay**. You are obliged to clean all pet droppings left in the grounds as well as to take care of the pet not to cause disturbance to neighbors. **"No pets!" in the description of the apartment doesn't mean that the apartment is suitable for allergic persons.**

## DAMAGES

You are obliged to compensate Levikaira Apartments for any accidental or purposeful damages caused e.g. to the apartment or its furnishings and fittings during your stay. In case of damage, you need to inform immediately the caretaker or the sales of Levikaira Apartments about the incident.

## TERMINATION OF THE RENTAL AGREEMENT IN CASES OF DISTURBANCE OR DANGEROUS SITUATION OF BEHAVIOUR

If the guest does not stop causing disturbance or dangerous situations to others, despite he/she has been advised about it, has Levikaira Apartments the right to terminate the booking with immediate effect. All costs incurred from the abovementioned measures will be charged from you and the original payment will not be refunded.

## COMPLAINTS

Should you have any remarks or complaints about the reservation or the state of your apartment or the service you must make them **as soon as such become apparent** and inform the caretaker or the sales office of Levikaira Apartments about them for remedial action. **If you have not informed about any possible deficiencies during your stay, you will lose your right to receive possible compensations.** If the matter in question does not receive satisfactory rectification during your stay, you have a right to make your complaint in writing for continued handling to Levikaira Apartments within a week's time after your reservation has ended. If we fail to reach an understanding for the rectification of the matter, you are entitled to have the dispute arbitrated at the Finnish Consumer Disputes Board [www.kuluttajariita.fi](http://www.kuluttajariita.fi).

**Levikaira Apartments** is not liable to pay compensation for any possible harms caused by natural conditions (e.g. insects, moles or unexpected change in the weather), construction work on neighboring properties or for problems caused by any third party (e.g. interruptions in the supply of water, electricity or TV services) that potentially incur damages and costs for you. Possible problems with the internet connections (WiFi) will try to be solved as soon as possible at office time, but Levikaira Apartments will not issue reductions in the accommodation rate due to problems related to the functioning of the internet connection.

**Levikaira Apartments reserves the right to correct all possible errors in the pricing information prior to the agreement being made.**

Levikaira Apartments is not obliged to accept the reservation if the price of the apartment/service booked is so clearly incorrect that it is presumable also for guest to notice. This situation can happen e.g. if the difference between the price of the reservation and the correct price is remarkably big or if the incorrect price is exceptionally low compared to the general price level.

**Levikaira Apartments is not responsible for brochure printing errors or changes occurring after publication of the brochures.**

**We reserve the right to make price alterations.**

VAT (value added tax) is charged according to the legislation pertaining to such.

**WELCOME TO LEVI AND HAVE A NICE HOLIDAY!** Levikaira Apartments, tel. +358-50-46 26 300 [info@levikaira.fi](mailto:info@levikaira.fi) [www.levikaira.fi](http://www.levikaira.fi)