

PYHÄBOOKING - BOOKING AND CANCELLATION TERMS AND CONDITIONS

PyhäBooking Oy (hereinafter PyhäBooking) applies the following terms and conditions to the leasing of cottages and holiday apartments (hereinafter destination). These terms and conditions will be applicable to accommodation bookings once a booking is made by the customer.

Terms of bookings and payment

The person making the booking must be of legal age when doing so (18 years or older).

The booking can be made online, in which case the booking confirmation will be sent to the client's e-mail address immediately. The client must pay at least the deposit (20% of the rent of the destination) in conjunction with the booking by credit card. An invoice for the remaining amount will be e-mailed to the client on the first weekday following the booking date.

The client may also choose to pay the full price of the booking at once, in which case the confirmation with the contact particulars of the owner or custodian of the destination, driving directions to the location where the key will be handed over or to the destination will be sent to the client's e-mail address immediately.

Bookings can also be made through our telephone service, in which case PyhäBooking will invoice the client via mail or e-mail after the booking is registered.

Any objections to the invoice must be made within seven (7) days of the invoice date. The invoice must be settled as a SEPA payment (with IBAN account number and BIC bank code) and using the reference number mentioned in the invoice.

The invoice will include the name and contact particulars of the owner or custodian of the destination, driving directions to the location where the key will be handed over or to the destination.

The booking is confirmed once the customer has paid the deposit (20% of the destination rent) by the due date or once the customer has paid both the deposit and the final instalment together.

The final instalment must be paid no later than six (6) weeks prior to the start of the holiday.

In addition to rent, a 22 € delivery fee will be charged.

If the booking is made 63 days (9 weeks) or more before the start of the rental period, the rent will be paid in two instalments. The deposit must be paid within 14 days of the invoice date. In the case of Internet bookings, the deposit must be paid immediately on booking. The remaining amount must be paid 6 weeks before the holiday is due to start.

If the booking is made 50-62 days (7-9 weeks) before the start of the rental period, the sum must be paid in full and in one instalment 6 weeks before the holiday is due to start. In the case of Internet bookings, the deposit must be paid immediately on booking and the remaining amount must be paid 6 weeks before the holiday is due to start.

If the booking is made 28-49 days (4-7 weeks) before the start of the rental period, the sum must be paid in full and in one instalment within one week of the invoice date. In the case of Internet bookings, the deposit must be paid immediately on booking and the remaining amount must be paid within one week of the invoice date.

If the booking is made 27 days or less before the start of the rental period, the full sum must be paid immediately on the day of booking. In the case of Internet bookings, the full sum must be paid immediately on booking by credit card or through an online bank.

If the client fails to pay or misses the payment deadline, Lomarengas may cancel the booking without further notification.

New Year's bookings

A destination-specific departure cleaning and bed linen charge will always be added to the price of bookings made for the period 26 Dec – 10 Jan. Payment of the final instalment falls due 10 weeks prior to the start of your vacation.

Cancellation or change of booking

Any cancellations must be made to PyhäBooking in writing, by letter to the address Pyhäbooking Oy, Kultakoronkatu 21, 98530 Pyhänturi or e-mail to sales@pyha.fi. The date on which PyhäBooking receives the notification will be regarded as the date of cancellation.

A cancellation made outside of office hours (weekdays 9 am – 4 pm) will be considered as having been made on the next office day.

Clients who cancel a booking will forfeit their deposit (20% of the price of the destination) and the delivery fee.

If the cancellation is made less than 28 days before the start of or during the stay, payments made by the client will not be refunded.

Regardless of the above, all sums with the exception of the deposit and delivery fee paid to PyhäBooking will be refunded if the client or a person from the same household falls seriously ill, has an accident or dies. In this case, PyhäBooking must be informed immediately of the cancellation, which must be properly verified by, for example, a doctor's certificate.

If the cancellation is made less than 48 hours from the start of or during the holiday, payments already made by the client will not be refunded.

PyhäBooking will charge 22 € for any changes to bookings (destination, dates, extra services or number of persons). All changes must be made at least six (6) weeks before the start of the stay. Any changes made after this date will be treated as a cancellation of the previous booking and a subsequent new booking.

Customers are not entitled to a rent refund if they do not occupy the destination or arrive late for their stay. If a customer interrupts their booking and departs the holiday destination before the end of the lease period, no compensation will be paid for the unused time and the customer is not entitled to a rent refund.

Cancellation right of the service provider

PyhäBooking may cancel a booking in the event of force majeure. In this case, the client is entitled to a full refund of the sum paid to PyhäBooking. If a booking has to be interrupted because of disruptive behaviour on the part of the client, no payments will be refunded.

If the customer fails to pay or misses the payment deadline, the booking may be cancelled without separate notification. Ignoring the payment of the invoice however shall not be regarded as a valid measure for cancelling a reservation.

Services mentioned in the destination description

The description of the destination mentions the services available nearby (e.g. railway station, bus stop, restaurant, shop, ski lift, etc.) PyhäBooking cannot guarantee the availability of general public services, which are not directly associated with the destination, during the stay of the guest and any mentions thereof are non-binding.

Stay at destination

Most usually, the destination will be at the client's disposal from 4 pm on the day of arrival to 12 noon on the day of departure. In case of a weekend stay, some destinations are at the client's disposal to 6 pm on Sunday evening. The destination-specific checkout and key handover time is mentioned in the booking confirmation or the driving directions page appended to the invoice.

The owner or custodian is entitled to charge a security deposit of €150 on arrival to cover possible damages or the non-performance of obligations on the part of the client. The destination's owner/custodian will return the security deposit on the day of departure. Damage repairs and the cost of cleaning may be deducted from the security deposit.

The keys to the destination will be handed over to the client at the time of arrival as estimated and notified to the owner or custodian by phone or in writing. If the client fails to show up at the scheduled time or if no notification of the client's time of arrival is provided, PyhäBooking cannot guarantee that the keys will be available for handover.

The rent pays for the right to use the destination during the booked period. Normal energy consumption, furnishings, cooking and eating utensils, mattresses, blankets and pillows are included in the rent.

Firewood is included in the destination rent unless otherwise stated in its description. The amount of firewood available during the stay may be restricted in the case of some destinations. Dish-washing detergents, basic spices as well as kitchen and toilet paper rolls are

not included in the rent.

The colour, taste and smell of tap water available in some destinations, especially in the countryside, may be non-optimal.

Free use of a rowing boat is only included in summertime rentals of shore cabins if this is explicitly mentioned in the destination description. A separate charge may be made for the use of a sauna and rowing boat in holiday cottage villages or resorts.

Sheets and towels are not included in the rent unless otherwise stated in the destination description. Guests must use bed linen. At most destinations, sheets and towels can be ordered for a separate fee in conjunction with the booking. The customer should contact the PyhäBooking in advance to make sure that sheets and towels are available.

The customer is responsible for cleaning the destination during the rental period.

The number of people using the destination must not exceed the number of sleeping places stated in the description or the number agreed on during booking. If you are planning to have a party, where the maximum number of guests is temporarily exceeded, you should agree about that in advance with the owner, custodian or PyhäBooking. Tents and caravans or use of rentable equipment such as hot tubs are not permitted at the destination without the permission of the owner or custodian. Smoking is not allowed indoors. Some holiday resort destinations enforce a so-called quiet period at night-time, which clients must comply with.

Pet-owners must notify their intent to bring an animal to the destination when booking; one pet may only be brought to destinations which explicitly allow this. Permission to bring more than one pet must always be sought in advance from the owner or custodian. Some destinations levy an additional fee for pet access.

Obligations of the client and handover of the destination on the day of departure

The client will hand over the destination and its keys at 12 noon on the day of departure unless otherwise mentioned on the invoice. If the client intends to leave at some other time, he or she must make arrangements for the handover of the key and the return of the security deposit with the owner or custodian well in advance of departure.

If the client leaves at an unusual time (e.g. at night) or does not provide notification of his or her departure, the owner or custodian is entitled to return the security deposit at a later date.

Clients are liable for any damages they cause to the destination property. The owner or custodian must be notified immediately of any damages caused. The client is required to pay the owner or custodian direct for any damage caused to the destination or its contents during occupancy.

Clients are responsible for cleaning the destination before departure unless the destination description states otherwise. A departure cleaning service can be ordered in conjunction with booking.

Departure cleaning must include the washing and return of dishes to their original place, garbage removed to the waste disposal point, removal of empty bottles and cans, and putting furniture back to its original place. Food should be taken away or to the waste disposal point. Carpets and floors should be vacuum cleaned, the floors wiped with a damp mop, tables and surfaces wiped with a damp rag, bedclothes aired outdoors, the sauna and WC cleaned. The yard area and barbecue location must be left in a tidy condition. The departure cleaning should be performed in its entirety on the day of departure.

A separately ordered departure cleaning service or a departure cleaning service included in the destination rent does not cover dish-washing, returning table and cookware to their original place or garbage removal. Clients must also remove empty bottles and cans from the property and return any moved furniture to their original place. Any food must be taken away or to the waste disposal point.

Used sheets and towels must be piled on a bed if the client rented bed linen or it was included in the destination rent.

Indoor smoking is prohibited in all destinations. The destination must be tidy on departure. The client is liable to compensate the expenses of cleaning the holiday destination if guests have smoked indoors at the cottage or have failed to clean it appropriately and the owner/custodian of the cottage is forced to carry out these chores before the arrival of the next client.

Force Majeure

PyhäBooking will not be liable for any damage or inconvenience incurred by the client in the event of an unpredictable and insurmountable obstacle (force majeure) or some other comparable reason (such as a power failure, or natural phenomena like algae blooms or the occurrence of animals like mice or insects) that was not caused by PyhäBooking and whose effects PyhäBooking could not be reasonably expected to prevent. Neither is PyhäBooking responsible for any damage or inconvenience caused by regular natural phenomena.

Objections and complaints

Any objections and complaints regarding the destination must be made immediately once the cause for them arises and addressed to the owner or custodian of the destination direct. If the matter is not satisfactorily attended to, the client should contact PyhäBooking within 72 hours.

Should the matter still not be satisfactorily attended to, the client may make a written complaint to PyhäBooking. This must be done within one month of the end of the rental period. If the client and PyhäBooking fail to reach an accord on the matter, the client may bring the matter before the Consumer Disputes Board for resolution.

If the client does not immediately report observed deficiencies to the owner or custodian during the rental period, the destination will be considered to have been in the contractually-required condition. It is impossible to jointly verify deficiencies reported after the end of the rental period, and Lomarengas will therefore not be liable to compensate for them in any way.

If the customer discontinues a booking and departs the destination before the end of the rental period, the unused time will not be reimbursed nor will the customer be entitled to a rent refund.

Right to change prices

Once an agreement has been made, PyhäBooking has the right to raise and a corresponding obligation to reduce the agreed price in the event of any changes in the taxes or public charges affecting the price of the holiday service.

Erroneous price information

PyhäBooking shall not be bound by an error in the listed price if the price is so clearly erroneous that it is reasonable to expect the customer to notice it. Examples of such cases include a situation where the difference between the listed price and the actual price is substantially large or when the erroneous price can be considered exceptionally low when compared to the general price level.

Applicable law and venue for the resolution of disputes

The contracting parties will attempt to resolve any disputes out of court. Should they fail to reach agreement, any disputes will be settled by the PyhäBooking home town's district court. The contract is governed by Finnish law.

THE USE OF PERSONAL DATA

The personal data of customer is added to the Marketing Register of Pyhänturi Ltd. Data is used for example: arrival instructions at the destination and other useful information regarding your reservation. You will receive newsletters via email or SMS messages about your bookings, access codes, marketing and communications. Your information will be processed in accordance with Pyhänturi Ltd. terms of service and you can request the removal of your information at any time. Your information will not be disclosed for any other use. More information: <https://pyha.fi/en/business/pyhatunturi-ltd>.