



23.08.2011

# Welcome to Ylläs!

## Customer instructions

- 1. The cabins are available from 16.00 h on arrival day until 10.00 on departure day.**
  - Our offices opening hours are advertised at the end of this page.
  - Please inform us if you will arrive outside our office hours, to also arrange the hand-over of the keys.
  - If you arrive outside of our office hours and have not informed us of your late arrival, we will charge 35 € for handing over the keys.
- 2. The cabins are based on a self-sufficiency principle; the guests bring their own bed linen, needed toilet- and kitchen paper and detergent.**
  - Bed linen may be ordered from our office at an extra charge of 19 € / set.
  - In some cases bed linen are included in the cabin price. Please check from your final invoice if they are included.
- 3. The keys to the cabins are to be picked up at the Destination Lapland office.**
  - With receiving the keys, the guest commits to the general terms of reservation and received customer instructions.
  - The keys shall be returned to the Destination Lapland office on the day of departure.
  - Outside of the office hours the keys may be dropped through the slot in the office door.
- 4. Upon arrival you will be asked to fill in the passenger card.**
  - If you arrive outside our office hours you will find the passenger card together with the key. Please return the filled in form when returning the keys.
- 5. When arriving to the cabin, please check that everything is in order, and if there is any noticeable damage please inform the office immediately.**
  - Complaints about the cabin's condition, which are made later on, we unfortunately may not approve.
- 6. Please check with the office staff if pets are allowed.**
  - We will charge an extra 52 € for the additional cleaning.
- 7. Firewood and the final cleaning are included in the price.**
  - Please make sure that the bed linen ordered from our office are collected in one spot, the garbage is brought out and, dishes are cleaned and the fridge is empty
- 8. When leaving, please check that all your belongings are packed up and leave with you.**
  - For sending lost and found items we charge 35 € + postal fees.
- 9. Activities for the time of your stay may be booked in advance or directly on the spot at our office.**
  - Information about our activities you will find on our web site [www.destinationlapland.com](http://www.destinationlapland.com)

## Office opening hours:

Weeks 18-34	<b>Mon-Thu</b> 10:00-16:00	<b>Fri-Sun</b>	Closed
Weeks 35-37	<b>Mon-Fri</b> 09:00-17:00	<b>Sat</b> 12:00-20:00	<b>Sun</b> Closed
Weeks 38-47	<b>Mon-Fri</b> 09:00-17:00	<b>Sat</b> Closed	<b>Sun</b> Closed
Weeks 48-17	<b>Mon-Fri</b> 09:00-17:00	<b>Sat</b> 12:00-20:00	<b>Sun</b> 12:00-18:00

**Maintenance and emergency number** **0400-692 585**  
(Outside office hours only in case of emergency)