



16.04.2010

Welcome to Ylläs!

Customer instructions

- 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.
- 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.
- 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.
- 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.
- 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.
- Please check with the office staff if pets are allowed.**
 - We will charge an extra 52 € for the additional cleaning.
- 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
- 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.
- 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

Office opening hours:

Weeks 16-34	Mon-Thu	09:00-17:00	Sat	closed	Sun	closed
Weeks 35-38	Mon-Fri	09:00-17:00	Sat	14:00-20:00	Sun	16:00-18:00
Weeks 39-47	Mon-Fri	09:00-17:00	Sat	closed	Sun	closed
Weeks 48-16	Mon-Fri	09:00-17:00	Sat	12:00-20:00	Sun	12:00-18:00

Maintenance and emergency number

0400-692 585

(Outside office hours only in case of emergency)