



04.05.2011

Destination Lapland Oy - Terms of Online reservation

The marketing organisation follows the following terms regarding orders, reservations and cancellations of services. These terms shall be binding to both parties when the customer has paid the payment mentioned in these contractual terms.

Reservation and Payment

In the online-booking system the customer pays the accommodation in advance. A handling fee of 15 € is charged together with the full payment. The booking is confirmed when marketing organisation has received the payment either by credit card or online banking system. A booking confirmation can be printed in the online-shop by the customer.

Customer instructions, booking confirmation and the address of the office and of the cabin will be sent to the customer by E-mail. At the arrival, the customer must show the booking confirmation to the person handing over the key. The marketing organisation is *obliged* to assure that the customer gets the holiday services that he has ordered. Handling fee 50 € will be charged when changing the reservation.

Cancellations

A cancellation shall always be made in writing to the marketing organisation. If the customer cancels the reservation until 30 days before the beginning of the stay, the customer gets back the payment, from which the handling fee of 15 € and cancellation expenses of 50 € / cabin shall be deducted. If a cancellation is made later than 30 days before the beginning of the stay, the whole rent is charged. It is recommended to take a travel insurance in case of illnesses. A cancellation is regarded as valid the moment when the marketing organisation has been informed of it. If the customer can show that the cancellation has been made and sent to the right address in time, the cancellation is approved even if it came late or never reached its destination.

If the customer changes the time or object of the stay, it is regarded as a new reservation and a cancellation of the old one.

If the marketing organisation is able to re-rent the cabin to another customer, the part of the rent, which we will receive from the new customer, will be refunded.

Right of the Marketing Organisation to cancel or change a reservation

In cases of force majeure, the owner of the apartment can give a notice on the agreement through the marketing organisation, in which case the marketing organisation must inform the customer of the cancellation as soon as possible. In this case the customer has the right to have the payments to the marketing organisation refunded.

Destination Lapland Oy has the right to change cabin, apartment or services into the equal quality and must inform the

customer immediately and if the change is made upon arrival, the change must be completed within 4 hours.

Keys

On the day of arrival, the accommodation is available to the Customer from 4 p.m.

The office issuing the keys is open:

Wk 18-34: Mon-Thu 10.00-16.00, Fri-Sun Closed
Wk 35-37: Mon-Fri 09.00-17.00, Sat 12:00-20:00
Sun Closed
Wk 38-47: Mon-Fri 09.00-17.00, Sat-Sun Closed
Wk 48-16: Mon-Fri 09.00-17.00, Sat 12.00-20.00,
Sun 12.00-18.00

If a customer arrives outside the office hours, the office may arrange the keys to be delivered to the Customer at an agreed time. If a customer arrives outside the office hours without notifying the office in advance, the key service will charge an extra fee of 35 €.

Stay in the Premises

The apartment or cottage is available from 4 p.m. on the day of the arrival to 10 a.m. on the departure day. The rent of the apartment or cottage includes the final cleaning, firewood, the tableware, bedding and the fuel for heating, lighting and cooking. The customer may bring his own bed linen or order them from the marketing organisation in advance. The customer is obliged to pay for the possible damages to the apartment or cottage or its property directly to the agent.

Number of Guests

The maximum number of persons allowed to stay in the apartment has been mentioned in the invoice, and it may not be exceeded. It is forbidden to have a tent or a trailer on the grounds without permission by the owner.

Complaints

All complaints regarding the reservation or condition of the apartment shall be made immediately to the marketing organisation.

Should there be any repair- or maintenance work done at the holiday-home, for reasons not connected to Destination Lapland or any other unforeseeable reason, and the problem is fixed within an adequate time span, Destination Lapland may not be held liable to pay compensation.