

The terms and conditions below apply for reservations made by an individual, private person unless a special agreement has been made. Separate rules apply for group reservations over 10 persons. The hotel reserves a right to apply special terms and conditions that differ from these in case of public holidays, special events, seasonality or additional services require so.

## 1. BOOKING AND CONFIRMATION

When reserving a room your name, full address and contact information arrival- and departure time and method of payment are required. A room reservation is binding once it has been confirmed by our online booking system or in writing from our reservations department and you have received a reservation confirmation number. The hotel is entitled to apply different kinds of rules such as reservation fee or credit card guarantee in order to secure the reservation.

## 2. ARRIVAL AND DEPARTURE

The hotel room is at your disposal from 3:00 pm on the day of arrival. On your departure day the room must be vacated by 10:00 am. The hotel is entitled to apply exceptions on check-in and check-out times stated above. For safety reasons, only checked-in guests are allowed on private premises and the maximum capacity per room may not be surpassed. The room will be reserved for you until 4:00 pm on the day of arrival unless no other agreement has been made at the time of reservation or if the confirmed rate or reservation period does not include any other special terms. The hotel can release the reserved room for sale after 4:00 pm. In case you arrive to the hotel according to the arrival time agreed and the room you have reserved is not available, the hotel is liable to arrange you an equivalent room without extra charges.

## 3. GUARANTEED RESERVATION

A 30% down payment or full payment by credit card is required for all bookings when submitting the reservation. Payments are processed through e-commerce operated and maintained by our bank. If for any reason the bank's online payment system is not available, we may send a link in a separate email to securely guarantee of the booking. Customers with an invoicing agreement may guarantee the reservation under company name. As an alternative method of guarantee, we reserve the right to require either a complete or partial advance payment in order to guarantee the reservation. Amount of prepayment and a schedule for prepayment will be contracted with customer in writing.

## 4. CANCELLATION, EARLY DEPARTURE AND NO-SHOW

A 30% non-refundable down payment is required to secure all bookings. Balance payment is required 2 weeks before arrival. For cancellations received up to 2 weeks prior to the arrival date, a 30% cancellation fee applies. For cancellations received less than 2 weeks prior to the arrival date, early departures or no-shows, the reservation is to be paid in full. Early departure before the reservation's departure day must be communicated to the hotel at the latest by 4:00 pm on the day before. The hotel cannot be held liable for any loss of funds or guests' expenses due to automatic booking cancellations caused by failure of payments on guest's or bank's sides. If such issues occur, the hotel should be informed to provide directions to settle the outstanding payments.

## 5. PAYMENT TERMS

Payments are done by credit/debit card through our online payment system or, in exceptional cases, via bank transfer. The hotel is not obliged to accept foreign currency, vouchers or cheques unless the hotel has volunteered to do so. In case the reservation has not been paid in advance it should be settled at the latest 3 days before arrival, otherwise it is automatically cancelled by the system.

## 6. GUEST BEHAVIOUR IN THE HOTEL

We follow good manners and hotel rules at the hotel. In case of breaking these rules you may be immediately removed from the premises. In such cases you are still obliged to pay for the accommodation and additional services ordered. Payments already made are not refundable. For safety reasons, only checked-in guests are allowed on premises and the maximum capacity per room may not be surpassed.

## 7. GUEST'S RESPONSIBILITY ON DAMAGE

As a guest you are responsible for damage caused on purpose or by accident by you (for example caused from smoking or using electric cigarette) or the rest of your group in the same room or in hotel premises. This applies also to the hotel furniture and other equipment, other guests in the hotel or their property. The responsibility for caused damage is determined by general principles.

## 8. RENTING HOTEL ROOMS FOR MINORS

Only a person over the age of 18 is allowed to make a reservation. The adult making a reservation for a person under the age of 18 will be held responsible for the minor, whether he or she accommodates with the minor or not. An underage person travelling alone will need a letter of consent signed by a guardian. The letter has to include the minor's name, birthday and dates of arrival and departure. The name and contact information of a guardian are also required.