

KELOKOTO

BOOKING TERMS AND CONDITIONS

Once you have made a booking, you are bound by the booking conditions below.

The deposit (50%) must be received by the due date. You are permitted to cancel your booking free of charge before the deposit due date. The final payment must be received 4 weeks prior to your reserved holiday. Full payment is required in short term bookings (less than 4 weeks before the period of reservation) without any cancellation right.

The person who makes the booking must be over the age of consent. A written agreement provided by their parents is required of people under the age of consent, if they stay in the cottage without a guardian. This written agreement must be delivered to the lessor prior to travel.

Key pick-up is arranged with the lessor or the caretaker 2-3 days before travelling. You will receive the lessor's and the caretaker's contact information and driving instructions to the cottage together with the final invoice.

The cottage is at the tenants' disposal from 4 pm on the day of arrival to 12 noon on the day of departure. The rent includes the right to use the cottage, the bedding, firewood, and basic kitchenware and cutlery. The tenants are required to bring their own linen and to take care of the cleaning of the cottage during the rental period, if not agreed in the contrary. The tenant may order the caretaker to deliver linen to the cottage against extra charge. Normal cleaning in the end of the rental period is included in the rent.

Only registered guests and the agreed amount of guests are permitted to stay at the cottage. The lessor must be notified at the time of booking of any pets the tenants intend to bring with them and have the lessor's permission to do so.

TERMS AND CONDITIONS OF CANCELLATION

Cancellation must always be made in writing and addressed to the lessor. The tenant may cancel their booking free of charge before the due date of the deposit. Only in case the cancellation is made at least 30 days prior to check-in, the deposit will be refunded.

However, regarding the New Year's week and the week thereafter, there is no right to cancel the reservation after the deposition or rent is paid at least partly.

LESSOR'S RIGHT TO CANCEL THE BOOKING

- in case of force majeure, the lessor is entitled to cancel the booking, and the client is entitled to a full refund.
- if the deposit or final payment is not received by the due date.

OBLIGATION TO COMPENSATE DAMAGES

The tenant is obligated to compensate all damages caused by him/her, or his / her guests or pets.

Any complaints concerning the facilities or condition of the cottage are to be made directly to the lessor or the caretaker as soon as the conditions arise. Complaints made afterwards are not taken into account.

PAYMENT SERVICE PROVIDER

Paytrail Oyj (2122839-7) acts as an implementer of the payment handling service and as a Payment Service Provider. Paytrail Oyj will be shown as the recipient in the invoice and Paytrail Oyj will forward the payment

to the merchant.

Paytrail Oyj is an authorized Payment Institution. For reclamations, please contact the website you made your payment to.

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NETBANKS

Paytrail Oyj (FI2122839) provides netbank related payment transfer services in co-operation with Finnish banks and credit institutions. For consumer the service works exactly the same way as traditional web payments.