



## **Booking and cancellation policy**

Villa Lummelahti complies with the following conditions when booking and canceling holiday cottages.

### **Booking and payment**

The booking is confirmed when the customer has paid the booking or booking fee (20%) of the weekly rent of the rental price. If the rental period is less than a month, the full rental price must be paid at once. Rental periods shorter than a week are paid in a single payment. If the customer does not make the payment on time, the landlord can cancel the reservation without notice.

### **Rental times**

In the summer for weeks 25-35 the minimum rental period is one week, and the changeover day is Friday or Saturday. In weeks 1-24 and 36-52 the minimum rental period is 2 days. The minimum rental period for the Rock Cabin is 2 days all year round. Check-in time is 4:00 p.m. and check-out time is 12:00 p.m. Other times must be agreed separately. Special rates and booking times are for Christmas, New Year and Midsummer.

### **Cancellation and modification of the reservation**

Cancellations must always be made by e-mail. The cancellation is considered to have taken place at the moment when the information about the cancellation has been received. Failure to pay the invoice is not a cancellation, but cancellation must be made in writing.

Long term rentals of five days or longer: If the customer cancels the booking, the booking fee (25% of the rental price) will not be refunded. If the cancellation comes from the landlord, then all payments will be refunded.

If the weekly booking is canceled later than 28 days before the start of the rental, the payments made by the customer will not be refunded. If the cottage is rented to another customer due to cancellation, the rent will be refunded to the extent that rent is received from the new customer. The prepayment is non-refundable.

Short term rental: If the customer cancels the booking at least 28 days before the start of the rental, the full rental amount will be refunded. If the customer cancels the booking at least 8 days before the start of the rental, 75% of the payment will be refunded. Short-term rental means rentals of 1 to 4 nights.

If the reason for cancellation is the tenant's illness or the death of a loved one, all payments will be refunded. A written medical certificate is required.

### **Landlord's right to cancel the reservation**

In case of force majeure, the landlord can cancel the reservation. The customer is then entitled to a full refund of the amount paid. If the booking must be canceled due to a disruption caused by the customer, payments will not be refunded.

### **Other services**

We are happy to cooperate with local services and offer them to our guests. However, we are not responsible for the information of other public services or their availability during your stay.



## **Stay in cottages**

The cottage and its keys will be handed over to the customer in the manner agreed upon in advance at the estimated time of arrival indicated by the customer. The schedule is always agreed closer to arrival separately.

The rent includes access to the booked cottage for the booked period. Normal living energy costs, firewood, furniture, cooking and dining utensils, cutlery, mattresses, blankets, and pillows are included in the price.

The rent of the cottages includes normal living expenses in a fully furnished cottage, firewood, kitchen and dining utensils and cutlery and cleaning products, cleaning utensils.

In addition, the rent includes the use of a rowing boat and life jackets.

For example, a starter pack of toilet paper is used for at least the weekend and napkins are included in the rent.

For long-term rentals of one week or more, toilet and kitchen towels and spices are not included in the rent.

The final cleaning fee according to the price list will be added to the rent, unless otherwise agreed for cleaning.

**The Big Villa:** Linen and towels are **not included** in the rent. You can find the applicable fees in the price list, or the customer can bring their own bed linen and towels. This must be agreed well in advance.

**The Log Cabin and the Rock Cabin:** Linen set and towels are **included** in the rent.

The maximum number of people allowed in the cottage description is the number of beds or what has been agreed when booking the house. Parties and other events where the number of people in the cottage is temporarily exceeded must be agreed in advance.

The use of a tent and caravan in the area and the use of your own boat or outboard motor must be agreed in advance.

Smoking and candle smoking are prohibited inside the cottage. Making an open fire in the area is prohibited.

## **Pets**

It is forbidden to bring a pet to the destination. If necessary, we can find our recommended animal shelter in the vicinity.

## **Customer responsibilities and handover of the cottage on the day of departure**

The client will hand over the cottage and its keys by 12:00 p.m. on the day of departure. We hope the customer announces their departure time. Special schedules can always be agreed in advance whenever possible.

The customer is responsible for any damage caused. Damage must be reported immediately. The customer is obliged to compensate for the damage caused.

The cottage and surroundings should be left in the basic condition they were in at the time of arrival. Basic cleaning includes: The dishes are washed and put in place / the dishwasher is emptied. The rubbish is taken



to a waste bin. The metal and glass are taken to a collection container designated for them, the biowaste is taken to a composter. Carpets and floors are vacuumed. The yard area and barbecue area are left in a tidy condition.

The customer is obliged to pay the additional costs of cleaning the cottage if the basic cleaning has not been performed or has been performed incompletely. In that case, at least an additional cleaning fee according to the price list will be charged. The need is justified by photographs.

### **Force majeure**

The landlord shall not be liable for any damage caused to the customer due to unforeseeable force majeure or a similar cause (e.g., power outages or natural phenomena not caused by the landlord and the consequences of which the landlord could not reasonably have prevented).

### **Comments and complaints**

It is important to us that you enjoy your stay. We welcome development suggestions so that we can offer you an even more enjoyable holiday in our cottages on the shores of Lake Saimaa. All comments regarding the holiday destination must be addressed to the landlord immediately after the subject arises and at the time of booking.

### **Applicable law and place of dispute**

Disagreements on agreements are always first resolved through mutual negotiations. If no agreement is reached in the negotiations, the disputes will be resolved in the South Karelian District Court. Finnish law applies to the agreement.

### **Tenant's responsibility**

The landlord is not financially or legally liable for any matters caused by the lessee in his own actions.

### **By paying the rent, the tenant accepts these terms.**

When making a reservation, always notify us in writing by e-mail with contact details. We will send the payment agreement to you. The booking will be confirmed once the booking fee or the full rental has been paid.

Welcome to Villa Lummelahti, have a relaxing holiday!