

HOLIDAY VILLAGE HIMMERKI BOOKING TERMS AND CONDITIONS:

Booking

Booking can be made by phone, fax, internet or in writing to office. Holiday Village Himmerki will send a written confirmation/invoice and details of how to reach the accommodation to the client. A booking fee 5 € will be added to the rent of cottage.

Minimum of staying

Christmas 3 nights

New Year 2 nights

Easter 3 nights

Midsummer 3 nights

Deposit

Once you have made a booking, you are bound by the booking conditions below. Deposit, which is 30% of total rent, must be paid within 7 days of booking. Booking is valid after payment of deposit. Rest of the payment must be paid 28 days before the beginning of rental period.

If booking is made when there is less than 28 days to the beginning of rental period, the total rent must be paid immediately.

If you would like to make a reservation starting earlier than 4 weeks from today, please contact us

Check-in, check-out

The cottage is at the client's use from 2 p.m on the day of arrival until 12 noon on the departure day. Quiet time: 10 p.m. – 6 a.m.

Keys

The client must contact to us and agree about the keys and time of arrival. Necessary phone numbers are given in the confirmation or invoice.

Included in the price

The rent includes use of the cottage and all accessories, electricity, heating and lighting. Also firewood and use of sauna is included. Toilet paper and paper towels are included in the rent. Only registered guests are permitted to stay at the cottage.

Pets

Holiday Village Himmerki must be notified at the time of booking of any pets the tenants intend to bring with them because pets are not allowed in all cottages.

Bedding

The cottage may be occupied by as many persons as there are beds. The cottages are provided with mattresses, pillows and blankets. The cottage rent does not include bed linen except at Lakeshore villas (4 linens) and Himmerki suites (6 linens) are included to the price. However, it's possible to rent bed linen and towels for an additional fee. A set of linen consists of sheets, pillowcases and bath towel.

Cleaning

End cleaning is included in the rent. Client is responsible for cleaning of the cottage during the rental period and on departure. For additional fee also cleaning can be made by caretaker of the cottage.

Complaints

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

Damages

The client is obliged to cover all damage done during his/her occupancy.

Cancellation

All cancellations must always be made in writing. Cancellation fee of 25 € + booking fee 5 € will be charged in all cases. If cancellation is made more than 28 days before rental period, the deposit will be charged. If cancellation is made less than 28 days before rental period and Holiday Village Himmerki is not able to re-rent cottage for the same period, the total rent will be charged.

Holiday Village Himmerki won't charge cancellation fees in case of serious illness, accident or death of the client or his/her immediate relatives. Evidence in such cases in the form of doctor's certificate is required.

Leaving the invoice unpaid does not mean that the reservation is cancelled.

Holiday Village Himmerki is entitled to cancel the booking:

- in case of force majeure, Holiday Village Himmerki 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. We reserve the right for any alteration of prices

Insurance

For your safety we advise you take travel insurance to cover accidents, illness, baggage loss etc. Holiday Village Himmerki disclaims responsibility for any damage, accident or loss during the client's stay in the holiday accommodation.



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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.

Paytrail Oyj, business ID 2122839-7

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www.paytrail.com

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.