



## COTTAGE RENTAL TERMS AND CONDITIONS

The terms and conditions are binding for both parties, once the customer has confirmed the reservation by a minimum of the advance instalment.

### Reservations

Customers can reserve a holiday cottage online by following the instructions provided or e.g. by telephone. The customer will receive a reservation confirmation by mail or e-mail, which contains:

- Name and address of the owner of the holiday cottage of choice
- Directions to the key pick-up and cottage
- Services that are available for additional fees, and the cottage rental terms and conditions
- Account information for the advance instalment and final payment, as well as for the payment of any additional services.

The reservation is confirmed once the customer has paid the advance instalment (50% of the cottage's rental fee) by the due date (14 days from the date on the invoice). Or the customer has paid both the advance instalment and final payment by the due date for the advance instalment.

### Payment

The advance instalment shall be paid by the due date on the invoice. The final payment is due on the due date of the invoice or no later than six (6) weeks prior to the reserved rental period. If the reservation is made on a date later than six (6) weeks prior to the start of the rental period, no advance instalment is required, since the entire rental fee shall be paid in full as a single payment by the invoiced due date.

If the total sum of the reservation is less than 300 euro, the sum shall be paid in full as a single payment within 14 days from the date of the invoice. The cottage rental fees include 10% VAT, and other services 24% VAT. All complaints concerning invoicing shall be made within 10 days from the date on the invoice.

### Cancellations

A cancellation must always be made in writing (online, by mail, e-mail or fax). The cancellation is valid once it has been received by the person handling the cottage reservations.

If the customer can prove that a cancellation was made and sent to the correct address within the required timeframe, the cancellation will be accepted, even if it is late or never arrives. In case of a cancellation, any paid advance instalment and possible handling fees will not be reimbursed.

Any agent that may have been used may also elect not to reimburse the customer for handling fees. If the cancellation is made later than 21 days prior to the start of the rental period, the customer shall pay the entire rental fee plus the fees for any reserved additional services. If, however, the cottage is reserved by another customer, the rental fee and fees paid for additional services will be reimbursed minus a 20 euro cancellation fee.

If the customer, or someone residing in his/her household becomes ill, gets into an accident or dies, the customer is entitled to be reimbursed for the paid sum minus the advance instalment and possible handling fees. Notification of a cancellation shall be made immediately to the person handling the reservations, and the proper verification, e.g. medical certificate, shall be submitted as cause.

Any cancellations made during the rental period will not be accepted or reimbursed. If the customer changes the reservation, these changes will be handled in the same manner as the aforementioned cancellation and new reservation. The cottage owner or cottage agent is entitled to cancel a reservation due to a force majeure. In this case, the customer is entitled to a reimbursement of the entire sum paid for the reservation.

### **Cottage usage**

The owner will give the cottage keys to the customer in the stated or agreed manner at the agreed date and time. Upon vacating the cottage, the customer must ensure that all furnishings and amenities are in the same condition as they were when the customer was handed the cottage keys.

Unless otherwise agreed, customers shall bring their own linens and towels to the cottage. The customer shall be responsible for the cleaning of the cottage during the rental period and prior to vacating the cottage, unless otherwise agreed. If the cottage owner is forced to clean the cottage, the owner has the right to charge a final cleaning fee in accordance with the valid pricelist. During the rental period, the cottage owner shall maintain snowy access routes by plowing with a tractor. The customers are responsible for maintaining the cleanliness of the porches, stairs, patios and paths, and use them at their own risk.

Neither the lessor nor customer is liable to compensate for damages (e.g. due to an inability to carry out the final cleaning) for any verifiable natural phenomena or power cuts caused by a third party (electric company).

The cottage and its property may only be used by the number of individuals listed in the reservation. Tenting, camping or the use of other supplementary accommodation on the cottage property is not permitted. The making of open fires in the cottage area and at times when fires are prohibited due to the risk of forest fires is forbidden.

The customer is obligated to compensate for damages to the cottage or its movable property.

### **Notices, complaints and settlement of disputes**

Any comments or complaints shall be made directly to the cottage owner during the reserved rental period. All parties will attempt to settle a dispute through negotiation. If the cause for complaint is not corrected, the customer can submit a written complaint within one month from the closing date of the reservation. If the seller and customer cannot reach an agreement, the customer may submit the issue to the customer complaint board. The agreement is governed by Finnish laws and disputes will be handled in the local district court. We reserve the right to make changes to the stated fees and charges.