

RESERVATION TERMS AND CONDITIONS

Updated February 28, 2023, became valid at once

RESERVATION TERMS

Confirmation email sent by our customer service means that we have accepted the reservation and that a binding purchase agreement has been drawn up. The confirmation states the time of the reservation and the name and address of the resort. A confirmed reservation creates a payment obligation.

RESERVATION CONFIRMATION AND PAYMENT

If the booking is made one month or less before arrival, the full prepayment will be charged in one installment. Full payment must be made by the due date stated on the invoice.

When invoicing in two installments, the customer pays 30% deposit of the total invoice once the reservation is confirmed, and the remaining 70% one month before arrival.

ONLINE BOOKING

When purchasing from the online store, payment will be made in full at the time of booking. The conditions specified in this document apply to online booking.

CANCELLATIONS

Cancellation must always be notified to Lentiira Holiday Village. If the cancellation is due to the fact that the customer himself or a person living with him / her suddenly falls ill, has a serious accident or dies, the customer is entitled to a refund of the amount paid to Lentiira Holiday Village, except for valid office expenses (€ 30). The event / illness referred to above must be reliably demonstrated (eg. with a medical certificate). If the customer changes the time of the holiday, it will be considered as a cancellation of the previous order.

CANCELLATION POLICY

If the customer cancels his reservation:

- 31 days before the start of the stay, the deposit fee will be refunded, less office expenses (30€).
- later than 31 days, but no later than 7 days before the start of the stay, 50% of the deposit and / or final payment will be refunded, less office expenses.
- later than 7 days before the start of the stay, the deposit and final payment will not be refunded.

GROUPS

Regarding group reservations we charge a 30% deposit. The deposit is non-refundable in case of cancellation. For the rest of the bill the regular cancellation policy applies described earlier.

THE RIGHT OF LENTIIRA HOLIDAY VILLAGE TO CANCEL THE RESERVATION

In the event of force majeure, the proprietor may terminate the contract, in which case the customer must be notified of the cancellation as soon as possible. In this case, the customer

has the right to get back the amount paid to Lentiira Holiday Village.

COTTAGE RENTAL TERMS

The rental of the cottage includes use of the house during the agreed period of time. Linen, bedding, breakfast services and sauna services are booked separately and will be charged according to the valid price list or agreement.

NUMBER OF PERSONS

Accommodation may not be used by more people than stated on the invoice or by agreement. Any overnight guests must be agreed separately with the property owner.

CLEANING

When leaving, the cottage must be in the same condition as it was when it was handed over to the customer, unless final cleaning service was ordered. Final cleaning regards ordinary cleaning service. In case of abnormal mess a cleaning cost of 45€ per starting hour will be charged.

INDEMNIFICATION

The customer is obliged to compensate the proprietor for any damage caused to the house or its furniture. Liability for the damage is carried by the tenant of the house, unless other liability holders arise in cases of dispute. Door opening fee outside office hours is 40 €.

PETS

Pets are only allowed in the apartment with the special permission of the owner. We charge a pet fee according to the valid price list. The fee covers the cleaning allowance in connection with normal cleaning work, but does not cover the cost of washing bed linen or textiles if the pet has been on a sofa or bed, for example.

CARS AND PARKING

Parking of motorhomes and caravans in cottage yards and holiday home parking areas is strictly prohibited. Caravans are parked in a space reserved for them, which must be agreed in advance. Electricity and seat payment available at reception separately.

KEY DELIVERY

Keys are handed over at the resort reception. If your booking is made with a short delay, be prepared to show proof of payment at reception. If you arrive after 19:00 in the evening, please inform us of your late arrival. The accommodation period starts no earlier than 15:00 and ends at 12:00.

COMPLAINTS

All complaints regarding the equipment and condition of the accommodation will be addressed immediately to the caretaker of the property by calling the emergency number or informing the reception. Therefore, if possible, we can correct any deficiencies or defects found during your stay!

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