

RESERVATION TERMS AND CONDITIONS

Lentiira Holiday Village

RESERVATION AND PAYMENT

The reservation is confirmed after the customer has paid the advance payment before the due date. The advance payment will be invoiced in two parts, if the reservation is over one month before arriving. At first the customer will pay 30% of the total price and the rest 70% one month before arriving. If the reservation is done one month before arriving or less than one month, the price is to be fully paid. If the final settlement is not paid before the due date, then the reservation will be cancelled.

The note we send to our customers includes the holiday destinations name and address. If the reservation is done through a travel agency, the customer has to give us the voucher confirming the booking details.

CONDITIONS

This condition is binding for both parties, when the customer has accomplished the advance payment, which is mentioned in the agreement condition. The condition covers for accommodation and other services agreed in the reservation.

CANCELLATION TERMS

If the customer has to cancel the reservation, the customer must immediately inform Lentiira Holiday Village of the concern. If the customer cancels his or her reservation:

- 31 days before the beginning of the accommodation, return of the reservation advance payment, reserving the valid office charge.
- Later than 31 days, but no later than 7 days before the beginning of accommodation, return of the advance payment and 50% from the final payment, reserving office charge.
- Later than 7 days before the beginning of accommodation, the total accommodation price will be charged.

If the customer changes his holiday time, then the earlier reservation is cancelled.

If the reason for cancellation is that the customer or his/her immediate relative suddenly gets ill, gets into a serious accident or dies, the customer has the right to get the whole sum that the customer has paid, except for the valid office charge. There must be evidence in such cases in the form of doctor's certificate.

LENTIIRA HOLIDAY VILLAGE HAS THE RIGHT TO CANCEL A RESERVATION

If there is a force majeure, the owner has the right to cancel the agreement, at which point the customer should be immediately informed about the cancellation. In this case the customer has the right to get back the sum he or she paid to Lentiira Holiday Village.

HOLIDAY COTTAGE RENT

Accommodation price includes cottage stay, wifi in reception, cooking and dining appliances and 1-2 bags of firewood. Sheets & towels, meals and saunas can be purchased separately with additional fee.

NUMBER OF PERSONS

Accommodation space should not be used by more people than informed in the note or in the agreement. If there are night guests coming, it is to be informed to the owner.

PETS

You can bring a pet to the cottage but only with the owners' permission and with additional fee. The pet fee covers the additional cleaning cost, but won't cover bed linen or textile cleaning if the pet is allowed on a sofa or a bed.

DAMAGE COMPENSATION

The customer is obliged to compensate eventual damage. The apartment lessee takes the responsibility for compensation, unless there happens to be other bearers of responsibility.

KEY DELIVERY

Key can be retrieved from the reception assuming the accommodation has been fully paid. If you arrive in the evening later than 17.00, please inform us about the late arrival as soon as possible. Accommodation period starts at 16.00 and ends at 12.00. If the apartment is unoccupied and clean you can get the apartment sooner. The opening of a locked door outside the office time is 40 €. The service is available around the clock.

CARS AND PARKING AREAS

Lentiira Holiday Village's common parking area is limited in space. A tent or a house trailer is forbidden to use at the lot of accommodation without the owners' permission. The caravans are parked in the agreed spots, which need to be reserved beforehand. Please ask our camping pricing!

COMPLAINTS

All of the complaints related to the apartment's equipment and condition are to be informed immediately to the reservation's owner or reception. This enables the repairing during your stay! We reserve rights to change prices or information!

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