

NALLIKARI HOLIDAY VILLAGE - TERMS AND CONDITIONS

COTTAGES / VILLAS / CAMPING

These terms do not concern:

- group reservations
- special events
- ticket packets



These general terms and conditions are applied to our reservations, if there is no separate agreement between the customer and the accommodation provider. The products and services which are reserved via Online system include value added taxes. We reserve the right to changes of the terms and prices.

RESERVING AND RESERVATION CONFIRMATION

All reservations are confirmed by email which informs the price of the reservation and ordered products. Needed customer information are required within the reservation process in order to receive reservation confirmation. Customer needs to accept the reservation terms and conditions which are valid during the reservation. **Reservations can only be made by adults (persons older than 18 years).**

RESERVATION CANCELLATION

Cottages / Villas:

Reservation for 1 to 7 nights: Reservations can be altered or cancelled free of charge before 16:00 on the day before arrival. After this, the accommodation value of the first night will be charged as cancellation fee. Alteration or cancellation of the reservation must be informed to Nallikari Holiday Village's reception by either calling, email or changed directly on the Online reservation tool.

Reservation for 8 to 14 nights: A reservation can be cancelled free of charge up to 2 weeks prior to the first day of the reservation. If the cancellation is made later, Nallikari Holiday Village has the right to charge you 50 % of the entire fee.

Reservation for over 14 nights: To confirm your reservation, a down payment of 30 % of the total fee is required. The remaining amount will be due 28 days prior to the first day of the reservation. If the reservation is cancelled or the length of your stay changed, a minimum of 14 days prior to the first day of the reservation, you will get full refund less booking fee (€45). If the reservation is cancelled or changes made to the reservation less than 14 days prior to the first day of the reservation, there is no refund. Nallikari Holiday Village has the right to cancel your reservation if the payments are not made by their due dates.

Reservations in connection to various events (e.g. Mid-Summer Weekend, other events taking place regularly on the site and Suomipop-festival July 11th-14th 2019) can be cancelled free of charge up to 14 days prior to the first day of the reservation. If the cancellation is made later than that, Nallikari Holiday Village has the right to charge you 50 % of the entire fee or one night's accommodation.

Qstock Festival (July 26th-28th 2019) and all reservations combined with that period are exception to the practice: any free cancellation shall be made at the latest one month prior to the first day of the reservation. After the free cancellation period, we will send an invoice for pre-payment. For a later cancellation, Nallikari Holiday Village has the right to charge you for the full value of the original reservation. You will be informed of the terms of cancellation regarding special offers and promotions or accommodation packages including festival tickets separately.

Caravan / tent places:

Reservations can be altered or cancelled free of charge before 16:00 on the day before arrival. After this, the accommodation value of the first night will be charged as cancellation fee. Alteration or cancellation of the reservation must be informed to Nallikari Holiday Village's reception by either calling, email or changed directly on the Online reservation tool.

The Qstock music festival (July 26th-28th 2019) and all reservations combined with that period: cancellations can be made free of charge up to one (1) week before arrival. If cancellation is made later than this, Nallikari Holiday Village shall be entitled to charge 100% of the total value of booking.

ALL RESERVATIONS:

If a prepaid reservation is cancelled an office fee of 45€ will be deducted from the returnable amount.

Reservations made for various events and special occasions are charged during the reservation. The prepayment made will not be returned in the case of cancellation or alteration of the reservation.

Nallikari Holiday Village has the right to cancel the reservation in case of force majeure or other overpowering object. In this case the customer has the right to receive the pre-payment of the reservation fully back. Nallikari Holiday Village has the right to cancel the reservation in case if the necessary pre-payments of the reservation have not been paid within given timetable. For obligatory reasons the accommodation provider has the right to move the reservation into at least of the same category level of accommodation. In this case the accommodation provider will compensate all transfer costs.

Accommodation reservations apply the law of accommodation and restaurant business, not the law of packaged tour operator law.

In serious medical injuries or illnesses the cancellation of the reservation is required to be informed as soon as possible and provide an official medical certificate. Cancellation needs to be done before the accommodation starts. The official medical certificate or other reliable document needs to be delivered to Nallikari Holiday Village within 14 days of the cancellation date. If the certificate or document is delivered later than 14 days the compensation will not be paid. Cancellation made during the accommodation stay or the discontinuing of the vacation does not give the right for the compensation. Travel insurance is advised to be checked in case of the cancellation of the reservation.

If the reservation has caused special expenses of the ordered extra services, they will be fully charged within the cancellation of the reservation.

NO-SHOW RESERVATION

If the customer has not arrived on the arrival date and the reservation has not been cancelled within the terms, Nallikari Holiday Village has the right to charge the payments according to the terms and conditions. **Minimum charge is always one night stay accommodation charge.**

ARRIVAL AND DEPARTURE

Apartments: Check-in starts at 3 p.m. and check out is 12 a.m.

Caravan: Check out is at 3pm

RESERVATION TERMS

Apartments: Final cleaning is included in the price but you are expected to leave the apartment to its standard order and tidiness: furniture and other equipment in their place and in one piece, garbage disposed and dishes washed up. If the apartment needs extra cleaning or anything has been damaged, an extra fee will be charged according to the true costs and the minimum charge is 200€.

Smoking is prohibited indoors. If smoked indoors extra fine will be charged according to the true cleaning costs and the minimum charge is 200€.

Pets are not allowed in Villas.

Silence in the area between 11 p.m. and 7 a.m. If anyone causes disturbance to other guests or guests break reservation terms, Nallikari has a right to remove them from the area.

Please notify us if you plan to arrive outside of our reception's opening hours.

Please check our current opening hours from our website www.nallikari.fi.

PAYMENT METHODS – WEB PAYMENT

The payment can be done upon arrival using a credit card (Visa, MasterCard or Maestro), Visa Electron, Finnish debit cards or cash (euros).

Nallikari Holiday Village reserves the rights to create an authorization hold from your credit card in advance.

You may also pay in Online-reservation system with a credit card or with Finnish bank web payment.

Payment is delivered by Paytrail Ltd. Complaints are handled by Paytrail Ltd. The seller holds all liability of the transaction. Paytrail Ltd. is also the receiver of the payment. Paytrail Ltd. (Corporate ID: FI21228397) Innova 2, Lutakonaukio 7, FI-40100 Jyväskylä, Suomi-Finland, tel. +358 (0)207 181 830 (mon-fri 8 a.m. – 7 p.m.)

OTHER INFORMATION

We reserve the right to change terms and conditions. The customer needs to read the valid terms and conditions and accept them before making the reservation. Nallikari Holiday Village handles all customer information confidentially. The parts that are not handled in Nallikari Holiday Village's terms and conditions, they are handled in reservation terms and conditions regarding accommodation services done by Finnish Hospitality Association (MaRa) [General terms of booking and booking cancellation of company MaRa ry](#)