

NALLIKARI HOLIDAY VILLAGE – BOOKING TERMS AND CONDITIONS COTTAGES / VILLAS / CAMPING



PLEASE CHECK THE CANCELLATION TERMS

Different events/accommodation types have own cancellation terms

Terms for special rates as non-refundable, campaign etc. are specified during booking process or in the campaign information. These terms do not apply for group reservations (4 apartments or more)

POIJU VILLA (4+2)
VILLA FÖRSTI (8+4) & VILLA SEILORI (8+4)
VILLA KIPPARI (6+2)
MASTO, POOKI & MESSI COTTAGES
CARAVAN & TENT PLACES

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.

1. ARRIVAL & DEPARTURE

Please inform the estimated time of arrival in advance. Opening hours www.nallikari.fi

- ✓ **APARTMENTS:** Check-in starts at 3 pm and check out by 11 am.
- ✓ **CARAVAN:** Check in possible before 3pm according availability. Check out by 3pm.

2. BOOKING AND CONFIRMATION

All reservations are confirmed by email which informs the price of the reservation and ordered products. Asked customer information is 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).**
 - **PERSON BOOKING A VILLA MUST BE 22-YEAR-OLD OR OLDER.**
- ✓ **The booker must also be accommodating** as the person who has made the reservation is responsible for adhering to the reservation terms and conditions. The reservation cannot be changed to another person.
- ✓ **Cottage/Villa reservations need to be confirmed with a credit card.** Visa Electron is not a credit card.
 - **We reserve the right to authorize the first night's payment, or min. 200€ matching the extra cleaning fee,** in advance from the given credit card to check the card's functionality.
 - Same credit card needs to be presented upon arrival.
 - All the possible cancellation and extra fees will be charged from the credit card.

If a prepaid reservation (with standard rate) is cancelled, a possible refund fee will be deducted from the returnable amount (Paytrail / bank transfer fee).

3. BOOKING TERMS

Not complying with the booking terms and conditions leads to an immediate termination of the reservation.

- ✓ **Pets are not allowed in the Villas. As the villa area is pet free, pets are not allowed to accommodate on terraces or parking places either.**
- ✓ **It is not allowed to have front tent/awning/anything resembling these, on smaller camping car places,** to secure the safe distance between pitches. Please follow the rules given by staff.
- ✓ **Silence in the area between 11 pm and 7 am.** If anyone causes disturbance to other guests or guests break reservation terms, Nallikari has a right to remove them from the area. **Guests need to be informed in advance and they must leave the area by 11 pm.**
- ✓ **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 (dishwasher can be left on). 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€.

4. ARRIVING OUTSIDE THE OPENING HOURS

- ✓ **Unguaranteed reservations will be held until 6pm** on the arrival day.
- ✓ **Pre-paid reservations, or ones guaranteed with credit card,** will be held until closing time.
- ✓ **Reservations without a late arrival notice** will be cancelled when reception closes.
- ✓ **No-show fees** will be charged according the cancellation terms.
- ✓ **Booking modifications/cancellations** need to be informed to Nallikari Holiday Village reception by email or phone. Online reservations can be changed also directly on the same site.

Arriving outside opening hours is possible only if the reservation has been paid in advance, or the payment can be pre-authorized from a credit card.

5. CANCELLATION TERMS FOR CARAVAN AND TENT PLACES

Reservation can be 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 a 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 can be modified** until check in, after which the reservation is charged in full.
- ✓ If checking out before the booked and paid period ends, **unused nights won't be refunded.**

If a prepaid reservation (with standard rate) is cancelled, a possible refund fee will be deducted from the returnable amount (Paytrail / bank transfer fee).

6. PAYMENT METHODS

The payment can be made upon arrival by credit card, Visa Electron, Finnish debit cards or cash (euros). Exceptions: Non-refundable reservation (no change/cancellation right) which requires advance payment during booking, and reservations that are invoiced in advance (for example festivals).

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.)

7. ALL RESERVATIONS

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 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.

8. 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).

CANCELLATION TERMS FOR COTTAGES AND VILLAS

- Reservation will be paid upon arrival; unused nights won't be refunded.
- Special terms for events, Christmas & New year and the high season in July.

COTTAGES POOKI, MASTO, MESSI & POIJU VILLA 4+2	CANCELLATION TERMS	CANCELLATION FEE
Reservation length 1-6 nights	Free cancellation/alteration before 4pm on the day before arrival	1 NIGHT
Reservation length 7-13 nights	Free cancellation 14 days before arrival	50% of the reservation total
Reservation length 14 nights or more	30% reservation fee charged when the booking is made. Final invoice 1 month before arrival.	The reservation fee is nonrefundable. Cancellation/alterations needs to be made before the final invoice is sent. After that the cancellation fee is 100% of the total.
SPECIAL PERIODS		
Mid summer festival and other events organized on the area	Free cancellation 14 days before arrival	50% of the reservation total
JULY 1st - 31st Reservation length 1-6 nights	Free cancellation 3 days before arrival	1 NIGHT
FESTIVALS: Suomipop, Qstock etc.	Free cancellation until 1 month before arrival. After the cancellation period ends, the reservation will be invoiced in advance.	Cancellation/alterations needs to be made before the final invoice is sent. After that the cancellation fee is 100% of the total.
CHRISTMAS & NEW YEAR 23.12.- 6.1.	Free cancellation 3 days before arrival	100 % of the reservation total

VILLA FÖRSTI (8+4) & VILLA SEILORI (8+4)	CANCELLATION TERMS	CANCELLATION FEE
Reservation length 1-6 nights	Free cancellation 3 days before arrival	1 NIGHT
Reservation length 7-13 nights	Free cancellation 14 days before arrival	50% of the reservation total
Reservation length 14 nights or more	30% reservation fee charged when the booking is made. Final invoice 1 month before arrival.	The reservation fee is nonrefundable. Cancellation/alterations needs to be made before the final invoice is sent. After that the cancellation fee is 100% of the total.
SPECIAL PERIODS		
Mid summer festival and other events organized on the area	Free cancellation 14 days before arrival	50% of the reservation total
JULY 1st - 31st Reservation length 1-6 nights	Free cancellation 7 days before arrival	1 NIGHT
FESTIVALS: Suomipop, Qstock etc.	Free cancellation until 1 month before arrival. After the cancellation period ends, the reservation will be invoiced in advance.	Cancellation/alterations needs to be made before the final invoice is sent. After that the cancellation fee is 100% of the total.
CHRISTMAS & NEW YEAR 23.12.- 6.1.	Free cancellation 7 days before arrival	100 % of the reservation total

VILLA KIPPARI (6+2)	CANCELLATION TERMS	CANCELLATION FEE
Reservation length 1-6 nights	Free cancellation 3 days before arrival	1 NIGHT
Reservation length 7-13 nights	Free cancellation 14 days before arrival	50% of the reservation total
Reservation length 14 nights or more	30% reservation fee charged when the booking is made. Final invoice 1 month before arrival.	The reservation fee is nonrefundable. Cancellation/alterations needs to be made before the final invoice is sent. After that the cancellation fee is 100% of the total.
SPECIAL PERIODS		
Mid summer festival and other events organized on the area	Free cancellation 14 days before arrival	50% of the reservation total
JULY 1st - 31st Reservation length 1-6 nights	Free cancellation 7 days before arrival	1 NIGHT
FESTIVALS: Suomipop, Qstock etc.	Free cancellation until 1 month before arrival. After the cancellation period ends, the reservation will be invoiced in advance.	Cancellation/alterations needs to be made before the final invoice is sent. After that the cancellation fee is 100% of the total.
CHRISTMAS & NEW YEAR 23.12.- 6.1.	Free cancellation 7 days before arrival	100 % of the reservation total