

DEAR CLIENT!

Kindly familiarize yourself with the booking and cancellation terms noted below.

BOOKING TERMS AND CONDITIONS FOR GROUPS (4 apartments or more)

A preliminary booking will be valid for one week onward from the date when the booking was made unless agreed otherwise. If the preliminary booking is not confirmed within the above-mentioned period of time, the booking will expire. All confirmations and cancellations must be delivered in writing, e.g. via e-mail.

BOOKING TERMS FOR GROUP ACCOMMODATION

- A **non-refundable reservation deposit** will be charged if the preliminary booking is confirmed. The deposit amount is approximately 30 % of the accommodation total.
- A group **name list** with guests' names, dates of birth and passport numbers (excluding citizens of the Nordic countries and Finland) must be sent prior to the arrival. Please also provide us the tour leader's or contact person's mobile phone number.
- The **final invoice** will be sent 30 days prior to arrival (after the period for free cancellation ends). Please inform the possible alterations by then.
- Payment term is 14 days. The payment needs to be made by the due date.
- **If booking in a period less than 30 days to the arrival**, the invoice will be sent together with the confirmation.
- The payment needs to be on the account latest three days before arrival.

CANCELLATION TERMS FOR GROUP ACCOMMODATION

- Cancellation without charges 30 days prior to arrival, **excluding the non-refundable deposit**.
- Cancellation 29-21 days prior to arrival, 50% of the total price of the reservation will be charged.
- Cancellation 20-14 days prior to arrival, 75% of the total price of the reservation will be charged.
- If the reservation is cancelled later than the above-mentioned time limits, 100% of the total price of the reservation will be charged from the client.
- If any pre-payment is refunded afterwards, office fee (45€) will be deducted from the amount.

COVID 19 – EXCEPTIONS TO NORMAL BOOKING TERMS

- Deposit is refunded (minus the office fee), only if travelling is not possible due to restrictions set by the authorities.
- Cancellations related e.g. cancelled events, does not qualify for free cancellation.

RIGHT TO CANCELLATION BY NALLIKARI HOLIDAY VILLAGE

- In force majeure situation, when an insurmountable obstacle is in question, Nallikari Holiday Village can cancel a reservation. In this case the client will be compensated for the entire sum.
- If the deposit invoice or the final invoice is not paid by the due date.

If by his actions, the client causes any material damage to the movables or the estates in our premises, the client must compensate the owner for all the caused damages. **Silence in the area between 23:00-07:00. Please avoid loud noises and unnecessary traffic during this time.**

We reserve the right to make changes to these terms and conditions.