

NALLIKARI HOLIDAY VILLAGE – BOOKING TERMS AND CONDITIONS

TRAVEL PACKAGES 08_2023

These general terms and conditions are applied to reservations for travel packages booked from Nallikari Holiday Village 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.

Nallikari Holiday Village is registered as tour operator by Finnish Competition and Consumer Authority. Register number 717/23/Mj.

ARRIVAL & DEPARTURE

Please inform the estimated time of arrival in advance. If the travel package includes airport/train station transfers, please inform us the flight/train number and arrival time to Oulu. Please check reception opening hours from www.nallikari.fi

APARTMENTS / VILLAS / COTTAGES: Check-in to the accommodations starts at 3 pm and check out by 11 am.

BOOKING AND CONFIRMATION

All reservations are confirmed by email which informs the price of the reservation and ordered products.

To book the following information is needed: Guest name, number of persons, home address (Post Box address not accepted), mobile phone number and payment card details, if requested. Asked information is required within the reservation process 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 (person 18-year-old or older). Person booking a Villa or Aalto Seaside apartment 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.
- ✓ **Travel package reservations are to be paid upon booking.**

RESERVATION CANCELLATION / MODIFICATION | [CLICK FOR THE CANCELLATION TERMS](#)

Reservation cancellation/modification needs to be informed by email/phone to the reception. If booked online, cancellation can also be made online. If a prepaid reservation is cancelled, a possible refund fee will be deducted from the returnable amount (Paytrail / bank transfer fee).

Please note that the reservation system's email netres.hotellinx@vitecsoftware.com sends automatic emails and the emails sent to it do not reach the reception. Reception's email is reception@nallikari.fi.

BOOKING TERMS

Not complying with the booking terms and conditions leads to an immediate termination of the reservation. Possible unused part of the reservation won't be refunded.

- ✓ **Pets are allowed only in the Holiday Cottages and Poiju Villa Soolo-apartments. Pets are not allowed to accommodate on terraces on the pet free accommodation.** Pets need to be informed always in advance. If not informed / booked accommodation is pet free, we do not guarantee possibility to accommodate.
- ✓ **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/Villas/Cottages: 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 €.

ARRIVING OUTSIDE THE OPENING HOURS

- ✓ **Please inform Nallikari Holiday Village reception of late arrival** (arrival after 9pm).
- ✓ **Pre-paid reservations, or ones guaranteed with payment 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 payment card.

PAYMENT METHODS

Reservation can be paid 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.)

CANCELLATION TERMS FOR TRAVEL PACKAGES

TRAVEL PACKAGES	CANCELLATION 30 DAYS OR MORE PRIOR TO ARRIVAL	CANCELLATION 15–29 DAYS PRIOR TO ARRIVAL	CANCELLATION 1–14 DAYS PRIOR TO ARRIVAL
ALL TRAVEL PACKAGES IN ALL ACCOMMODATIONS	Free cancellation (excl. return fee charged by Paytrail / bank transfer).	50 % of the package price will be withheld	100 % of the package price will be withheld

ALL RESERVATIONS

COMPLAINTS

All complaints regarding apartment's equipment/condition or complaints of the services/activities needs to be addressed immediately by informing the reception. If the reception has not been informed about any faults during the accommodation period, guest is not entitled to any possible compensations. If the possible solution to the complaint has not been satisfactory during the stay, the complaint must be sent written (by email) to Nallikari Holiday Village within a week after the departure.

NALLIKARI HOLIDAY VILLAGE'S RIGHT TO CANCEL THE RESERVATION

- ✓ If the guest has not given required information to book or the given information has been false.
- ✓ If the guest does not comply with the booking terms / personnel's instructions or causes disturbance / danger to other guests.
- ✓ Nallikari Holiday Village has the right to cancel the reservation in case of force majeure or another 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. Nallikari Seaside Ltd. has deposited a security with the Finnish Competition and Consumer Authority's Travel guarantee register for the package travel act. Packages with accommodation and additional services like activities, transfers etc. are considered as package travel.

IN CASE OF SERIOUS MEDICAL INJURIES OR ILLNESSES

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.

WE RESERVE THE RIGHT TO CHANGE THE 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).