

# NALLIKARI HOLIDAY VILLAGE – BOOKING TERMS AND CONDITIONS

## COTTAGES / VILLAS / AALTO APARTMENTS / CAMPING 01\_2025

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.

- Please note that the booking terms vary depending on a season and an accommodation type.
- Terms for special rates (Flexible Non-refundable rate) or campaign rates are informed while booking or in campaign terms.
- These terms do not apply for group reservations (4 apartments or more)

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### 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 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 payment card.** Payment card information need to be given at the latest upon arrival. Please make sure the given card can be pre-authorized (we recommend using 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 payment card to check the card's functionality. Authorization will be cancelled after the apartment is checked. **All the possible cancellation and extra fees will be charged from the payment card.**
- ✓ Same payment card needs to present upon arrival to verify the ownership.
- ✓ Reservations not confirmed with credit card details can be authorized by payment link. Payment link will be sent via email 7 days prior to arrival. If authorization is not done by the customer, Nallikari Holiday Village has the right to cancel the reservation.

### ARRIVAL & DEPARTURE

Please inform the estimated time of arrival in advance. Opening hours [www.nallikari.fi](http://www.nallikari.fi)

For all accommodations (Camping, Holiday Cottages, Villas and Aalto Apartments), check-in is at the reception, address Leiritie 10 90510 Oulu.

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

**CARAVAN:** Check in possible before 3pm according to availability. Check out by 3pm.

- ✓ **Unguaranteed camping (caravans, tents) reservations will be held until 6pm** on the arrival day.

- ✓ **Pre-paid reservations, or ones guaranteed with payment card**, will be held until closing time. Cottage & Villa bookings are always confirmed with a payment card.
- ✓ **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 THE OPENING HOURS

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

The bookings with standard rates/cancellation terms can be paid upon arrival with a payment card, Visa Electron, Finnish debit cards or cash (euros). We reserve the right to authorize the first night's payment or min. 200 € matching the extra cleaning fee in advance from the given payment card (or via payment link) to check the card's functionality.

**Non-refundable rates 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.)

## 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 (with standard rate) 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](mailto: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](mailto: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.
- ✓ **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/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 €.
- ✓ **Expenses for a false fire alarm will be charged from the customer according to true costs.** Minimum charge for a false fire alarm is 700€.

## CANCELLATION TERMS

- ✓ **Special terms applied for summer season (10.6.–15.8.), Christmas & New Year and events organized in the Holiday Village area.** Event terms informed together with the event rates.
- ✓ **Caravan & tent pitches:** Reservation can be modified until check in, after which the reservation is charged in full.
- ✓ **All accommodation types:** Reservations will be paid upon arrival; unused nights won't be refunded.

ACCOMMODATION TYPE	CANCELLATION TERM FROM AUTUMN UNTIL SPRING 26.8.– 31.5. excl. Christmas & New Year	CANCELLATION TERM SUMMER SEASON 1.6.–25.8. CHRISTMAS & NEW YEAR 23.12.–7.1.	CANCELLATION FEE AFTER CANCELLATION PERIOD ENDS
RESERVATION LENGTH 1–13 NIGHTS			
MESSI SUMMER COTTAGES	Free cancellation by 4pm on the day before arrival	Free cancellation up to three (3) days before arrival	1 NIGHT'S FEE
HOLIDAY COTTAGES	Free cancellation by 4pm on the day before arrival	Free cancellation up to three (3) days before arrival	1 NIGHT'S FEE
POIJU VILLA	Free cancellation up to three (3) days before arrival	Free cancellation up to seven (7) days before arrival	1 NIGHT'S FEE
VILLA FÖRSTI VILLA SEILORI VILLA KIPPARI	Free cancellation up to seven (7) days before arrival	Free cancellation up to fourteen (14) days before arrival	1 NIGHT'S FEE
AALTO APARTMENTS	Free cancellation up to three (3) days before arrival	Free cancellation up to seven (7) days before arrival	1 NIGHT'S FEE
CARAVAN & TENT PITCHES	Free cancellation by 4pm on the day before arrival	Free cancellation by 4pm on the day before arrival	1 NIGHT'S FEE

RESERVATION LENGTH 14 NIGHTS OR MORE			
<b>POIJU VILLA HOLIDAY COTTAGES MESSI SUMMER COTTAGES</b>  <b>VILLA FÖRSTI VILLA SEILORI VILLA KIPPARI</b>  <b>AALTO APARTMENTS</b>	30 % reservation fee will be charged when the booking is made.  Final invoice 1 month before arrival.	30 % reservation fee will be charged when the booking is made.  Final invoice 1 month before arrival.	The reservation fee is non-refundable. Cancellation / alterations needs to be made before the final invoice is sent. Afterwards the cancellation fee is 100 % of the total.
	30 % reservation fee will be charged when the booking is made.  Final invoice 1 month before arrival.	30 % reservation fee will be charged when the booking is made.  Final invoice 1 month before arrival.	The reservation fee is non-refundable. Cancellation / alterations needs to be made before the final invoice is sent. Afterwards the cancellation fee is 100 % of the total.
<b>CARAVAN &amp; TENT PITCHES</b>	Free cancellation by 4pm on the day before arrival	Free cancellation by 4pm on the day before arrival	1 NIGHT'S FEE

## ALL RESERVATIONS

### COMPLAINTS

All complaints regarding for example apartment's equipment or condition 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. Nallikari Holiday Village has the primary right to fix any fault noticed by the customer. 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.
- ✓ If the customer has not handled the pre-authorization via payment link sent by Nallikari Holiday Village or pre-authorization cannot be made from the customers payment card.
- ✓ 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).

These terms are valid for bookings made after 30<sup>th</sup> of December 2024.