NALLIKARI HOLIDAY VILLAGE
GROUP BOOKING TERMS 11_2026

We apply the following booking and cancellation terms to group reservations when **4 or more apartments** are booked. Please read the booking and cancellation terms below carefully.

Nallikari Seaside Oy holds tour operator rights approved by the Finnish Competition and Consumer Authority.

BOOKING TERMS FOR GROUPS

A preliminary reservation is valid for **one week from the date of the offer**, unless otherwise agreed. If the preliminary reservation is not confirmed within this period, the reservation will automatically expire. The offer is valid only for the dates and number of apartments specified in the offer.

Confirmations, amendments, and cancellations must be made in **writing by email.**

All prices quoted in offers include the applicable value-added tax (VAT).

CONDITIONS FOR GROUP ACCOMMODATION

- **The accommodation periods begin at 3:00 PM and ends 11:00 AM on the day of departure.**
- **Please inform us of your estimated arrival time in advance.**
- **Free parking.** One parking space is provided next to each apartment. Additional vehicles may be parked in parking areas with separate permission. Free parking can also be arranged for buses.
- **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 with the tour leader's or contact person's mobile phone number.

- **Final cleaning is included in the price,** but upon departure the apartment must be left in a condition consistent with normal use: furniture and other equipment must be their proper places and undamaged, rubbish removed and dishes washed. If the cleanliness or condition of the apartment does not meet these requirements at the end of the stay, an additional cleaning fee will be charged based on actual costs incurred, with minimum charge of 200 €.
- If the guest causes any **material damage** to movable property or the premises through their actions, the guest shall be liable for all damages based on the actual costs incurred. The person who made the reservation bears primary responsibility for compensation.
- **Smoking is prohibited in all indoor areas, as well as on the balconies and access walkways of the Aalto Apartments.** If smoked in any of the aforementioned areas, an additional fee will be charged based on the actual cleaning costs incurred, with a minimum charge of 200 €.

- **Please note that quiet hours in the Nallikari Holiday Village begin at 11:00 PM.** We kindly ask guests to avoid excessive noise and unnecessary traffic within the area after this time.

GROUP ACCOMMODATION BOOKING ANG PAYMENT TERMS

- **A non-refundable reservation deposit** will be charged if the preliminary booking is confirmed. The deposit amount is approximately 30 % of the accommodation total.
- **The reservation deposit is non-refundable** in the event of cancellation and cannot be transferred to another booking. As a rule, the deposit is tied to the specific booking dates.
- **All changes to the reservation must be made before the final invoicing.**
- **The final invoice** will be sent 30 days prior to arrival (after the period for free cancellation ends). Any reservation deposit already paid will be deducted from the final invoice.
- If booking in a period of less than 30 days to arrive, the invoice will be sent together with the confirmation. The payment needs to be on the account at the latest three days before arrival.
- Payment term is 14 days. The payment needs to be made by the due date.

GROUP RESERVATION CANCELLATION TERMS

- Cancellation without charges 30 days prior to arrival, excluding the non-refundable deposit.
- Cancellation 29-14 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 the reservation includes catering services or activities,** changes and free cancellation of these services are permitted up to 14 days prior to the start of the reservation. After this, 100% of the value of the catering services and/or activities will be charged.

- If any pre-payment is refunded afterwards, office fee (45 €) will be deducted from the amount. Where possible, the refundable payment can also be applied to a new booking.

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.

COMPLAINTS PROCEDURE

Any comments or complaints regarding the equipment, condition, or maintenance of the accommodation must be reported to our reception immediately upon discovery. The accommodation provider has the primary right to inspect and verify the reported issue and to rectify it where possible. If the guest does not notify the accommodation provider of any deficiencies during the stay, the guest forfeits the right to claim any compensation or refund.

If the issue that is the subject of the complaint is not resolved satisfactorily during the rental period, a written complaint must be submitted to Nallikari Holiday Village no later than one week after the end of the accommodation reservation.

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