

# VILLA MARKKOLA TERMS OF RESERVATION

## Reservation and payment

Villa Markkola follows the following rules in reservations and payment. These terms are binding for both parties when the due date of the reservation fee expires.

If the reservation fee hasn't been paid by the due date Villa Markkola has the right to cancel the reservation. Failure to pay the reservation fee is not considered a cancellation. Cancellation must be done in writing e.g. by email. If needed the customer must be able to show a receipt of payment.

Advance booking is valid until the reservation fee due date. After the payment the reservation is confirmed.

If the reservation is made over 6 weeks in advance the payment will be invoiced in two parts: reservation fee 30% of the rent (due date 7 days from invoice date) and the final invoice 70% of the rent (due date 6 weeks before reservation).

If the reservation is made less than 6 weeks in advance the rent will be invoiced in one instalment.

## Cancelations

Cancellation must be done in writing to Villa Markkola. Cancellation is considered valid when the information has reached Villa Markkola. If the cancellation is delayed or doesn't arrive at all cancellation can be considered valid in the case that the client can prove that the cancellation has been made and sent to the right address at the right time.

If the reservation is canceled later than 21 days before the reserved rental, the whole rent will be charged. If Villa Markkola is able to find new clients the rent will be refunded for the days when the cottage is rented.

Reservation fee will not be returned. The client has the right to a refund excluding the reservation fee and delivery fee only if the cancellation is caused by serious illness or death of the client or next of kin. Cancellation must be made immediately and verified proof must be presented.

The client is not eligible for a refund if the cancellation occurs during the holiday.

It is considered as a cancellation and a new reservation, if the client changes the destination and/or occasion of the holiday.

## Villa Markkola's right to cancel reservations

In case of a force majeure the property owner can cancel the reservation via Villa Markkola. Villa Markkola is obligated to inform the client without delay. In that case the client has the right to a full refund.

## Keys

The cottages are equipped with key boxes. The keyboxes are located near the main entrance. The code to the key box is available to the client after the reservation has been paid. The key is available on arrival day from 18.00 onwards and must be handed over on check out day by the deadline.

## Residency at the cottages

The cottage is in the client's use in the arrival date from 18.00 onwards. Exceptional arrival times must always be agreed upon separately. Check out for weekly rentals at 12.00 and weekend rentals at 15.00.

All cottages are equipped with pillows, blankets, furniture, cookware and dinnerware, electricity for heating, cooking and lighting. The rental fee does not include linens. (available as an extra service)

The cleaning of the cottages is in the client's responsibility. The owners and custodians assume that the following things are done: rubbish has been cleared, floors vacuumed and mopped, toilets, bathrooms and saunas are cleaned up, cookware and dinnerware washed and dishwasher emptied, stains and dirt removed, equipment and furniture returned to their places and beds made. Final clean up can be booked in advance as an extra service. If the final clean up hasn't been done according to the specifications by the client the owner has the right to charge a fee for the clean-up.

Pet-owners must notify their intent to bring an animal to the destination when booking.

## **Liability for damages**

The client is liable for all damages caused to the cottage and goods and chattels.

## **Amount of Guests**

Amount of guests cannot exceed the amount of beds in the cottage. Potential extra guests must be agreed upon with the owner/custodian. Tents and caravans are prohibited without the owner's permission.

## **Potential Complaints**

All complaints regarding the equipment and condition of the rental must be made immediately to the owner or custodian. If the matter isn't fixed the client must contact Villa Markkola within 72 hours. If the matter still isn't fixed the client can make a written complaint to Villa Markkola. The written complaint must be made within 30 days from the end of the rental. If a consensus is not found the client can contact the consumer ombudsman.

The cottages are in rural areas and the client must be prepared for animals and natural phenomena. Villa Markkola is not liable for i.e. algae in the lake and / or damages caused by animals.

## **Rental times**

*During the summer season the minimum rental time is typically one week. Also shorter rental times can be agreed upon. Special prices and rental times are in use during Christmas, new year, midsummer and Easter holidays.*

*We reserve the rights to changes to printed adds and to [www.villamarkkola.fi](http://www.villamarkkola.fi)*