

# Loimu Resort general booking terms and conditions

Loimu Resort adheres to these terms when renting holiday accommodations. These terms become binding on both parties once the customer has paid Loimu Resort the reservation fee as specified in the contract terms.

Subletting of the accommodation is not allowed. The general booking terms will be supplemented with apartment-specific information, which will be provided to the customer before the reservation begins. The person making the reservation must be at least 18 years old, and the accommodation will not be handed over for use if all guests in the accommodation are under 18 years old.

## 1. Booking and payment

The reservation becomes binding immediately upon booking, whether done by phone or in writing. The customer is required to adhere to the general payment terms for reservations. The customer pays the reservation fee (20% of the total rent) and the handling fee at the time of booking and the remaining (80% of the total rent) no later than 60 days before the reservation start date. Alternatively, the customer can choose to pay the full amount at the time booking. If the reservation start date is within 60 days or less, the full amount must be paid immediately.

Payments can be made by debit or credit card (Visa, Mastercard, Amex) or by bank transfer to Loimu Resort Oy's account. The customer may be charged for any additional payment fees associated with different payment methods. Online payments are processed through a payment service provider regulated by the Finnish Financial Supervisory Authority (Finanssivalvonta). All payments must be in euros. Any concerns regarding the invoice must be addressed within 7 days of the invoice date.

### Payment service provider

Paytrail Oyj (FI21228397) operates as the payment service provider in cooperation with Finnish banks and credit institutions. Paytrail Oyj appears as recipient of the payment in a bank statement or a credit card invoice and forwards the payment to the merchant. Paytrail Oyj has a payment institution licence issued by the Finnish Financial Supervisory Authority. In cases of complaints, we ask you to contact Loimu Resort customer service.

Paytrail Oyj, Business ID: FI21228397  
Innova 2 Lutakonaukio 7, 40100 Jyväskylä  
[paytrail.com/en/consumer/information-about-paying](https://paytrail.com/en/consumer/information-about-paying)

## 2. Cancellation

Cancellation must always be notified in writing to Loimu Resort by email at [info@loimuresort.fi](mailto:info@loimuresort.fi). The cancellation date is considered the date when Loimu Resort receives the cancellation email.

If the cancellation is made 60 days before the start of the reservation, the customer has the right to receive a refund for the amount they paid, excluding the portion of the booking fee (20 % of the total rent). Cancellations made less than 60 days before the start of the reservation will not be refunded.

If the customer changes the reservation (the accommodation or time of the reservation), Loimu Resort has the right to charge EUR 50 handling fee. The change must be made no later than 60 days before the start of the reservation. Changes made after this will be considered a cancellation of an earlier reservation and a new reservation.

The cancellation conditions apply to all cases, including cases of serious illness, accident, or death of a family member. Loimu Resort advises all its customers to ensure they have appropriate travel insurance, which covers the entire travel party in case of accidents and provides compensation for trip cancellations. Insurance and cancellation coverage cannot be purchased through Loimu Resort.

### Loimu Resort ´ right to cancel the reservation

In the event of force majeure, Loimu Resort will notify the customer as soon as possible of the cancellation. The customer has the right to a full refund of any payments made.

Payments will not be refunded if the reservation is cut short due to customer's or their guests' disruptive behaviour.

Loimu Resort reserves the right to cancel the customer's reservation without separate notification if the customer has not complied to the payment terms or the customer has acted contrary to the reservation conditions in their previous reservations.

## 3. Compensation for damages

The customer must report any damage they have caused immediately to the maintenance service of the accommodation and to Loimu Resort. The customer is also required to fully compensate Loimu Resort for any damages caused to the property or its belongings.

Loimu Resort is not liable for damages caused by force majeure or by exceptional circumstances beyond their control. Loimu Resort is not responsible for disruptions in public services, such as water and electricity. Any valuables left in the accommodation are the customer's own responsibility. Loimu Resort is not responsible for their loss.

The accommodation description may include mentions of nearby services, such as train station, bus stop, restaurant, shop, ski center services. Loimu Resort is not responsible for the accuracy of information or the availability of services that are not part of the accommodation. Loimu Resort is not responsible for disturbances such as construction or renovation works in the area around the accommodation.

#### **4. Delivery of keys**

The accommodation and its keys will be handed over to the customer according to the booking confirmation. The accommodation has a code lock or key box, and the code will be electronically delivered to the customer before the start of the reservation.

#### **5. Stay at the accommodation**

The accommodation is available for check-in at 16:00 on the day of arrival and check-out is at 12:00 on the day of departure, unless stated otherwise in the accommodation-specific booking confirmation.

The maximum number of guests that are allowed in the accommodation is equal to the number of beds as stated in the accommodation description or as agreed upon when booking the accommodation. The customer is responsible for ensuring that the passenger declaration form is filled out completely for all guests staying at the property.

The customer must ensure that the property, as well as furniture and equipment, are handled with care and are returned in the same condition as they were originally. Any damages or breakages must be reported to the owner or maintenance service as soon as possible.

Parties and other events where the maximum guest limit is temporarily exceeded must be agreed in advance with Loimu Resort.

The use of tents, caravans or rented equipment (such as an outside hot tub) on the property is not allowed, unless specifically allowed in the reservation information of the accommodation in question.

Smoking is not permitted inside all accommodations. Open fires on the property are prohibited.

Bringing a pet to the accommodation must be reported when making the reservation. A pet may only be brought to accommodations which allow it in their description. For bringing more than one pet, a permission is always required from Loimu Resort. An additional fee may apply for pets.

If a pet is brought to an accommodation where pets are not allowed, the customer will be responsible for the resulting additional cleaning costs. Loimu Resort does not rent allergy accommodations, and cannot guarantee that accommodations where pets are not allowed, have been pet-free previously.

Charging of electric and hybrid cars on the property is not allowed, unless specifically allowed in the reservation information of the accommodation in question. An additional fee may be charged for charging. Unauthorized charging will result in a 200€ inspection fee.

In properties with a fireplace, firewood is included in the rent, unless stated otherwise in the accommodation description. The amount of firewood may be limited in some properties.

Sheets and towels are not included in the rent, unless otherwise stated in the accommodation description. The customer must use sheets.

The owner of the property or their representative must be given reasonable access to the property to perform urgent maintenance or inspections.

## 6. Cleaning

Whether the final cleaning is included in the rent, or it is the customer's responsibility, is stated in the reservation information of the accommodation. In accommodations where final cleaning is included, the customer's task at the end of the reservation is to place the dishes in the dishwasher and start it, take out the garbage to the waste point, remove empty bottles and cans, put furniture back in place, and leave the yard area in a neat condition. Sheets and towels should be stacked on top of the bed.

In accommodations, where the rent does not include final cleaning, the customer's tasks at the end of the reservation include vacuuming the table surfaces, sofas and chairs, wiping the floors with a damp cloth, cleaning sinks, shower rooms and toilets, washing the dishes and putting them in the

cupboards, taking the trash to the waste point, removing empty drink bottles and cans, putting the furniture back in place and leaving the yard area in a neat condition. Sheets and towels should be stacked on top of the bed. When staying with pets, the customer must pay special attention not to leave pet hair in the apartment.

Final cleaning can be ordered separately through Loimu Resort customer service or from the service provider specified in the booking confirmation. If maintenance needs to carry out emergency cleaning during their inspection visit due to a poorly done cleaning by the customer, the emergency cleaning will be charged separately from the customer. The price of the emergency cleaning is double the price of a normal pre-booked cleaning.

The customer is responsible for cleaning the accommodation during the rental period. The customer is obliged to pay any additional costs for cleaning the accommodation, if it needs to be cleaned due to an infectious disease or infestation suffered by the customer, such as head lice or other similar infestation.

## **7. Force majeure**

Loimu Resort is not responsible for damage caused to the customer due to unforeseeable force majeure or a similar reason (e.g. power outages or natural phenomena such as algae blooms, or animals such as mice and insects), which was not caused by Loimu Resort and whose consequences Loimu Resort could not reasonably have prevented. Loimu Resort is also not responsible for damages or consequences caused by normal natural phenomena.

Booking cancellations due to a global or local epidemic or pandemic (e.g. due to travel restrictions caused by COVID-19, coronavirus) or the customer's own decision to cancel or not use their reservation do not constitute a situation that justifies refunds.

If the accommodation is not accepted, is accepted late, or if the customer decides to interrupt the vacation, the customer is not entitled to a refund.

## **8. Complaints and remarks**

All comments and complaints related to the accommodation must be addressed without delay during the reservation to the accommodation's maintenance service. If the issue is not resolved, the customer must contact Loimu Resort customer service within 72 hours of first noticing the issue. If the issue cannot be fixed despite this, the customer can make a written complaint to Loimu Resort within two weeks of the end of the reservation.

If the matter is still not resolved, the customer can make a written complaint to Loimu Resort. A written complaint must be made within one month of the end of the reservation. If the customer and Loimu Resort cannot reach an agreement on the matter, the customer can refer the matter to be resolved by the Consumer Disputes Board ([www.kuluttajariita.fi](http://www.kuluttajariita.fi)). Before this, the customer must be in touch with consumer advice ([www.kuluttajaneuvonta.fi](http://www.kuluttajaneuvonta.fi)). According to the legislation regarding the matter, the Consumer Disputes Board can leave the complaint unprocessed if the consumer has not first been in contact with consumer advice.

If the customer does not notify the maintenance service or Loimu Resort immediately during the rental period of the defects they have noticed, the accommodation is considered to be in satisfactory condition according to the contract. Deficiencies reported after the rental period cannot be identified together with the customer, and Loimu Resort is not liable for compensation for them.

If the customer cancels their reservation and leaves the accommodation before the reservation ends, no compensation will be paid for unused time.

## **9. Loimu Resort' right to change prices**

After the contract is formed, Loimu Resort has the right to increase or decrease the agreed price if taxes or public fees that affect the price of the service change. Incorrect price information does not bind Loimu Resort if the price is so clearly incorrect that the customer should have recognized the error. For example, if there is a significant difference between the advertised price and the actual price, or if the incorrect price can be considered unusually low compared to the general price level.

## **10. Handling of disputes**

Whenever possible, disputes will be resolved through mutual negotiations. If an agreement cannot be reached through negotiations, disputes will be settled in the Helsinki district court. The contract is governed by Finnish law. These booking terms and conditions have been translated into other languages. In the event of a conflict between language versions, the terms and conditions in Finnish are followed.