Tirroniemenkuja 6
95980 Ylläsjärvi

+358 40 750 7781
info@loimuresort.fi

Terms & Conditions

Valid from 1 December 2025

These Terms & Conditions apply to all accommodation and related service bookings made at Loimu Resort (hereinafter “the Hotel”) through the Hotel’s own booking channels (online booking system, email, telephone, or onsite at the reception).

By confirming a reservation, the Guest (hereinafter “the Guest”) accepts these Terms & Conditions, which become binding upon booking confirmation.

1. Making a Reservation

A reservation can be made:
- via the Hotel’s online booking system
- by email
- by phone
- at the Hotel reception

A reservation becomes binding when:
- the Guest has received a written booking confirmation from the Hotel, and
- the required payment information has been provided or payment has been completed according to the chosen rate type.

The Guest is responsible for ensuring the accuracy of all personal and reservation details, as well as verifying the information in the confirmation (dates, room type, number of guests, price).

2. Payment Terms

The Hotel accepts the following payment methods:
- Visa, Mastercard, American Express
- Online payments via Paytrail Oyj
- Bank transfer (prepayment when separately agreed)
- Loimu Resort gift cards according to their terms

The Hotel may place a pre-authorisation on the Guest’s credit card to cover accommodation charges and any additional services.

All payments are made in euros (EUR).

3. Cancellation Policy

Cancellations must be made in writing to info@loimuresort.fi.
The cancellation date is considered the day on which the Hotel receives the cancellation notice.

3.1 Free cancellation
Cancellations are free of charge when made no later than 7 days prior to the arrival date.

3.2 Cancellations made less than 7 days before arrival
For cancellations made less than 7 days prior to arrival, the Hotel reserves the right to charge 100% of the total reservation value.

3.3 Reservations made within 7 days before arrival
Reservations made within 7 days prior to arrival are non-refundable and the Hotel reserves the right to charge 100% of the total reservation value.

3.4 No-show
In the event of a no-show, the Hotel will charge 100% of the total reservation value.

Illness and personal circumstances
Illness or other personal reasons do not entitle the Guest to a refund outside the free cancellation period.
The Hotel recommends that Guests obtain appropriate travel insurance.

4. Modification of Reservations

Reservation modifications (dates, room type, number of guests) are possible subject to availability.

- Changes are free of charge if made at least 7 days prior to arrival.
- Changes made less than 7 days before arrival are treated as a cancellation and a new reservation, and the cancellation terms in Section 3 apply.
- Price differences may apply when modifying a reservation (seasonal rates, availability).

5. Check-in and Check-out

- Check-in from 16:00
- Check-out by 12:00

Early check-in and late check-out may be available at an additional charge and are subject to availability.

The Hotel reserves the right to refuse check-in if:

- information provided by the Guest is incorrect
- all guests are minors without a responsible adult
- the Guest causes disturbance or poses a safety risk upon arrival

6. Stay at the Hotel

6.1 Occupancy

The room may only be occupied by the number of guests stated in the reservation and confirmed by the Hotel.

6.2 Smoking

All indoor spaces and balconies are strictly non-smoking.

Smoking in the room or on the balcony will result in a minimum cleaning fee of €250, plus compensation for any additional damages.

6.3 Pets

Pets are not allowed in any Hotel rooms or indoor areas.

6.4 Disturbances

The Hotel may terminate the stay without refund if the Guest:

- disturbs other guests
- violates Hotel safety or house rules
- behaves in a manner that endangers others

7. Guest Responsibility and Damages

The Guest is liable for any damage caused by themselves or their visitors to:

- the Hotel room
- property or facilities
- other guests
- the Hotel's services or equipment

The Hotel may charge such damages directly from the Guest's credit card or invoice them afterwards.

8. Cleaning and Extra Cleaning Fees

Daily room cleaning is included in the accommodation rate.

The Hotel reserves the right to charge an extra cleaning fee if:

- the room is left in an exceptionally untidy condition
- smoking has occurred in the room
- the room or Hotel property has been used contrary to instructions

9. Force majeure

The Hotel is not liable for damages or expenses resulting from force majeure situations, such as:

- power outages
- fire
- natural disasters
- strikes
- governmental restrictions
- epidemics or pandemics

In such cases, the Hotel will aim to move the reservation or compensate reasonably, taking into account legislation and the situation.

10. Data Protection

The Hotel processes personal data in accordance with current data protection legislation for the purposes of managing reservations and the customer relationship.

The privacy policy is available on request or on the Hotel's website.

11. Complaints and Dispute Resolution

Any issues must be reported to the Hotel immediately during the stay, so that they can be resolved.

If a solution is not found:

1. The Guest may submit a written complaint to the Hotel
2. Consumer guests may escalate the matter to:
    - Consumer Advisory Services
    - The Consumer Disputes Board (www.kuluttajariita.fi)

Finnish law applies, and disputes will be settled primarily at the district court of the Hotel's domicile.

12. Contact Information

Loimu Resort
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info@loimuresort.fi
+358 40 750 7781
loimuresort.fi