

## ÄHTÄRI TRAVEL LTD (ÄHTÄRIN MATKAILU OY) TERMS OF RESERVATION

Ähtäri Travel LTD sets the following terms for the reservation of accommodations. The terms become binding on the customer when they confirm their preliminary reservation or make a final reservation directly. Reservations made through the online reservation system are always final. The terms become binding on Ähtäri Travel LTD when Ähtäri Travel LTD has received the customer's payment and the person making the reservation, being of legal age, has filled out a passenger card.

The terms are valid throughout the EU. Separate terms (Terms of reservation) are applied in foreign trade (passengers from outside of the EU). For other tourism products, the terms are applied as applicable. **The person making the reservation must be an adult at the time of making the reservation.** The terms shall be valid indefinitely, rights to make changes are reserved (Version 27 July 2020).

### 1. Preliminary reservation, confirming a reservation, final reservation, invoice, payment, and reservation document

Ähtäri Travel LTD may accept preliminary reservations at their own discretion. **A preliminary reservation will be automatically cancelled at the end of the day, unless the customer has contacted the company to confirm and finalise the reservation.** Only final reservations are possible at certain times and at certain destinations; this likewise applies to situations where there is less than 30 days until the start of the accommodation period, in which case only final reservations are possible.

**A final reservation is confirmed once the customer has paid an advance payment** (30% of the price of the holiday apartment) + an office fee of €20 by the due date stated on the invoice, or once they have paid the reservation in full through the online reservation system. The €20 office fee will not be added to the price of the reservation if the payment is made immediately when making the online reservation. A separate payment method fee will be charged for certain payment methods.

The due date for the final payment shall be no later than 42 days before the holiday begins. If it is less than 42 days from the time of making the reservation to the start date of the reserved time, only one invoice will be sent, which includes the reservation fee in full. The entire invoice will be due immediately. When using the online reservation system, only online payment or credit card are accepted as payment methods. Only one invoice will be sent for reservations of less than €300 as well. When paying via an online bank or with a credit card, the total sum of the reservation falls due immediately.

**Unless the customer pays the owed sums by the due date, the reservation cannot be confirmed and Ähtäri Travel LTD may cancel the reservation unilaterally and make the destination available to others again. The customer not paying the reservation fee does not constitute cancellation, but the reservation fee will be charged from the maker of the reservation unless they have cancelled the reservation in writing!**

The customer will receive information about the holiday apartment and its amenities as well as directions to the key hand-over location and the destination together with the invoice. When making the payment via the online reservation system, the customer will receive an order confirmation and the information about the apartment and its amenities as well as directions to the key hand-over location and the destination via email on the first business day following the payment transaction.

### Payment service provider

The payment transfer service and payment service provider is Paytrail Oyj (2122839-7) in cooperation with Finnish banks and credit institutions. Paytrail Oyj is marked as the payment recipient on the bank statement or card invoice and transfers the payment to the vendor. Paytrail Oyj has a payment institution operating permit. In cases of reclamations, please first contact the product supplier.

Paytrail Oyj, business ID: 2122839–7  
Innova 2  
Lutakonaukio 7

FI-40100 Jyväskylä  
Telephone: +358 (0)207 18183

### Online banks

The payment transfer service related to online bank payments is provided by Paytrail Oyj (2122839-7) in cooperation with Finnish banks and credit institutions. For the user, the service works just like traditional online payments.

### 2. Obligation to disclose passenger information

Pursuant to the act on accommodations, passengers must complete a passenger card before staying at an accommodation. **Persons reserving accommodations through Ähtäri Travel LTD are required to complete an electronic passenger card** at: <https://www.visitahtari.fi>. Neglecting the information disclosure obligation and giving false personal information is punishable by the criminal code.

### 3. Cancellations and modifying reservations

**Final reservations cannot be cancelled without cost. Preliminary reservations may be cancelled without additional costs until the day of confirmation.** Changes in the weather, natural phenomena, major accidents, epidemics, strikes, vehicle breakdowns, or public transport not working or changes in the schedules of public transports or limitations set by the authorities, pets falling ill, etc. are not grounds for changing the reservation terms. We recommend taking out a travel insurance policy to cover the above problems.

Cancellations must always be made in writing to **Ähtäri Travel LTD**. Cancellations are considered confirmed when the information about the cancellation arrives at **Ähtäri Travel LTD**. **Note: Not paying the reservation fee is not a cancellation!** If the customer fails to cancel their reservation and the destination is not sold due to an unpaid reservation (which has not been cancelled in writing), the full reservation price will be charged from the customer making the reservation.

The advance payment of 30% made so far and an additional processing fee of €20 will be charged for the cancellation of a final reservation. If the cancellation takes place later than 30 days before the start of the reservation period, the full reservation price will be charged.

**If the customer changes the holiday apartment or the time of the stay or cancels some of the apartments they have reserved, this is considered a cancellation of the previous reservation and the making of a new reservation. A paid reservation fee cannot be transferred from one apartment to another,** because the holiday apartments brokered by **Ähtäri Travel LTD** have different owners, meaning that a transfer counts as a cancellation for one owner and a new sale for another. If the reservation of tourism services (e.g., amount of bed linens or other services) is changed at the customer's request, a processing fee of €20 will be charged for each change. An office fee of €20 will be added to all invoices.

### 4. Cancellations in cases of illnesses

The customer may entirely cancel accommodations reserved for a family and get back the money paid to **Ähtäri Travel LTD** for the accommodations and related other services (excluding advance payments and office fees), if it would be unreasonable to demand that the family travel due to the person making the reservation or a person close to the person making the reservation having fallen suddenly and seriously ill, having had a serious accident, or having died. In such a case, the sudden illness affects everyone who was supposed to stay at the accommodations, making it possible to cancel the entire reservation. Close persons include spouses, unmarried partners, children, parents, in-laws, siblings, grandchildren, or grandparents.

Even if the trip in question did not include a single family, a sudden illness may allow for the cancellation of a single group member, in which case they may get back their share of payments made for products priced on a per person basis (= bed linens, breakfast meals, and accommodations if the destination is priced on the basis of how many people are staying there). **A single person not being able to travel due to a sudden illness does not however allow for the cancellation of the accommodation for the persons who are not affected by the sudden illness.** Reimbursing payments is not necessary for products priced according to the destination, unless the sudden illness affects everyone staying at the holiday apartment; for example, the price of a 6-person cabin is the same regardless of whether it is occupied by 1 or 6 persons. Reimbursing a share of products priced on a per person basis requires that the person applying for the reimbursement is registered as an occupant of the accommodation.

**Sudden illnesses or accidental injuries must be verified by a doctor's certificate indicating the start time and indication of the illness as well as the TRAVEL BAN in Finnish.** Epidemic influenzas (e.g., the swine or bird flu) do not mainly constitute grounds for travel bans. Sudden illnesses do not include chronic or long-lasting underlying illnesses with suddenly exacerbating symptoms that prevent travelling. We recommend that people staying with us take out a travel insurance policy that includes basic coverage. Cancellations due to illnesses must be reported without delay. In cancellations due to illnesses, the sum to be reimbursed is deducted by the advance payment and the office fee. If the cancellation takes place later than 48 hours before the start of the reservation period, the payment made by the customer will not be reimbursed.

#### **5. The right of Ähtäri Travel LTD to cancel or terminate a reservation due to non-payment or misuse**

Ähtäri Travel LTD may cancel reservations that have not been paid by their due date without notification. Ähtäri Travel LTD may terminate already started reservations based on misuses that are specified below.

#### **6. The right of Ähtäri Travel LTD to cancel or terminate a reservation in case of Force Majeure**

If a force majeure occurs, including the freezing of water pipes or another sudden problem preventing the use of the holiday apartment, the owner of the destination may cancel or terminate even paid reservations through Ähtäri Travel LTD. Force majeure reasons also include the sale or occupation of a holiday apartment by the owner in cases where Ähtäri Travel LTD has not received any advance notification.

Ähtäri Travel LTD will notify the customer of cancellations/terminations as soon as possible. The customer is entitled to get back the accommodation sum or the share of the accommodation sum paid to Ähtäri Travel LTD and not used due to a termination.

**The liability of Ähtäri Travel LTD is limited only to reimbursing the sum paid to Ähtäri Travel LTD;** there is no obligation to provide access to a replacement destination. The reimbursement obligation does not cover travel costs or other indirect costs or the price of replacement accommodations.

**Ähtäri Travel LTD** may, where possible, offer as an alternative to the cancellation of a reservation a reservation at another destination, in which case the possible difference in prices must be paid by the customer when accepting more expensive accommodations, or, in case the replacement accommodations are cheaper, the difference will be reimbursed to the customer.

#### **7. Hand-over, use, and return of keys**

**The holiday apartment is available to the customer starting on 4 p.m. on the day of check-in and ending at 12 noon on the day of check-out, excluding apartments with special check-in and check-out times. You can see the check-in and check-out times of your reserved destination on the reservation confirmation or invoice.** The person making the reservation is responsible for the keys for the duration of the reservation period. If the key goes missing, the actual costs of changing the

locks will be charged.

### **8. Staying at the destination, damages**

The accommodation price for a holiday apartment includes a free occupancy right of the apartment. The price also includes the amenities stated on the reservation documents. The person making the reservation shall be fully responsible for the condition of the apartment and the amenities during the reservation period.

**The customer is obligated to immediately report any damages that they cause to the apartment or its movables** and to compensate for them. Non-reported damages will be invoiced afterwards according to actual costs.

### **9. Number of persons and guests, related misuses, disturbances**

**The largest allowed number of persons staying at a holiday apartment is the same as the number of beds and additional beds in the apartment, and this number may not be exceeded.** The number of persons must be stated when making the reservation, and all accommodated persons must be registered by completing a passenger card. An additional cash fee of €60/person/day will be charged for detected persons not registered with a passenger card, who will also be removed from the apartment immediately.

### **10. Camping, recreational vehicles**

**Camping on the yards and parking areas of holiday apartments is prohibited in all cases** (= sleeping in recreational vehicles and camping trailers, tents, other cars, terraces, or in the open is not allowed, not even during Midsummer). Violating the camping prohibition may result in the immediate termination of the reservation.

If asked, the owner of the holiday apartment may, at their discretion, grant a permit for or issue a prohibition on parking a recreational vehicle and to supply electricity to it and set a price for such activities. Recreational vehicles may not be parked on the yards or parking places of holiday apartments without advance payment. A fee of no less than €60 will be charged for non-licensed parking of a recreational vehicle or supplying it with electricity.

### **11. Holiday apartment defects and reclamations**

**All notices concerning the amenities or condition of a holiday apartment must be immediately sent to Ähtäri Travel LTD** or a maintenance company authorised by it, in which case such defects may be fixed or compensated for. If a defect cannot be immediately compensated for, an immediate written reclamation must be made. Complaints arriving afterwards will be ignored.

**The floor plans of the holiday apartments are for reference purposes only**, which is why e.g., the arrangement of the furniture or cabinets locked by the owner do not constitute grounds for a reclamation. **Ähtäri Travel LTD shall not be liable for such errors in the information of the holiday apartments as have been caused by a sudden change in circumstances after the reservation has been made** (e.g. occurrence of blue-green algae, changes in the snow or ice conditions, construction works on neighbouring plots, changes to hiking routes and the locations of restaurants or shops etc.) **or which are due to changes to amenities etc. made by the owner and which have not been reported to Ähtäri Travel LTD, or which are due to problems caused by a third party** (e.g. ploughing of snow, road works, disturbances in the water, sewage, power, data, or TV networks).

**Ähtäri Travel LTD shall not be liable for allergies or similar problems experienced by the customers and caused by** smoking, dust, impurities in the air or water, decorative or surface materials, domesticated or wild animals, or any other reasons. Unless the apartment has been specified

as an allergy-friendly destination, it is probable that the owner of that destination has a pet of their own that has been spending time in the apartment.

If the customer and **Ähtäri Travel LTD** cannot reach an agreement concerning the above issues, the customer may bring the dispute to the Consumer Disputes Board.

### **13. Campaigns and special offers**

In addition to these terms of reservation, campaigns and special offers may include special terms that can be found on the offer and campaign materials. Special offers and campaigns are only valid for the times stated on the special terms, applicable to new reservations only. Campaigns and offers cannot be combined, even when valid at the same time.