

## **Ähtäri Travel Ltd ´s (ÄHTÄRIN MATKAILU OY) TERMS OF RESERVATION (Valid from May 5, 2025)**

### **ACCOMMODATION UNITS, ACTIVITIES AND SERVICES**

Ähtäri Matkailu Oy applies the following terms and conditions to all bookings. These terms become binding upon the customer once a final reservation is made directly or a preliminary booking is confirmed as final. All reservations made through the online booking system are immediately final. The terms become binding for Ähtäri Matkailu Oy once the customer's payment has been received. The person making the reservation must be of legal age. Reservations made with a discount code are always final, and the full amount including service fees will be charged in case of cancellation.

These terms apply within the EU. For customers outside the EU, separate terms apply. These general terms apply to other tourism products where applicable. The reserving party must be of legal age at the time of booking. Terms are valid until further notice. Ähtäri Matkailu Oy reserves the right to make changes.

#### **1. Booking, Confirmation, Invoicing, Payment, and Booking Documents**

Only final bookings are allowed under certain conditions (e.g., during specific campaign periods, with discount codes, or if the stay begins within 42 days). Ähtäri Matkailu Oy may accept preliminary group bookings at its discretion, which are automatically cancelled unless confirmed by the customer by the agreed confirmation date.

A reservation is finalized when the customer pays the deposit by the due date stated on the invoice or completes the full payment through the online booking system. The deposit consists of 30% of the accommodation price plus a €17 service fee (shown as a total on the invoice). For online bookings, the service fee is €15. Some payment methods may include additional charges.

The balance is due no later than 42 days before the start of the stay. If the reservation is made within 42 days of the stay, only one invoice is issued and is due immediately. The same applies to bookings under €300. Online payments are due immediately.

Failure to pay on time means the reservation is not confirmed, and Ähtäri Matkailu Oy may cancel the booking without notice and release the accommodation for resale. Non-payment is not considered a cancellation. The customer is liable for payment unless the reservation is cancelled in writing.

Booking documents include details of the accommodation, equipment, directions, and key pickup location. These are sent by email upon payment, or immediately if booked online.

The customer is responsible for printing out the confirmation, invoice, accommodation description, directions, key contact details, and terms. After payment, the customer must return to the confirmation page to ensure the booking is registered. Failure to do so may result in a failed booking.

Ähtäri Matkailu Oy is not responsible for failed bookings. In case of issues, the customer must contact the company immediately. If the accommodation is no longer available, any payments made will be refunded or an alternative will be offered, if possible.

#### **2. Payment Service Provider**

The payment service is provided by Paytrail Plc (Business ID 2122839-7) in cooperation with Finnish banks and credit institutions. Paytrail will appear as the payee and will forward the payment to the merchant. Paytrail holds a payment institution license. For complaints, please contact the product provider first.

Paytrail Plc  
Innova 2, Lutakonaukio 7  
40100 Jyväskylä, Finland  
Phone: +358 207 181830

### **3. Online Banking**

Online bank payments are processed by Paytrail Plc in cooperation with Finnish banks and credit institutions. The service functions as a standard online payment.

### **4. Obligation to Provide Traveller Information**

Guests must complete a passenger registration form upon key collection. This is required under the Finnish Act on Accommodation and Catering Operations (308/2006). Failure to provide or providing false information may result in penalties under the Criminal Code.

### **5. Special Terms for Discount Code Reservations**

By using a discount code, the customer accepts these special conditions (also presented in promotional material):

- All discount code reservations are final.
- In case of cancellation, the full amount including service fees is charged.
- Offers are only valid during specified periods and for new bookings.
- Offers cannot be combined, even if valid at the same time.

### **6. Cancellations**

Final reservations cannot be cancelled free of charge. Cancellations must always be made in writing to Ähtärin Matkailu Oy. The cancellation is valid from the moment it is received by the company. Failing to pay an invoice does not constitute a cancellation.

- **If cancelled at least 42 days before the stay: A refund is issued minus a €15 (online) or €17 (office) service fee. Not applicable to discount code bookings.**
- **If cancelled 41–0 days before the stay: The full amount including service fees is charged.**

**In case of sudden illness, death in the family, or other exceptional circumstances (e.g. weather, natural disasters, epidemics, transport disruptions, pet illness, etc.), the customer must ensure they have adequate travel insurance. Notify Ähtärin Matkailu Oy immediately. Even in these cases, the above cancellation terms apply.**

A cancellation insurance from MySafety is available at the time of booking. Terms and details at [mysafety.fi/peruutusvakuutus](https://mysafety.fi/peruutusvakuutus).

Preliminary reservations (if agreed with Ähtärin Matkailu Oy) can be cancelled without cost up to the agreed confirmation date.

### **7. MySafety Cancellation Insurance**

This optional insurance reimburses booking costs if the customer is unable to stay due to sudden illness, accident, or missed public transportation. Valid from payment until the start of the stay. Covers all persons booked together. If a replacement participant attends, they are also covered. Claims can be made at [mysafety.fi/vahinkoilmoitus](https://mysafety.fi/vahinkoilmoitus).

## **8. Changes to Reservations**

If the customer changes the holiday home or the date of the holiday, or cancels part of the booked holiday homes, it is considered a cancellation of the previous reservation and a new booking. The paid reservation fee cannot be transferred from one property to another, as the holiday homes brokered by Ähtärin Matkailu Oy have different owners, and therefore the transfer is considered a cancellation from one owner's point of view and a new deal from another's. If the reservation of travel services (e.g., amount of bed linen or other services) is changed at the customer's request, a €17 service fee will be charged for each change. The €17 service fee will be added to all invoices.

## **9. Ähtärin Matkailu Oy's right to cancel or interrupt a reservation due to non-payment or misuse**

Ähtärin Matkailu Oy may cancel an unpaid reservation on the due date without prior notice. Based on the misuses specified later in these terms, Ähtärin Matkailu Oy has the right to interrupt an ongoing reservation.

## **10. Ähtärin Matkailu Oy's right to cancel or interrupt a reservation in case of force majeure**

In the event of force majeure, such as frozen pipes or another sudden problem preventing the use of the holiday home, the property owner may cancel or interrupt even a paid reservation through Ähtärin Matkailu Oy. A sale of the holiday home or taking it into personal use by the owner, which was not notified to Ähtärin Matkailu Oy in advance, is also considered a force majeure event.

Ähtärin Matkailu Oy will inform the customer of the cancellation/interruption as soon as possible. The customer has the right to receive a refund of the accommodation price paid to Ähtärin Matkailu Oy or the unused portion of it due to the interruption. The liability of Ähtärin Matkailu Oy is limited to the return of the amount paid to it, and there is no obligation to offer a replacement property. There is no liability for compensation for travel or other indirect costs or the price of alternative accommodation.

Ähtärin Matkailu Oy may, if possible, offer a change of reservation to another destination as an alternative to cancellation, in which case any price difference will be paid by the customer if switching to a more expensive destination, or refunded to the customer in the case of a cheaper one.

## **11. Delivery, use and return of keys**

The holiday home is available to the customer on the day of arrival from 4:00 p.m. to the day of departure until 12:00 noon, excluding holiday homes with different arrival and departure times. The arrival and departure times of your booked destination can be checked in the booking confirmation or invoice. The person who made the reservation is responsible for the keys during the booking period. If a key is lost, the actual cost of replacing the lock will be charged.

It is recommended that the customer contact the property owner or key service about the arrival time and keys either by email or phone well in advance before the rental period begins. Contact information is in the booking confirmation sent to the customer's email after making an online reservation.

## **12. Staying at the property, damages**

The accommodation price includes the right to use the holiday home freely. The price also includes the equipment mentioned in the booking documents. The customer is fully responsible for the condition of the holiday home and its equipment during the reservation. The customer is obligated to immediately report and compensate for any damage caused to the property or its furnishings. Unreported damages will be charged afterward according to actual costs.

### **13. Number of persons and guests, related misuse, disruptive behavior**

The maximum number of occupants in the holiday home is the number of beds and extra beds and must not be exceeded. The number of persons must be declared at the time of booking, and guests must be registered with a passenger declaration. A fee of €60/person/night in cash will be charged for guests found not listed in the declaration, and they will be immediately removed from the property.

### **14. Camping, caravans**

Camping is prohibited in all forms in the yards and parking areas of the holiday homes (i.e., sleeping in camper vans, trailers, tents, other vehicles, on terraces, or outdoors is not allowed, not even during midsummer). Violation of the camping ban will result in the immediate interruption of the reservation. The property owner may, at their discretion, grant or deny permission in advance for parking a caravan and possibly supplying electricity to it, and determine the applicable fee. Without prior permission, caravans may not be parked in the yards or parking areas of holiday homes. A minimum charge of €60 will be applied for unauthorized parking or use of electricity.

### **15. Deficiencies and complaints about the holiday home**

All remarks regarding the equipment and condition of the holiday home must be addressed immediately to Ähtärin Matkailu Oy or the maintenance company authorized by it, so they can be corrected or compensated where possible. If the issue cannot be resolved immediately, a written complaint must be made immediately. Complaints made afterward will not be considered. Floor plans of holiday homes are indicative, and for example, different furniture arrangements or locked cupboards reserved for the owner's use do not justify complaints.

Ähtärin Matkailu Oy is not responsible for errors in the property information that arose after the booking due to sudden changes (e.g., blue-green algae, snow or ice conditions, construction work on neighboring plots, forest management near the plot, changes to outdoor routes, restaurant or shop locations, etc.), or due to changes made by the owner that were not reported to Ähtärin Matkailu Oy, or problems caused by third parties (e.g., snow removal, roadworks, interruptions in water, sewer, or electricity networks, or in telecommunications or TV networks).

Ähtärin Matkailu Oy is not responsible for problems caused to customers by smoking, dust, air or water impurities, interior or surface materials, domestic or wild animals, plants, or other causes such as allergies. Unless the holiday home is specifically marked as allergy-friendly, it is likely that the owner of a pet-free property has pets themselves.

If the customer and Ähtärin Matkailu Oy do not reach agreement on the above matters, the customer may take the dispute to the Consumer Disputes Board.

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