

Group Travel Terms and Conditions of Ähtärin Matkailu Oy

These group travel terms and conditions apply to all group travel arrangements organized by Ähtärin Matkailu Oy. A group is defined as a party comprising a minimum of 10 travelers.

Service Fees

The service fee for a group invoiced with a single collective invoice is €60 per group. The group is responsible for handling individual registrations unless otherwise agreed. For bookings invoiced per participant, our service fee is €17 per reservation.

Booking and Payment Terms

The customer must confirm or cancel their travel reservation by the date specified in the travel organizer's offer. If the reservation is not confirmed or canceled by the given date, it will be considered canceled.

For day trips, the final number of participants must be confirmed no later than 7 days before the start of the trip or excursion date, unless otherwise agreed. If the trip includes accommodation, the final number of participants and a participant list must be provided at least 14 days before the start of the trip, unless otherwise agreed. Ähtärin Matkailu Oy reserves the right to charge for any additional costs incurred due to changes in the number of participants. If fewer people attend than originally confirmed, the group will be invoiced according to the number stated in the final confirmation.

Billing will be handled via a collective invoice through Ähtärin Matkailu Oy after the trip has taken place. Ähtärin Matkailu Oy reserves the right to invoice the group in advance for tickets and similar services.

Any additional services ordered by the customer on-site must be paid for directly at the destination. Additional services to be invoiced via Ähtärin Matkailu Oy must be agreed upon in advance. Alcoholic beverages must always be paid directly at the destination.

Cancellations and Changes

Unless otherwise agreed, bookings may be canceled free of charge or changed (travel date and/or destination) up to 30 days before the trip, provided the trip does not include services that incur non-refundable costs upon booking. In such cases, cancellation fees will be specified in the booking confirmation issued by Ähtärin Matkailu Oy.

If the entire group cancels the trip 29–15 days prior to departure, Ähtärin Matkailu Oy has the right to charge 50% of the total travel cost. Partial cancellations (up to 20% of the group size) are allowed free of charge if the cancellation is made 29–15 days prior to the trip. Ähtärin Matkailu Oy reserves the right to recalculate the total price for the remaining participants due to the change in group size.

For trips canceled less than 14 days before the start, the full price of the trip will be charged. No refunds will be issued for unused services unless otherwise agreed in writing.

Cancellations must always be reported to Ähtärin Matkailu Oy, preferably in writing. The cancellation date is considered the day the notice is received by Ähtärin Matkailu Oy. Cancellations and changes must be made during office hours, Mon–Fri from 10:00 to 15:00.

We recommend travel insurance that includes cancellation coverage.

Changes

Ähtärin Matkailu Oy is not responsible for changes beyond the control of the travel organizer. The organizer reserves the right to modify the itinerary; therefore, schedules, prices, and departure dates are subject to change. We reserve the right to make changes.

The service provider is responsible for ensuring the customer receives the agreed services as marketed or as individually agreed upon per booking.

Complaints and Dispute Resolution

The customer must immediately notify the service provider or their representative of any deficiencies that can be rectified during the service. Other complaints that could not be addressed during service use, as well as compensation claims, must be submitted in writing to both the service provider and the travel organizer, typically no later than two (2) weeks after the end of the service.

If no agreement can be reached between the customer and the service provider, the customer may refer the dispute to the Finnish Consumer Disputes Board. If the matter is taken to court, it will be handled in the district court of the customer's place of residence.

Travel Organizer's Liability

Ähtärin Matkailu Oy recommends that customers take out personal travel insurance covering accidents and loss or damage of personal property.

We also recommend that the organizer take out group travel insurance for their group.

The customer is liable for any damages caused to the service provider or destination property during their visit/use. Ähtärin Matkailu Oy is not responsible for any changes occurring after the offer has been made or for typographical errors. Ähtärin Matkailu Oy is only liable for errors made in its role as an intermediary.

The **General Package Travel Terms and Conditions** also apply to group travel.

Responsible Tour Operator:

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Ähtärin Matkailu Oy has placed a security deposit with the Finnish Competition and Consumer Authority (KKV), registration number 285/19/Mj.