

## **Pistoniemi Cottages – Booking terms**

### **Terms of payment**

Your booking will be confirmed, once we receive a deposit of 25% of the total cost the booking, but not less than 100 €. The full balance of the cost of the stay shall be paid not later than one month before the booking is due to commence.

If the booking is made less than 30 days before arrival date, then 100% of the booking fee must be paid to secure the booking.

The payment can be made by bank transfer, cash or other agreed-upon means of payment.

Credit card payments are not available.

Non-compliance with terms of payment may result in cancellation of the booking and termination of an agreement.

### **Customer's right to terminate the agreement**

A cancellation shall be deemed to have occurred when notice of it has been received by Pistoniemi Cottages.

The customer is entitled to terminate an agreement in the following cases:

1. No later than 30 days before the booking is due to commence. In that case only a €50 administration fee will be charged. The rest of the deposit will be refunded.
2. Later than 30 days but no later than 14 days before the booking is due to commence. The customer will be refunded 50 % of the total fee.
3. Later than 14 days before the booking is due to commence. In that case there will be no refund.

The customer is advised to inform Pistoniemi Cottages immediately of any changes to the duration of the reservation or agreed on services. The notice must be forwarded in writing or other appropriate manner to the address of Pistoniemi Cottages.

In case the customer or a close person living in the same household with him suddenly gets seriously ill, suffers a serious accident or dies, the customer is entitled to terminate the agreement. Also, the customer is entitled to a refund less the deposit. An illness or an accident should be verified with a written medical certificate from your doctor.

However, if the booking has commenced, there will be no refund.

### **The right of Pistoniemi Cottages to terminate the agreement**

In case of exceptional circumstances, force majeure, such as fire, natural disaster or any unforeseeable event, Pistoniemi Cottages may terminate the agreement by informing the customer as soon as possible. In that case the customer is entitled to a full refund of the sum paid. In case of premature termination of the stay, the customer will be entitled to a refund corresponding to the proportion of time not spent.