

# Booking Terms and Conditions Villa Vuossel (Ripan ECO-Palvelut Oy, Business ID: 3313409-9)

## General

The booking terms and conditions come into effect immediately after booking. In order to book, the person must be at least 18 years old.

## Booking and payment

Booking confirmation / invoice will be sent by e-mail after the booking has been made. The booking terms and conditions, the key code and driving directions are sent along with the invoice. The guest will be charged a prepayment of 30 % which will be due within 7 days after the booking. The final payment must be made 28 days prior to the start of the reservation. In short term reservations (less than 8 weeks before the start of the reservation) a full payment of the rent is required. Ignoring the payment of rent does not count as a cancellation of the booking. If you have booked using the non-refundable option, the whole amount will be charged at once.

Online bookings are free of service charge. When making an online booking the customer can choose from the following options:

\* To pay the prepayment (30 %, due within 7 days after the booking) when making the booking and save the invoice for final payment (70 %). If there are less than 8 weeks before the start of the reservation, only a final and full payment will be due.

\*To pay the whole amount at once.

The online booking will be paid by using PayTrail Internet bank service. You can pay with Visa, Mastercard or American Express cards, Mobile Pay, Pivo or Siirto application. Villa Vuossel is only the marketing organisation, that will also provide the products to the customer. In case of a refund the same payment method is used as when making the booking.

## Payment service provider

Paytrail Oyj (business ID 2122839-7) acts as an implementer of the payment handling service and as a payment service provider. Paytrail Oyj will be shown as the recipient in the invoice and Paytrail Oyj will forward the payment to Villa Vuossel. Paytrail Oyj is an authorised payment institution. For reclamations, please contact the website you made your payment on.

Paytrail Oyj  
Innova 2  
Lutakonaukio 7  
40100 Jyväskylä  
Finland  
Phone: +358 207 181830  
www.paytrail.com

## Internet banks

Paytrail Oyj (FI21228397) provides internet bank payment transfer services in co-operation with Finnish banks and credit institutions. For the consumer the service works the same way as a traditional online payment.

## Handling over the keys

The villa will be available for the customer from the arrival date at 4 pm until the departure date at 12 pm unless otherwise agreed. When the rent is fully paid, driving directions and the key code will sent to the customer by e-mail or WhatsApp on the day of arrival. If the key is lost, the customer must pay all real expenses of new keys and changing the locks.

## **Staying at the villa**

Once you arrive at the villa, you are kindly requested to make yourselves familiar with the accommodation instructions of the villa. You will find important information about the facilities and staying at the villa. Final cleaning, bedlinens and towels, use of the indoor sauna and firewood are included in the rent.

**Smoking inside the building is strictly prohibited!**

**No pets are allowed indoors!**

**Note!** If the villa must be cleaned for the reasons mentioned above, we will charge a full cleaning cost.

## **Number of guests**

You are not allowed to have more guests in the villa than stated in the original booking. The maximum number of guests cannot be surpassed without permission. The use of a campervan and camping trailer or other rentable services (such as a bathing tub) is not allowed without permission.

## **Damage and reclamations**

The guest must compensate for any damage caused in the villa or its facilities. Any complaints about the state of the facilities or its contents must be informed to the maintenance company at once. Complaints made afterwards will not be considered. If the subject of the reclamation cannot be fixed during the stay of the guest, a written reclamation must be delivered during or right after the stay so that it can be taken care of.

## **Cancellations**

Any cancellation must be announced to Villa Vuossel (or Ripan ECO-Palvelut Oy) by e-mail. Cancellation takes place when the information of the cancellation has been received by the landlord. If the cancellation is made at least 28 days before the start of the stay, only an office fee of 100 € will be forfeited from the deposit and the rest of the deposit will be returned. The guest will be charged the total rent if the cancellation is made 28 days or less before the arrival. A full rent will be charged provided that the villa cannot be re-rented. If the reservation is cancelled due to serious illness, accident or death of the guest or guest's next of kin, the guest will be refunded the full amount paid, minus the 100 € office fee. In that case a reliable documentation must be presented to the landlord. If the guest changes the date of the reservation, this will be dealt as a cancellation of the original booking and as a new booking with no extra charge. In case of a refund the same payment method is used as when making the booking.

## **Landlord's right to cancel the reservation**

If there is an overwhelming hindrance, force majeure, the landlord has the right to cancel the reservation. In that case the full payment will be refunded. The landlord has the right to cancel the reservation, provided that the prepayment or the rest of the full payment are not paid latest on the due date or 7 days after a payment reminder has been sent by e-mail. In that case the landlord has the right to demand a payment for the whole rent if the villa cannot be re-rented.