

Booking conditions for accommodation

The booking is considered confirmed when the customer has paid the deposit (30%). The final payment must be made 30 days prior to the start of the holiday. If a booking is made at the last minute, or less than 4 days in advance of the holiday itself, all payments must be made immediately.

Access to the cottage keys must be arranged with the owners at least 2 – 3 days in advance. The keys are provided upon presentation of the payment receipt. Cottage check-in begins at 3 p.m. and the checkout time is at noon, unless otherwise agreed. The check-in/checkout day for a weekly rental is Saturday unless otherwise stated. Cottages can only be rented by adults. Persons under the age of 18 are welcome when accompanied by an adult lessee. Cottage rentals include the right to use the cottage, sauna and firewood (unless otherwise stated), kitchen and diningware, dining utensils and bedding (mattresses, duvets and pillows). Customers must provide their own linen, unless otherwise arranged. Customers are responsible for cleaning the facilities during and

at the end of their visit. The facilities must be left in the same condition they were found.

The facilities may not be used by more persons than was specified in the original booking.

Customers will be charged for any damage they or their pets cause to the facility.

Office expenses

- booking fee within Finland: 12 euros
- booking fee from outside of Finland: 20 euros

CANCELLATIONS

Cancellations must be made in writing. A charge of 40 euros with an additional service charge of 12 euros will be withheld for each cancellation. If a cancellation is made at least 30 days prior to the start of the holiday, the deposit sum will be refunded, not including the cancellation and service charges. The deposit is non-refundable for cancellations which are made 29 – 21 days prior to the start of the holiday. If the cancellation is made less than 21 days prior to the holiday, and the cottage is not rented by another guest, the customer will be charged the full amount. We suggest taking a travel insurance in case of not being able to complete the travel. Also the last minute bookings made by phone or e-mail are binding. In a no-show situation an invoice for the booking will be sent afterwards.

The Archipelago Booking of Finland reserve the right to cancel a booking:

- in the case of a force majeure. If this should occur, the customer will receive a full refund for the total rent paid.
- if the booking payment is not paid by the due date. The owner has the right to choose not to rent the property or to cut the rental period short if the lessee behaves, upon arrival or during the holiday, in a disturbing manner or is under the influence of intoxicants. In such cases, the rental fee is not refunded.

Any complaints and comments regarding the property or condition of the holiday site must be made directly to the site owner or representative as soon as the problem arises. Although the travel agency is not responsible for any shortcomings in the condition of the holiday site, they would appreciate being kept informed. If the customer still wants to complain to The Archipelago Booking of Finland, he has to show us that he has contacted the owner, and together with him tried to solve the problem that has occurred. The customer sends us the customer response signed by both the owner and the customer.

Online booking terms for sailing tours, events and tickets

1. Application

The Archipelago Booking of Finland complies with the following conditions when purchasing tickets for sailing tours and other events. These terms and conditions are binding on both parties when the customer has made the payment specified in these terms and conditions.

2. Payment of booking

In the online shop the customer pays the service or product as a whole at the time of booking. The booking is confirmed, when the customer has made the payment either by credit card or bank account. The order confirmation will be sent to the customer by e-mail, from where the customer can print it.

3. Cancellation

If the cancellation happens earlier than 7 days prior to the trip, there will be no extra charges. When the cancellation happens 6 days prior the trip or later 100 % of the costs will be charged.

4. Force Majeure

In case of a Force Majeure, like weather circumstances, technical faults, or other circumstances the company is entitled to make changes to the schedule, arrange other transportation or cancel the booking. The company is not responsible for any inconveniences or costs suffered by the customer due to a "Force Majeure".

5. Complaints

Any complaints need to be reported to the personnel immediately. If this is not possible or if a compensation demand is involved, the complaint needs to be done in writing to the Archipelago booking within 14 days. We reserve the right to timetable and price changes. The company is not responsible for any lost connection or any other damages and nor any cost that develops due to this.