

Booking and Cancellation Terms

Booking of services or products

can be made verbally, in writing, or via the electronic booking system.

- **Accommodation period**

The accommodation period in cottages (meaning also cabins, holiday cottages, log cottages and holiday apartments) begins at 4:00 PM (Rauhalahhti Villas at 3:00 PM) and ends at 12:00 noon.

- The accommodation period for caravans and tents begins at 3:00 PM and ends at 2:00 PM.
- Pre-booked cottages are held until 6:00 PM unless a later arrival time has been agreed. (Paid cottages / caravan and tent pitches are held even after 6:00 PM.)
- **Early check-in / late check-out** options and fees can be inquired at the site.

Cancellations

If you are unable to arrive, the booking must be cancelled immediately by email to the resort/camping site where the booking was made.

If the customer does not cancel the booking and the unit remains unsold due to the no-show, the full price of the booking will be charged to the customer.

If the customer interrupts their stay, the full price will be charged for the unused period.

In case of a sudden illness, a death in the family, or another exceptional situation preventing travel, the customer must ensure that their travel or accident insurance covers the costs of the booking if cancellation becomes necessary. Even in these cases, the booking and cancellation terms apply.

If the booking has already been paid, you can apply for a refund by sending an email to **info@suomicamping.fi**. Always remember to include:

- the resort/camping site where you made your booking
- your name

- the booking number

All refunds for online bookings are processed through the **Paytrail** payment service.

The refund request must be submitted **within 14 days** of the cancellation. Refunds will not be processed after this period.

- 1) Bookings **for one accommodation unit and a maximum of two nights** can be cancelled by 12:00 noon on the day before the booking starts.
- 2) A reservation that **includes several nights or accommodation units** can be cancelled no later than 7 days before the start date of the booking.
- 3) Sauna bookings and rental equipment reservations can be cancelled by 12:00 noon on the day before.

For cancellations made after this, the accommodation provider has the right to charge the full amount of the reservation.

The amount paid by the customer will be refunded **minus the cancellation fee**, which is:

- a) **Cancellation fee €50**, applies to bookings with a total value of **€200 or more**
- b) **Cancellation fee €25**, applies to bookings with a total value of **€50–199,99**
- c) **Cancellation fee €15**, applies to bookings with a total value of **less than €50**

- If you have selected an invoice or instalment payment option (e.g. Walley or Klarna), additional charges may be applied by the credit provider. If you have any questions regarding your instalment invoice, please contact the credit provider directly.

Reservations made for special events (including Midsummer, Christmas, and regional festivals) may be cancelled according to the standard cancellation terms no later than 30 days before the start of the event. In the case of later cancellations, the accommodation provider is entitled to compensation from the agreed price as follows:

- 8–29 days before the booking starts: 50% of the booking value
- 7 days or less before the booking starts: 100% of the booking value
- Special event bookings must always be paid in advance, either through the online store or by invoice.
- Note: Non-payment is not considered a cancellation! If the customer does not pay by the due date, the service provider has the right to unilaterally cancel the reservation and return the accommodation unit to sale.

Please note: failure to pay for a reservation does not constitute a cancellation. If the customer does not cancel the reservation and the accommodation cannot be resold due to the unpaid

reservation, the full reservation amount will be charged to the customer who failed to arrive. If the customer interrupts their stay, the full price for the unused period will be charged.

In the event of sudden illness, a death in the family, or another exceptional circumstance preventing travel, the customer is responsible for ensuring that their own travel and accident insurance covers the costs of the reservation if the situation results in the need to cancel or interrupt the booking. Any cancellation must be reported to the accommodation provider immediately. In such cases, the above booking and cancellation terms will also apply.

MySafety Cancellation Insurance

The cancellation insurance is provided by MySafety AB, Finnish branch. All contents and terms related to the cancellation insurance are agreements between the customer and MySafety.

MySafety Cancellation Insurance reimburses all or part of the costs of your reservation if you are unable to use the accommodation. Compensation may be paid, for example, if the guest or a close relative suddenly falls ill, dies, or is injured in an accident, or if the public transport service used to travel to the accommodation does not operate according to the schedule announced in advance by the transport operator.

You can purchase the insurance when booking the accommodation. The insurance is valid from the moment of payment until you arrive at the accommodation, or at the latest until the accommodation period begins.

The insurance covers all persons whose accommodation booking was made together with the insurance purchase. If an insured person is unable to stay at the accommodation and another person participates in their place, the new participant will also be considered insured.

You can submit a claim at www.mysafety.fi/vahinkoilmoitus. For more information, please contact MySafety customer service at www.mysafety.fi/asiakaspalvelu.

If a reservation is cancelled, the purchased insurance will also be cancelled provided that there are at least 7 days before the start of the reservation. If there are less than 7 days before the reservation begins, the insurance can no longer be cancelled and the payment will not be refunded. After cancellation, the insurance coverage ends. The insurance premium will be refunded to the customer together with the reservation payment (minus the cancellation fee). If the customer wishes to keep the insurance valid in order to file a claim, they must inform this at the time of cancellation.

Groups

Definition:

An individual group refers to a party that has booked at least 3 accommodation units. The group has a common check-in and check-out date, and the reservation is paid or invoiced collectively.

1. Booking and Confirmation

At the time of booking, the following information must be provided:

- Name of the person making the booking, Phone number, Email address, Payment method

2. Guests

Please provide the group details 14 days before the start date of the booking:

- Contact details of the tour leader: name, phone number, email
- Group name list: surname, first names, date of birth, nationality, address, and for foreign guests: passport or ID card number
- Room allocation for the guests
- Any special diets for pre-ordered meals

3. Payment Terms and Invoicing

- Group bookings are invoiced 30 days before the start of the reservation. Payment term is net 10 days.

If the booking is made less than 14 days before the start date, the due date is immediate.

- Prices in the offer require a single invoice for the entire group. The invoice is based on the confirmed number of persons or, if the number increases, the actual number of participants.

A billing fee of €15 will be added to the invoice.

- Post-invoicing requires a valid invoicing agreement with Suomi Camping Ltd established in advance. Payment term net 10 days.
- The accommodation provider may require a partial or full prepayment for larger group bookings. If the agreed prepayment is not paid by the due date, the provider has the right to cancel the booking.

4. Group Cancellations

- Group cancellations must be made by email directly to the accommodation destination.
- In case of cancellation, the provider has the right to charge compensation from the paid amount as follows:

- Cancellation fee €50
 - If the cancellation (full or partial) is made 14–29 days before arrival, the provider has the right to retain 50% of the total booking value / the cancelled part
 - If the cancellation (full or partial) is made less than 14 days before arrival, the provider has the right to retain 100% of the total booking value
 - **No-show:** The full price of the agreed services will be charged.
Early departure: The full price will be charged for the unused period.
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General Terms (Individual Customers and Groups)

Accommodation and Cleaning

The accommodation price includes the right to use the accommodation unit and the equipment provided in it.

Guests are required to use bed linen, a sleeping bag, or similar. If bed linen is not included in the price, it can be rented separately at the reception.

For **camping cabins** (no toilet or shower), standard final cleaning is included in the accommodation price. However, guests are expected to: **empty the refrigerator, wash the dishes, take the garbage to the waste collection point, remove any bottles or cans they have brought with them. If bed linen was rented, it should be left in a pile on the bed.** *We reserve the right to charge the guest afterwards if the cabin requires extra cleaning or special cleaning products.*

For **holiday cottages, villas, log cabins, and holiday apartments**, guests are required to: **return furniture and items to their original places, wash the dishes, wipe down table surfaces, sweep (or vacuum) the floors, take out empty bottles and garbage, empty the refrigerator and take any remaining food items with you or throw them away, leave used bed linen in a pile on the bed.**

If you prefer a hassle-free checkout, you can purchase a final cleaning service in advance through the online store. It is also possible to order intermediate cleaning, which costs the same as final cleaning. Cleaning services can be purchased when making the reservation.

We reserve the right to charge the guest afterwards if the final cleaning has not been done, or if the cottage requires extra cleaning or the use of special cleaning agents.

The guest is responsible for ensuring that all windows and doors are locked.

The person who made the reservation is responsible for the key/key card and the cabin during the stay. If the key is forgotten inside the cabin, a separate fee is charged for opening the door outside reception opening hours. If the key is lost, any lock replacement costs will be charged to the guest.

Termination of Reservation Due to Disturbing Behaviour

If the guest / person who made the reservation behaves in violation of the general rules of conduct of the accommodation site or disregards the instructions given by the staff and continues to cause disturbance or danger in the reserved accommodation unit or its surroundings despite a warning from the representative of the site, the accommodation provider has the right to terminate the reservation immediately.

All actual costs resulting from the above-mentioned actions will be invoiced to the person who made the reservation.

Damages, Deficiencies, and Complaints

All remarks concerning the condition or equipment of the accommodation unit must be reported immediately to the staff of the accommodation site so that the issue can be resolved or compensated whenever possible. If the inconvenience cannot be resolved or compensated on-site, an immediate written complaint must be submitted to Suomi Camping Oy.

Complaints made afterward will not be considered. The guest is also obliged to immediately report and compensate for any damage they have caused to the accommodation unit or to other buildings and movable property belonging to the accommodation site. Unreported damages will be invoiced after the stay based on actual costs. The person who made the reservation is fully responsible for the condition of the accommodation unit during the booking period. The service provider is not liable for problems caused by third parties (e.g. interruptions in water or electricity supply, telecommunications, or TV network).

Number of Persons

Upon check-in, the correct number of guests must be declared for each accommodation type (cabin, caravan/motorhome, or tent). The declared occupancy must not be exceeded during the stay unless the details of any additional guests are provided to the reception.

Obligation to Provide Traveller Information

According to accommodation law, guests are required to fill in a passenger registration form before their stay. Guests have the option [to complete and print the electronic passenger registration form in advance](#), which speeds up the check-in process. A traveller registration form must be completed for each accommodation unit no later than at check-in. The details of all guests staying in the accommodation must be provided on the registration form. Failure to provide the required information or providing false personal details is punishable under the Criminal Code of Finland.

Minors and Guests Under 22 Years of Age

Minors are welcome to stay with us. We require all minor guests to present a written permission slip from their parent or legal guardian upon arrival, or alternatively to have it submitted by email in advance. The permission slip must include the parent's or guardian's telephone number.

EXCEPTIONS

For holiday villas at Rauhalampi and holiday apartments and holiday cottages in Kokkola, the person making the reservation must always be at least 22 years of age. If the reservation holder is younger than 22, a parent or legal guardian must visit the property in person to complete the traveller registration form and will thereby assume full responsibility for the accommodation unit.

Outside the peak season (September–May), the person making the reservation and at least one guest staying in the accommodation must be at least 22 years of age. Guests' ages may be verified at any time during the stay. If none of the guests meets the age requirement, the reservation may be cancelled without a refund.

All guests staying in the cottage are jointly liable for any intentional damage to or theft of property. Any acts of vandalism will be reported to the parent or legal guardian and, if necessary, to the police.

a permission note from their guardian, either brought in person or sent in advance by email. The note must also include the guardian's phone number.

All guests staying in the cottage share joint responsibility for any deliberate damage to or theft of property. Any acts of vandalism will be reported to the guardian(s) and, if necessary, to the police.

Smoking

Smoking is only allowed outside the accommodation units. In case of unauthorized indoor smoking, the service provider has the right to charge for any additional cleaning and ventilation costs.

Pets

Pets are welcome at all our resorts and camping areas. Please always keep your pet on a leash and be considerate of other guests.

Pets are allowed in cottages, but their presence must always be notified in advance. If necessary, please bring a pet bed for your pet, as pets are not permitted on beds or sofas.

Pet fees applies to indoor accommodation. Depending on the destination and accommodation unit, the fee is either €10 per reservation or €10 per night. Please check the applicable fee on the destination's website.

Lost and Found

Please check the resort website for instructions on how lost and found items are handled.

Disputes

The service provider and the customer shall primarily negotiate to resolve any disputes that may arise.

If no agreement is reached, the customer may submit the matter to the Consumer Disputes Board for resolution.

Service Provider's Right to Cancel a Reservation

The resort/campsite is not responsible for the cancellation of a booking caused by a force majeure. In such a case, the customer has the right to receive a refund of any prepaid accommodation fees.

The service provider's liability is limited to refunding the paid amount only; there is no obligation to offer a substitute accommodation. In the event of force majeure, the service provider may, if possible, offer the customer the option to switch the booking to another type of accommodation instead of cancellation.

The service provider has the right to modify the service, its content, availability, and the terms of this agreement at any time by notifying the customer on its website.

Changes shall take effect immediately; however, any bookings made before the change are subject to the terms and conditions in effect at the time of booking.

Suomi Camping Oy

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