

Booking Terms and Conditions as of March 23, 2018

Yyteri Sun Oy (Yyteri Beach Holiday Resort) applies the following Terms and Conditions for the ordering, booking and cancellation of its accommodation services. These Terms and Conditions will become binding to both parties after the customer has made the booking.

1. Booking and cost

The renter must be 24 years of age. One of the lodgers must be 24 years of age. Your age can be checked at any point during your stay. If none of the lodgers meet the age requirement, the booking can be cancelled without refund. Bookings can be made online through online booking or via our sales service in the reception.

If the booking is made more than 28 days prior to arrival, the invoice will be divided into a preliminary invoice and final invoice. The preliminary payment is 30% of the accommodation and hot tub costs, and the final payment is 70% of the accommodation and hot tub costs as well as 100% of additional service costs.

In online bookings, the preliminary payment (30%) must be carried out right away. The final invoice (70%) must be paid 28 days prior to arrival at the latest. Bookings can also be paid in full when making the booking. Invoices can be paid via online bank transfer or with a credit card.

Invoices (preliminary and final invoice) for bookings made at our reception will be sent by mail or e-mail.

The booking must be paid in full 28 days prior to arrival. All payments will be charged right away in last-minute bookings (made less than 28 days prior to arrival). Last-minute bookings become binding at the time of making the booking.

Company bookings are always charged on a single invoice (100%). If the customer fails to pay the invoices on time, Yyteri Sun Oy has the right to cancel the booking without notice.

Service and waste management fees

The accommodation cost always includes a 10 EUR service fee per accommodation (incl. VAT). The service fee is added at the time of booking and is non-refundable. In addition, the accommodation cost of Yyteri Beach Oy rentals includes a waste management fee (2 EUR per day incl. VAT). If your stay lasts more than 7 days, the waste management fee is 1 EUR per day.

Cancellations

Cancellations must always be notified in writing to Yyteri Sun Oy (Yyteri Beach Holiday Resort). Failure to pay the invoice is not a cancellation.

In case the cancellation is made at least 57 days (over 8 weeks) prior to arrival,

the payment will be refunded to the customer, reduced by a service fee of 10 EUR.

In case the cancellation is made 28–56 days (4–8 weeks) prior to arrival, we will charge the preliminary payment (30%) and a booking fee of 10 EUR.

In case the cancellation is made 27 days or less prior to arrival, the payment will be charged in full.

In case the cancellation is due to a serious illness, accident or death of the customer or an immediate family member, the payment will be refunded to the customer, reduced by a service fee of 10 EUR and cancellation fee of 40 EUR. In this case, the customer must provide a medical certificate.

If the customer does not arrive, or arrives late to the holiday resort, the customer is not entitled to a rent refund. If the customer departs the holiday resort before the end of the rental period, the customer is not entitled to a rent refund or compensation for the unused period.

Yyteri Sun Oy's right to cancel a booking

Yyteri Sun Oy's right to cancel or make changes to a booking:

Yyteri Sun Oy may cancel a booking in case of force majeure. In such case, the customer is entitled to a full refund. Yyteri Sun Oy will also contribute to finding equivalent accommodation in another location.

Yyteri Sun Oy reserves the right to change prices and fees at any time.

If necessary, Yyteri Sun Oy reserves the right to change the accommodation booked for another accommodation of similar standard.

If the customer fails to pay the invoices on time, Yyteri Sun Oy has the right to cancel the booking without notice.

2. Staying at the resort

Yyteri Beach Holiday Resort accommodation is available at 16:00 (4pm) on the day of arrival, and check-out is at 12:00 on the day of departure.

Keys

Keys can be obtained from the Yyteri Beach Holiday Resort reception at 4pm–5pm on the day of arrival. If your time of arrival differs from this, please contact the reception 2–3 days prior to arrival to schedule your check-in. Reception contact information is available in the final invoice and our website.

At Reposaari's floating villas and Villa Malspiikki, keys can be obtained from a key box on site. Further instructions will be provided upon booking.

Facilities and equipment

The rent includes free access to the property (including furniture, dishes, utensils, and heating, lighting and cooking equipment). The rent also includes detergents and toilet paper.

The rent does not include linens or access to the grill and outdoor hot tub. The linens, grill and hot tub are available for an additional cost.

Linens & towels

Linens must always be used on the beds.

The rent does not include linens. Rented linens will be delivered to the cottage in a bag. We will also provide a laundry bag for the linens. The customer must leave the linens and towels in the laundry bag upon departure.

Number of guests & Yard area

The number of bed-places indicates how many persons can be accommodated in the holiday accommodation at the same time. Celebrations and other events where the maximum number of guests is temporarily exceeded must be agreed upon in advance with Yyteri Sun Oy. Setting up a tent or a caravan and using rental equipment (e.g. trailer, outdoor hot tub) are prohibited in the property without Yyteri Sun's permission.

Smoking & Silence

Smoking is prohibited in all of the holiday resort's indoor premises, including accommodation facilities. If there is any indication of indoor smoking, the customer will be charged a ventilation fee of 300 EUR per accommodation.

Guests are obliged to respect the night-time silence (10pm–7am) at the Yyteri Beach Oy premises.

Pets

Permission to bring a pet must always be requested in advance. Guests with pets will be charged an additional cleaning fee of 40 EUR. Bringing a pet without permission will lead to an additional cost of 75 EUR / pet / day.

Check-out & Cleaning

Check-out is at 12:00 on the day of departure. Possible changes to the check-out time must be agreed upon in advance with Yyteri Sun Oy.

The customer is always liable for any damage caused to the holiday accommodation during rental. Damages must be notified to Yyteri Sun Oy without delay. The customer is liable for the costs of repairing the damage where damage has occurred.

The customer is responsible for cleaning the accommodation during and at the end of the rental period. Cleaning instructions can be found in the Holiday info folder available at the accommodation. The customer is required to take out the trash, dispose of empty bottles and cans, vacuum the carpets and floors, wash the floor, sauna and toilet, wash the dishes (including emptying the dishwasher), remove stains from tables and other surfaces, put equipment and furniture back in their places, air the bedding outside, and remove any trash from the yard area. The customer must also dispose of any food products.

If the property is left uncleaned, Yyteri Sun Oy is entitled to charge a separate cleaning fee of 95 EUR. If the property has been completely neglected in term of cleaning, Yyteri Sun Oy will charge the customer full cleaning costs of 200 EUR.

The customer can order a final cleaning already when making the booking. Even if a final cleaning is ordered, the apartment is expected to be in a decent condition at the end of the rental period. Final cleaning (ordered) does not include the washing of dishes (however, the customer can leave washed dishes in the dishwasher) or taking out the trash. In addition, the customer must put furniture back in their places and dispose of bottles/cans. The customer must also dispose of any food products.

Disturbances and emergencies

In case the customer causes any disturbance, damage or danger to those staying in the same property or other customers, Yyteri Sun Oy is entitled to end the tenancy after one (1) notice. The expenses caused by the disturbance, damage or danger will be charged from the customer. In case of a lost a key, the customer will be charged the costs of replacing the lock.

Yyteri Sun Oy is not responsible for any allergy symptoms or problems caused by unauthorised smoking or animal dust.

Complaints

All remarks and complaints regarding the equipment or condition of the holiday accommodation must be notified to the holiday resort reception or Yyteri Sun Oy without delay. If the customer has not notified any defects during the rental period, the holiday accommodation will be considered to be in the condition stated in the agreement, and the customer will lose the right to any compensation.

Yyteri Sun Oy reserves the right to correct any errors in prices prior to the conclusion of the agreement.

Yyteri Sun Oy reserves the right to make changes to the prices and the Booking Terms and Conditions.