

Booking terms and conditions for Herranterttu holiday apartments

These terms and conditions will be binding on both parties when the customer has made the reservation

Reservation and payment

The booking is confirmed when a prepayment (30% of total payment) has been received by the due date.

The final payment is due one month prior to the start of the holiday.

Payment can be made by bank transfer or through the PayPal system, in which case payment by credit card also works.

Booking cancellation policy

Not making the payment is not a cancellation. Herranterttu holiday apartment has the right to cancel the booking if the payment is not made by the due date.

The cancellation is processed only when an application **in writing** has been received by Herranterttu holiday apartment.

If the reservation is canceled at least 30 days before the rental period begins, the whole rent will be refunded minus the prepayment.

If the cancellation is made less than 30 days before the rental period begins, the total amount of rent will be charged.

However, the customer is entitled to a full refund, with exception of the advance payment, if the client or a person living in the same household falls seriously ill, gets into an accident or dies. Cancellation must be demonstrated in a reliable manner, e.g., medical certificate.

Please check coverage of your insurance in case of trip cancellation.

Linen and towels

Linens and towels are not included in the apartment rent at basic prices. Own towels and linens may be used in the apartment or ordered upon booking for 12 € per person.

Final cleaning

Final cleaning is always included in the price of a rent for a whole week. In case rent is shorter than a week, final cleaning can be done on your own or ordered from a service person.

The apartment has basic equipment, such as paper towels and toilet paper, detergents, etc.

Apartment keys

The keys can be found in the key cabinet next to the door. Code for the key cabinet is included in the booking confirmation. Another key is inside the apartment. The keys have to be returned to the key cabinet and their own places upon departure. The person, who made the booking, is responsible for the keys. It is very practical to keep a second key in the key cabinet during entire stay.

Firewood

Firewood is included in rent price.

WI-FI

Free WI-FI is available for guests in the apartments.

Staying in the apartment

Check-in starts at 16 and check-out starts at 12 of departure day. Any changes in arrival and departure time can be agreed separately.

We have done our best to provide you with cosy, beautiful and clean vacation home. It is natural that we ask you to leave it in that way. If you move furniture, would you be so kind as to move it back to its own place. Also, upon departure, please take rubbish to rubbish shed outside and wash used dishes.

Cleaning cupboard, located in the lobby, has cleaning supplies at your disposal.

The use of bed linen is obligatory. Do not use sleeping bags. If you do not have bed linen supplied, you can always call the service person, which will bring them to you.

Damages and complaints

All notifications related to equipment and condition of the apartment should be addressed to the housing worker during the stay, in which case damaged equipment may be repaired. The customer is obliged to immediately notify the service worker of damaged property.

Pets

In case of bringing pets to the apartments, the housing service has to be notified.

Smoking is strictly prohibited inside the apartment.

The housing service provided by Tmi Matti Laitinen

Sirpa 040 5408457

Matti 0400 016742

Herranerttu itself

Kristiina Toiviainen

040 5880785

We wish you a very pleasant holiday.