

BOOKING CONDITIONS

These booking conditions set out the terms on which you contract with us, Levin Matkailu Oy (Levi Travel Ltd), the marketing organisation. **A contract exists between you and the marketing organisation and all conditions become binding to us both once You have made the booking. The booking must be made by an adult person.**

MAKING A BOOKING AND PAYMENT

Your booking is definite when you have received the invoice. Please pay the advance payment by due date. If your booking is made later than made later than six (6) weeks before your stay at Levi you pay the full payment. The balance of your holiday cost must be paid no later than four (4) weeks before the beginning of your stay. **If we don't receive your payment, that is not considered as cancelling the reservation. We need all cancellations in written. If the balance is not received by the due date, we reserve the right to cancel your booking.** With the payment of the deposit a service fee of 25 € is charged. We will then send you your invoice confirming the booking and the details of your holiday (i.e. how to get the keys to your accommodation and driving instructions there).

At your arrival you are requested to present the receipts of your payment to the person handing you the keys. If your booking has been made through a travel agent you are requested to present your vouchers. We, the marketing organisation, accept responsibility for providing you all the various services which form part of the holiday you have booked with us.

IF YOU CANCEL YOUR HOLIDAY

Should you want to cancel your booking, you must ALWAYS do so in writing to us, the marketing organisation. The charges you incur depend on when we receive your written notification. If we receive your written notification more than 28 days before the start of your holiday, we will refund your deposit reduced with the service fee (25 €) and the cancellation fee (32 €). If we receive your written notification less than 28 days before the start of your holiday, we will charge you the total price.

The cancellation will take effect from the day we receive your written notification. If you can prove you have made and sent your cancellation to the right address to us at the due date, we will accept your cancellation whether we receive your notification late or none at all. If your cancellation is due to sudden illness / injury / death of a close relative or your travel party, we will refund you your payment reduced with the 30% deposit plus the service fee (25 €) and the cancellation fee (32 €), 57 € in total. You will have to present a reliable document, e.g. a doctor's certificate (within 14 days), on the case.

Should you want to change your booking after confirmation, we will have to consider it as a cancellation of your booking and the new arrangements will constitute an entirely new booking.

LEVI TRAVEL'S RIGHT TO CANCEL THE BOOKING

Levi Travel reserves the right to cancel the booking in case of force majeure or other reasons out of Levi Travel's control such as e.g. fire and/or water damages in the booked accommodation. In this case we will notify you of the cancellation immediately and refund all money paid. Levi Travel Ltd reserves the right to cancel the booking in case the payments are not done on time.

HANDING OUT THE KEYS

The key to your holiday accommodation will be handed to you at the estimated time of your arrival at Levi that you have in advance informed the cabin owner or his representative, either by phone or writing. The person handing the key for you has the right to charge you the cost regarding a replacement key (even locks of the doors will be charged in case of special serried keys).

YOUR HOLIDAY ACCOMMODATION AT LEVI

Your accommodation will be at your disposal from 16.00 on your arrival till 12.00 on your departure. The rent of the holiday cabins/apartments include kitchen utensils and crockery, fuel for heating, lightning and cooking. You are expected to bring your own linen and towels with you unless you agree otherwise when booking your holiday. No smoking in apartments / cabins! In case of smoking in the apartment, please notice that we will charge a cleaning fee on minimum 300 euro. The departure cleaning will be included into the holiday accommodation reservation. In case of breakage you are advised to contact the owner / his representative or the cabin maintenance for setting the damages.

BREAKAGE

The client is bound to indemnify the owner for any damages of the apartment/cabin or the movable property in the apartment/cabin.

THE CANCELLATION OF THE TENANCY AGREEMENT BECAUSE OF DISTURBANCE OR DANGEROUS SITUATION OF BEHAVIOUR

If the tenant does not stop causing disturbance / dangerous situations for his/her fellow neighbours, the owner of the apartment has the right to terminate the tenancy agreement. The tenant will be liable for all expenses occurred.

THE NUMBER OF PERSONS

The number of persons staying at a cabin or apartment should not exceed the number given in your invoice. Tents or caravans on the building site are not allowed without a separate agreement.

COMPLAINTS

Should you have any cause to complaint about the booking or state of your holiday accommodation you must **immediately** inform the owner of the place / his representative or the cabin maintenance of the complaint for remedial action. Should a problem remain unsolved, you should within 3 days call Levi Travel Ltd +358-16-639 3300 (Mon-Fri 9.00-16.30). Should a problem still remain unresolved you should make your complaint **in writing**, for continued handling, to us within a week's time after your booking has ended.

Should we not be able to settle things amicably, you are entitled to have the dispute arbitrated at the Finnish Consumer Complaint Board.

WELCOME TO LEVI !

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