

PAYMENT AND CANCELLATION TERMS FOR INDIVIDUAL TRAVELLERS

These terms and conditions apply to individual accommodation reservations made by private individuals, unless a special agreement has been prepared or the terms and conditions for the related price product indicate otherwise.

BOOKING AND PAYMENT TERMS

Advance payment is collected if the reservation is more than two nights. The advance payment is 100 % of the total value of the reservation. There is a 14-day payment period for advance payments. Please do mention the reference number given in the invoice when paying it. Fell Centre Kiilopää can charge the amount of the advance payment from the credit card of the cardholder if the permission is received in written from the cardholder.

CHECK-IN AND CHECK OUT

Check-in is on the arrival day between 15.00-22.00.

Fell Centre Kiilopää should be informed in advance about the late arrival after 18.00.

Check-out on the day of departure is at 10.00.

Possibility for late check-out is inquired from the reception.

CANCELLATION TERMS FOR INDIVIDUALS

Fell Centre Kiilopää must always receive the cancellation in written: by post or by email. A reservation is considered cancelled when the cancellation data is received by Fell Centre Kiilopää.

If the cancellation takes place

- not later than 31 days before the start of the journey, cancellation fee is 55 € / person
- 14-30 days before the start of the journey, cancellation fee will be 50 % of the total value of the reservation but at least 55 €.
- 0-13 days before the start of the journey, the total value of the reservation is charged.

If cancellation takes place during the trip in Kiilopää in any reasons, the whole value of the reservation, will be charged. It is recommended that the clients take an insurance that also covers the costs of a cancellation.

Set of people is considered as a group if there are more than 11 persons in a set: there are separate payment and cancellation terms for the groups.

ADDITIONAL CHARGES AND PENALTIES

In accommodation types where pets are allowed, notification of the pet must be given when making a reservation. The pet fee is 10 € / night or 50 € / 7 nights. Pet fee is to be paid in reception on arrival.

RIGHTS OF FELL CENTRE KIILOPÄÄ FOR CHANGES

Fell Centre Kiilopää keeps the rights to itself to make changes that are due to the price amendments, Force Majeure situations or other circumstances that are independent of Fell Centre Kiilopää. If there is proof that Fell Centre Kiilopää has essentially broken the contract and the journey has not yet been started, the passenger has the right to dissolve the agreement.

COMPLAINTS

Fell Centre Kiilopää must be given the complaints on the journey immediately on the spot or no later than seven days after the journey has ended.

This terms are valid for new reservations starting from 15.2.2024