

BOOKING AND CANCELLATION POLICY FOR TRAVEL PACKAGES

The general package travel terms are applied to the travel packages offered Fell Centre Kiilopää (Suomen Latu Kiilopää). These terms apply to individual bookings for package tours or travel packages at Suomen Latu Kiilopää.

Events, accommodation bookings, and group reservations for more than 11 people are subject to separate payment and cancellation policies.

BOOKING AND PAYMENT TERMS

Payment need to done 30 days before arrival with invoice or by online payment when booking.

CANCELLATION TERMS FOR TRAVEL PACKAGES

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
- 14-31 days before arrival, cancellation fee is 150 € / person
- 7-21 days before arrival, cancellation fee is 50 % of the total value of the reservation.
- 3-7 days before arrival, cancellation fee is 75 % of the total value of the reservation.
- 0-2 days before the start of the journey, cancellation fee is 95 % of the total value of the reservation.

If the trip is not canceled and the traveler does not arrive at the agreed departure location at the scheduled time, or if they are unable to participate in the trip due to reasons within their own responsibility—such as lacking the necessary travel documents, including a valid passport, visa, ID card, or vaccination certificate—they are not entitled to a refund.

In case of a serious illness, severe accident, or the death of a close family member the cancellation need to be done immediately. After receiving a medical certificate Fell Centre Kiilopää returns the advance payment to the client and charges only 55 € / person as office expenses.

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.

This terms are valid for new reservations starting from 26.3.2024



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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.

Fell Centre Kiilopää does not confirm a specific room or cottage number. Fell Centre Kiilopää reserves the right to change the room or cottage number within the same accommodation type.

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.

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