

## PAYMENT AND CANCELLATION TERMS FOR RESERVATIONS VIA SUOMEN LATU KIILOPÄÄ INTERNETRESERVATION SYSTEM

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

### BOOKING AND PAYMENT TERMS

The full payment will be charged with the reservation. Our supported methods are Visa and Mastercard credit cards and Finnish net bank payments.

#### Payment service provider

Paytrail Oyj (2122839-7) acts as an implementer of the payment handling service and as a Payment Service Provider. Paytrail Oyj will be shown as the recipient in the invoice and Paytrail Oyj will forward the payment to the merchant. Paytrail Oyj is an authorized Payment Institution. For reclamations, please contact the website you made your payment to.

Paytrail Oyj, business ID 2122839-7,

Innova 2 Lutakonaukio 7, 40100 Jyväskylä. Phone: +358 207 181830, [www.paytrail.com](http://www.paytrail.com)

Netbanks Paytrail Oyj (FI2122839) provides netbank related payment transfer services in co-operation with Finnish banks and credit institutions. For consumers the service works exactly the same way as traditional web payments.

### 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 late arrival.

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.
- 0-13 days before the start of the journey, the total value of the reservation is charged.

In case of a sickness 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.

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.

This terms are valid for new reservations starting from 26.3.2024





SUOMEN LATU  
KIILOPÄÄ

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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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