



SUOMEN LATU  
KIILOPÄÄ

## BOOKING AND CANCELLATION TERMS: ACTIVITIES

These terms and conditions apply to bookings of activities by individuals, unless conditions of the product to be booked state 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.

### CANCELLATION TERMS

Fell Centre Kiilopää must receive the cancellation by email to [kiilopaaguides@suomenlatu.fi](mailto:kiilopaaguides@suomenlatu.fi). Booking is considered cancelled when the cancellation data is received by Fell Centre Kiilopää.

If the cancellation takes place

- not later than 14 days before the start of the journey, cancellation free of charge
- 8-13 days before the start of the activity, cancellation fee will be 25 % of the total value of the reservation.
- 0-7 days before the start of the journey, cancellation fee will be 50 % of the total value of the reservation.

### 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.

### COMPLAINTS

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

Nämä varaus- ja peruutusehdot koskevat uusia varauksia 15.2.2024 alkaen.