



SUOMEN LATU
KIILOPÄÄ

PAYMENT AND CANCELLATION TERMS FOR GROUPS

GROUP

Set of people is considered as a group if there are more than 11 persons in a set. Group is considered as one and invoicing is centralized.

PAYMENT TERMS

After the group reservation is confirmed, the deposit is sent to the group.

- Advance invoice is 50 % of the total value of the reservation of the group. Deposit is due 60 days before arrival.
- Final payment is charged by invoice 30 days before departure.

The preliminary reservation must be confirmed by the deadline specified in the offer. Upon confirmation, the following cancellation terms come into effect.

This condition does not apply to force majeure situations or other unforeseeable obstacles. In such cases, Suomen Latu Kiilopää must provide a reliable written explanation of the obstacle without delay.

CANCELLATION TERMS

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

If the cancellation takes place

- 31-59 days before the arrival of the group, cancellation fee is 50 % of the total value of the reservation.
- 0-30 days before the arrival of the group, the whole value of the group reservation will be charged.

The same cancellation policy is valid when a single person is cancelled within the group.

It is recommended that the members of the group take an insurance that also covers the costs of cancellation.

This terms are valid for new reservations starting from 15.2.2024

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GROUP INFO AND LIST OF NAMES

Fell Centre Kiilopää should be supplied with the list of names and room allocation no later than one week before the arrival of the group.

The list of possible food allergies within the group should be submitted to Suomen Latu Kiilopää at the latest one week before the start of the group's reservation

CHECK-IN AND CHECK OUT

Check-in is on the arrival day 15.00-18.00. Fell Centre Kiilopää should be informed about late arrival in advance.

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

RIGHTS OF FELL CENTRE KIILOPÄÄ FOR CHANGES

Fell Centre Kiilopää reserves the rights 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: Fell Centre Kiilopää, FI-99830 Saariselkä or kiilopaasales@suomenlatu.fi.

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