



YLÖSTALON
MATKAILUTILA

TERMS OF BOOKING

Ylöstalon matkailutila applies the following terms and conditions to the leasing of holiday cottages.

Booking and payment

The person making the booking must be of legal age when doing so (18 years or older).

The booking can be made online, in which case the booking confirmation will be sent to the client's e-mail address immediately. The client must pay at least the deposit in conjunction with the booking. An invoice for the remaining amount will be e-mailed six weeks before the holidays.

If the booking is done by phone or other agreement, the confirmation is sent by email.

If the booking is made less than 21 days before the holidays, the sum must be paid immediately. If the client fails to pay the payment, Ylöstalo may cancel the booking without further notification.

Non-payment of the invoice is not a cancellation; the cancellation must be made in writing. If necessary, the customer must show a receipt for the payment.

Cancellation or change of booking

Any cancellations must be made to email address info@ylostalo.fi. The date on which Ylostalo receives the notification will be regarded as the date of cancellation.

A cancellation made outside of office hours weekdays 8.30 – 17.00 will be considered as having been made on the next office day. Clients who cancel a booking will forfeit their deposit.

If the cancellation is made less than 21 days before the start of or during the stay, payments made by the client will not be refunded.

Force Majeure

In the event of force majeure Ylostalo may cancel a booking. In this case, the client is entitled to a full refund of the sum paid to Ylostalo. In the case of covid19 Ylostalo acts very flexible.

Handing over of keys

The client must confirm the estimated arrival time before arrival. Most usually, the destination will be at the client's disposal from 16.00 on the day of arrival to 12.00 on the day of departure (unless otherwise agreed).

Stay at the destination

Normal energy consumption, furnishings, cooking and eating utensils, mattresses, blankets, and pillows are included in the rent. Firewood is included in the cottage rent unless otherwise stated. Basic spices, barbecue coal as well as kitchen and toilet paper rolls are not included in the rent. The cottages on the seaside have a rowing boat.

Sheets and towels are not included in the rent. Sheets and towels can be ordered for 20 eur / pers in conjunction with the booking. Guests must always use bed linen.

Smoking is forbidden in all cottage indoor areas. Client can ask for instructions to warm the sauna, if needed.

The customer is responsible for cleaning the destination during the rental period. Departure cleaning must include the washing and return of dishes to their original place, garbage removed to the waste disposal point, removal of empty bottles and cans, and putting furniture back to its original place. Food should be taken away or to the waste disposal point. Carpets and floors should be vacuum cleaned, the floors wiped with a damp mop, tables and surfaces wiped with a damp rag, bedclothes aired outdoors, the sauna and WC cleaned. The yard area and barbecue location must be left in a tidy condition. The departure cleaning should be performed in its entirety on the day of departure.

A departure cleaning service can be ordered in conjunction with booking with the price 80-120 eur / cottage. A separately ordered departure cleaning service or a departure cleaning service included in the destination rent does not cover dish-washing, returning table and cookware to their original place or garbage removal. Clients must also remove empty bottles and cans from the property and return any moved furniture to their original place. Any food must be taken away or to the waste disposal point. Used sheets and towels must be piled on a bed if the client rented bed linen or it was included in the destination rent.

The client is liable to compensate the expenses of cleaning the holiday destination if guests have failed to clean it appropriately. The fee is 60-200 eur.

The number of people using the destination must not exceed the number of beds stated in the description of the destination or the number agreed when the booking was made.

Renting a portable hot tub is allowed only from Ylöstalo. Caravans are allowed only with Ylöstalo's permission and cost 25 eur / day, + electricity 10 eur / day, tent costs 5 eur / day. Charging an electric car and hybrid car is forbidden.

Clients are liable for any damages they cause to the destination property. Ylöstalo must be notified immediately of any damages caused.

Objections and complaints

Any objections and complaints regarding the destination must be made immediately to Ylöstalo.

If the client does not immediately report observed deficiencies to Ylöstalo during the rental period, the destination will be considered to have been in the contractually required condition. If the customer discontinues a booking and departs the destination before the end of the rental period, the unused time will not be reimbursed nor will the customer be entitled to a rent refund.

The cottages are located on the countryside. The client understands and accepts the fact that the color, taste, and smell of tap water may not be optimal. Ylöstalo is not responsible for for example sea algae deposits, electricity power blackouts or occurrence of animals like insects. Neither is Ylöstalo responsible for any damage or inconvenience caused by regular natural phenomena.

Erroneous price information

Ylöstalo shall not be bound by an error in the listed price if the price is so clearly erroneous that it is reasonable to expect the customer to notice it. Examples of such cases include a situation where the difference between the listed price and the actual price is substantially large or when the erroneous price can be considered exceptionally low when compared to the general price level.

Rental dates

In summer, the minimum rental time is normally one week and the handover day Friday or Saturday. Shorter periods can also be available. Holiday cottage is available from arrival day at 16.00 to departure day 12.00 o'clock. Midsummer prices and rental times differ from regular prices.