



YLÖSTALON

MATKAILUTILA

TERMS OF BOOKING

Ylöstalo Farm has the following terms and conditions when reserving and canceling holiday cottages:

Booking and payment

The person making the reservation must be of legal age when making the reservation (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. The client must pay at least the deposit in conjunction with the booking. The invoice is sent to the customer's email six weeks before the start of the holiday.

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

If the booking is made less than 6 weeks to the start of the holiday, the whole amount is paid immediately. If the client fails to pay the payment, Ylöstalo can 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 made.

Cancellation and change of reservation

Cancellations must always be made to the email address info@ylostalo.fi. The date on which Ylöstalo receives the notification will be regarded as the date of cancellation.

If the cancellation is made outside of office hours weekdays 8.30 – 17.00, the cancellation is considered to have taken place on the next office day. If the customer cancels the reservation, the reservation fee will not be refunded.

If the reservation is canceled before the invoice arrives (six weeks before the start of the reservation), there are no costs for the cancellation.

If the reservation made by the consumer is canceled less than six weeks after the start of the reservation, we will refund 80% of the rent. If the reservation is canceled one week before the start of the vacation, or if the reservation is made by the company less than six weeks after the start of the reservation, we will not refund the rent.

The customer must have travel insurance, for which he has the right to get back what he paid against a medical certificate, if the customer himself or a person living in the household with him becomes seriously ill, has an accident or dies. The cancellation must be notified without delay, and the matter must be proven in a reliable way, e.g. with a medical certificate.

If the customer changes the reservation (holiday destination, time of the holiday, additional services or number of people), Ylöstalo has the right to charge EUR 25 as change costs. The change must be made no later than six (6) weeks before the start of the reservation period. Changes made after this are considered a cancellation of the previous reservation and a new reservation.

Force Majeure

In the event of force majeure Ylöstalo can cancel the booking. In this case, the client has the right to get the payment back from Ylöstalo. If payments and payment deadlines are neglected, the reservation can be canceled without a separate notification to the customer. If the reservation has to be interrupted due to disruptive behavior, the payments will not be refunded.

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). If the customer does not return the keys to the cottage and it can be considered that he lost them due to his carelessness, the actual costs of changing the locks of the cottage will be charged.

Stay at the cottage

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. 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.** Sleeping in a sleeping bag without bed linen is prohibited.

Basic spices, barbecue coal as well as kitchen and toilet paper rolls are not included in the rent.

During the forest fire warning, the use of the grill is strictly prohibited!

The cottages on the seaside have a rowing boat. If the boat is not at the cottage beach, it can be picked up and must be returned to the marina. When handling the boat and leaving the boat on shore, sea conditions such as sudden storms and changes in water level must be considered.

Smoking is forbidden in all cottages indoor areas.

Client can ask for instructions to warm the sauna, if needed.

The cabin may be used by a maximum of the number of people that is stated on our web sites as the number of beds, or what was agreed when booking the cabin. It is forbidden to use a tent, hot tub, or caravan on the property without the owner's permission. However, if the customer wants to bring a caravan or car to the cottage's yard, the price is 25 euro/day, plus electricity 10 euro/day. Tent fee 5 euros / day.

Charging electric cars and hybrid cars is prohibited.

Bringing pets to the resort must be reported when making the reservation.

The customer's duties when leaving the holiday destination on the day of departure

The customer leaves the holiday destination and its keys at 12:00 on the day of departure, unless otherwise agreed. If the customer leaves at a different time, the return of the keys must be agreed with the owner in advance.

The customer is responsible for any damages he causes at the resort. The caused damage must be reported to Ylöstalo immediately. The customer must compensate for the damages he caused.

The customer takes care of the cleaning of the holiday destination during the rental period. The cabin must be as clean after the vacation as it was when the reservation began. 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 taken 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 euro / cottage. A separately ordered departure cleaning service or a departure cleaning service included in the destination rent does not cover dishwashing, 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.

Objections and complaints

All remarks and complaints related to the equipment and condition of the resort must be reported directly to Ylöstalo.

Depending on the situation, all problems are tried to be fixed immediately or as soon as possible (depending on e.g., store opening hours and the availability of necessary spare parts.) If the matter is not fixed after notification, the customer can make a written complaint to the cabin owner within one month of the end of the reservation.

If the customer does not report the defects, he/she has noticed immediately during the rental period, the vacation destination is considered to be in condition according to the contract. Deficiencies reported only after the rental period cannot be identified together with Ylöstalos personnel, and Ylöstalo is not liable for compensation for them.

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

Incorrect price information

Incorrect price information does not bind Ylöstalo if the price is so clearly incorrect that the customer must also understand 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. The 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.