

**Kovelipolku 5A  
00430 Helsinki**

The following terms govern the cabin rental and cancellation of reservations at Capreolus Oy:

**Reservation**

A reservation can be placed by phone or e-mail. The customer must provide his/her contact information when making the reservation. The person making the reservation must be over eighteen years of age.

The reservation is confirmed when at least 30% of the total amount of rent has been paid.

When the advance payment has arrived, the customer will receive a reservation confirmation, a bank transfer form for the rest of the payment. and directions for getting to the cabin by car.

The directions contain information about picking up and handing back the keys.

**Cancellations**

Cancellations must ALWAYS be made in writing.

If the customer cancels the reservation:

28 days before the rental period begins, the advance payment is refunded in full, except for a cancellation fee of 100 €.

If the cancellation is made later than 28 days before the start of the rental period, the customer must pay the entire rent.

The cancellation date is the date when the information concerning the cancellation has been received. If the customer is able to show that the cancellation has been made and sent to the correct address at the right time, the cancellation is accepted even if it arrives late or not at all.

If the reservation is cancelled because the customer or a person in his/her immediate family is involved in an accident or dies, the customer will be reimbursed the total amount paid, except for the cancellation fee. The cancellation must be made immediately. The customer must submit within 14 days from the cancellation a reliable certificate that states the reason for the cancellation.

In the event of force majeure, Capreolus Oy has the right to cancel the reservation. In this case, the customer will be reimbursed the entire amount. Capreolus Oy is not liable to compensate other expenses that may have incurred to the customer due to the cancellation.

If the payments concerning the reservation are not paid in due time, Capreolus Oy has the right to cancel the reservation.

### **Use of cabin**

The cabin is at the customer's disposal from 4 p.m. on the date of arrival until 12 noon on the date of departure. The customers are expected to bring their own bedlinen and towels, and are responsible for cleaning the cabin during the rental period **unless otherwise indicated**. If the cabin has not been properly cleaned when the reservation ends, the agent has the right to charge the cleaning fee in double.

Smoking inside the cabin is strictly prohibited.

### **Damages**

The customer is liable for all damages caused to the cabin and its contents.

### **Number of occupants**

The recommended number of occupants is 4 to 6 adults in Lokki cottage and 6 to 8 in Kuikka cottage and in Villa Timotei. Payment for an extra person: 80 € a week. Bringing a pet (cat or dog) must be informed in advance.

### **Complaints**

All complaints regarding the cabin's furnishing and condition must be made to the party that rents the cabin as soon as the problem arises and during the rental period. All possible disputes will be settled in the district court of the area where the registered office of Capreolus Oy is situated.

Capreolus Oy reserves the right to change prices.

I have read and agree to the terms above:

Place/date

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Signature

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