

TERMS OF BOOKING

Rakennusliike J. Nurmela
Business ID: 2132611-4

The following terms and conditions are applied to leasing the holiday apartments. These terms and conditions become binding on both partners once the client has paid to Rakennusliike J. Nurmela the deposit or paid both the deposit and the final instalment at the same time.

Booking and payment

The person making the booking must be of legal age at the time of booking (18 years or older). Booking can be made by e-mail or by phone/SMS message. Booking confirmation together with invoices for booking deposit and remaining amount or rent (final instalment) will be sent to client's e-mail address. Deposit (30 % of the price) must be paid within 10 days from the reservation. The final instalment must be paid no later than four (4) weeks prior to the beginning of the rental period. Any objections to the invoice must be made within 7 days of the invoice date. The invoice must be settled as a SEPA payment (using the IBAN bank account number and BIC bank code) quoting the reference number mentioned in the invoice.

If the client fails to pay or misses the payment deadline, Rakennusliike J. Nurmela may cancel the booking without further notification.

The arrival information (e.g. code for key access) will be sent to the client's e-mail address one week before the arrival.

Leasing of holiday cottages

Clients have to fill in the passenger cards at the arrival to the holiday apartment.

The rent includes the right to use the booked holiday apartment during the booked period.

Standard energy consumption, use of WiFi, use of sauna, furnishings, cooking utensils, tableware and cutlery, mattresses, blankets and pillows are included in the rent.

Firewood is included if there is a fire place at the holiday apartment. The quantity of firewood may be restricted. Washing-up liquids, basic seasoning are not included in the rental price. Toilet paper (5 rolls) and paper towels (3 rolls) are included in the rental price.

Bed linen and towels are not included in the rent. Guests must use bed linen. Bed linen and towels are available for separate price by order in conjunction with the booking.

The customer is responsible for cleaning at the apartment during the rental period.

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

Use or storage of tent, caravan, hot tub etc. at the cottage yard are not allowed without permission of Rakennusliike J. Nurmela.

Charging of a electric car or a hybrid car from the power grid of cottage or from the outdoor power socket is strictly forbidden!

Smoking is not allowed indoors at the apartment (charge of smoking cleaning is 1000 €).

Pets are not allowed.

Final cleaning service does not include washing of dishes, returning them to their original place or removal of garbage. Clients must also remove empty bottles and cans from the apartment and return any furniture to their original place. Any food must be taken away or to the waste disposal point.

If the client rented bed linen and towels, they must be left in a pile on a bed.

The client is liable for any damages caused to the apartment. Rakennusliike J. Nurmela must be notified immediately of any damage caused. The client is liable to compensate for any damage caused.

The client is liable to compensate the costs of cleaning the apartment if guests have smoked indoors at the holiday apartment (**charge of smoking cleaning is 1000 €**), or have not cleaned apartment as agreed, or the cleaning has not been appropriate and the owner of the apartment must carry out these chores before the next client arrives.

Cancellation

Any cancellations must be made in writing to address Rakennusliike J. Nurmela, Kallontie 2225, 99120 Kallo, Finland or by e-mail to juha.nurmela@hotmail.com. The cancellation will be regarded as made at the time when Rakennusliike J. Nurmela receives notification of the cancellation.

If a client cancels a booking, the deposit (30% of the price of the rent) will not be refunded.

If the cancellation is made less than 30 days before the start of, or during the stay, no payments made by the client will be refunded.

If a booking is cancelled less than 30 days before the start of, or during the stay on the grounds that the client is unable to arrive at the holiday apartment at the time of the booking owing to travel restrictions imposed by the Government of the client's country of departure, or by Government of Finland as the holiday apartment's country of location or restrictions imposed by regional or local authorities at Finland, due to an epidemic or pandemic (e.g. COVID-19), no payments made by the client will be refunded.

If Rakennusliike J. Nurmela manages to rent the apartment further after the cancellation, the part of the rent price that are reviewed from new client will be refunded to the client who cancelled the reservation.

Rakennusliike J. Nurmela suggests that the client takes a travel insurance that covers e.g. potential cancellations and interruptions in the event of the client's or their next-of-kin's sudden onset of illness, accident or death which unavoidably prevents departure for the holiday or causes an interruption.

Right of Rakennusliike J. Nurmela to cancel a booking

Rakennusliike J. Nurmela may cancel a booking in the event of force majeure. In that case, the

client is entitled to a full refund of the sum paid to Rakennusliike J. Nurmela. If a booking has to be interrupted because of disruptive behaviour on the part of the client or the client's guest, no payments will be refunded.

If the client fails to pay or misses the payment deadline, Rakennusliike J. Nurmela may cancel the booking without further notification.

Force majeure

Rakennusliike J. Nurmela is not liable for any damage or inconvenience caused to the client in the event of an unforeseen insurmountable obstacle (force majeure) or any other similar reason (including power failures, natural phenomena or animals such as mice or insects) that was not caused by Rakennusliike J. Nurmela and the effects of which Rakennusliike J. Nurmela cannot reasonably be expected to have prevented.

Neither is Rakennusliike J. Nurmela responsible for any damage or inconvenience caused by regular natural phenomena.

Objections and complaints

Any objections and complaints regarding the holiday apartment have to be made immediately once the cause for them arises. If the client does not immediately report observed deficiencies to Rakennusliike J. Nurmela during the rental period, the apartment will be considered to have been in the agreed condition. Deficiencies reported after the end of the rental period cannot be jointly verified, and Rakennusliike J. Nurmela is, therefore, not liable to compensate for them.

If a customer interrupts the booked holiday and leaves the holiday apartment before the end of the rental period, no compensation will be paid for the unused time and the customer is not entitled to a refund of rent.

Applicable law and place of jurisdiction for disputes

The contracting parties will attempt to resolve any disputes arising from the agreement through mutual negotiations. Should they fail to reach an agreement, the disputes will be settled at the District Court of Rovaniemi. The agreement is governed by Finnish law.

5/2025