

Levilla White booking terms

Levilla White c/o Piia Helminen complies with the following terms and conditions when renting accommodation. These terms and conditions become binding on both parties (Levilla White c/o Piia Helminen "renter/owner" and customer "customer/booker") when the customer has paid the renter the advance payment mentioned in these terms and conditions or has paid both the advance payment and the rest of the invoice in one go. The person making the reservation must be of legal age and, if requested, prove their identity.

Booking and payment

After making a reservation, the customer will receive an invoice, booking confirmation and booking terms by e-mail. The possible advance invoice is 20% of the accommodation price and the final invoice is due 30 days before the start of the rental period.

If the reservation is made less than four weeks before the start of the rental period, only a final invoice will be issued, which will be due on a case-by-case basis within 1-7 days of making the reservation. Non-payment is not a cancellation.

Arrival

The customer must contact the freight forwarder of the accommodation about the arrival time, either by e-mail or by calling no later than 2 working days before the start of the rental period.

The contact details of the freight forwarder can be found in the booking confirmation.

Cancellations

Cancellations must always be made in writing (by e-mail) to the renter.

The reservation is not automatically cancelled if the invoice is not paid, but the customer must always cancel the reservation in writing. The cancellation is considered to have taken place at the moment when the renter has been informed of the cancellation in writing. If the customer proves that the written cancellation has been made and sent to the correct address at the right time, the cancellation will be accepted.

When the customer has booked the accommodation earlier 30 days before the start of the rental period

* and the customer cancels their reservation no later than four weeks before the start of the rental period

- Refund the payment made minus the Serviceprovider's service fee.

Note: If the price of an individual reservation is 2000 € or more, or the duration of the stay is two weeks or more: an amount equal to the prepayment fee will be withheld from cancellation of the reservation.

* If the customer cancels their reservation later than 30 days before the start of the rental period, the entire accommodation price will be charged.

In the event of a sudden illness or death in the family or any other exceptional situation that prevents the trip, the customer must ensure that their own travel and accident insurance covers the costs of the reservation, if the event leads to the need to cancel the reservation. The renter must be notified of the cancellation immediately. In these cases, the Renter also complies with the booking conditions above.

Change a reservation

If the customer changes the time of accommodation within the time limits allowed by the cancellation policy, a change fee of 100 € will be charged.

The renter's right to cancel the booking

In case of force majeure, force majeure, or an obstacle beyond the tenant's control (e.g., fire or water damage), the renter may cancel the reservation. In this case, the customer is entitled to a full refund of the payment made. The Renter also has the right to cancel the reservation if the payments related to the reservation are not paid on time.

Staying at the property

The accommodation is available to the guest by 5 pm on the day of arrival. On the day of departure, the check-out is at 11.00, unless otherwise agreed in writing with the lessee. The price of the accommodation includes bed linen (pillows, blankets, sheets), towels, basic dishes, water and electricity, as well as toilet paper (2 rll/ toilet), as well as the necessary cleaning equipment and materials. The rental price includes a set of towels: 1 bath towel and 1 hand towel per guest. For extra used towels, we charge a laundry fee of 20 €/set. The normal temperature in the accommodation is approx. 20–22 C.

If, at the end of the rental period, the part of the cleaning that is not part of the final cleaning has not been carried out properly, the owner or manager of the accommodation has the right to charge an increased cleaning fee. The rental price of the apartment includes final cleaning. However, the customer is required to hand over the accommodation after normal living, i.e. furniture and other equipment in place and intact, rubbish taken away and dirty dishes in the dishwasher. The Renter is not responsible for the customer's belongings stored in or left in the apartment.

Smoking is strictly prohibited at the accommodation!

Burning candles and outdoor fires is prohibited in the accommodation!

If there is smoking in the accommodation, we will charge cleaning costs (min. 300 €). The Renter is not responsible for allergy symptoms or other problems caused to the customer by unauthorized smoking or animal dust. The ban on pets mentioned in the listing description of the Accommodation does not guarantee that the property is suitable for people with allergies.

It is forbidden to use a tent, camper van or caravan on the plot of the holiday apartment without the permission of the owner of the accommodation.

Charging electric and hybrid cars only from the charging station. It is strictly forbidden to charge the car from an electrical outlet.

Damage

The customer is obligated to compensate in full for any damage caused to the Accommodation or its movables, intentionally or unintentionally, during the rental period. Any damage caused must be reported immediately to the property manager and the lessee.

Termination of the lease due to disturbances or incidents.

If, despite the notice given by the lessee of the Accommodation or his/her representative, the customer does not cease to cause disturbance or danger to those in the same or neighbouring property, the lessee of the Accommodation or his/her representative has the right to terminate the tenancy immediately. The costs of the above measures will be invoiced from the customer and the rent will not be refunded.

Number of people

The accommodation may not be used by more people than stated as the number of people in the accommodation at the time of rental.

Pets

Pets are strictly forbidden on the property. If there have been pets in the accommodation, we will charge extra cleaning costs (min. 300 €).

Comments

All remarks related to the equipment and condition of the accommodation must be addressed directly to the property manager and the lessee as soon as their subject matter arises. If the customer has not contacted the property manager and the renter about possible defects during the rental period, he or she loses the right to possible refunds. If the matter that is the subject of the notice cannot be resolved satisfactorily during the rental period of the Accommodation, the notice must be sent in writing to the Renter before the end of the accommodation reservation. If the customer and the renter cannot reach an agreement on the processing of the notice, the customer may refer the matter to the Consumer Disputes Board.

The lessee of the property is not obliged to compensate the customer for any inconvenience or expenses caused by natural conditions, insects, animals, unexpected weather changes, construction work on neighboring plots, or problems caused by a third party (e.g. interruptions in the water, electricity or TV network).

The property has free internet access for the guest. Any disturbances in internet connections must be reported immediately to the renter and they must be rectified as soon as possible. The Renter will not refund the accommodation price due to possible disruptions or inoperability of the Internet connection.

Applicable law and place of settlement of disputes

The parties shall endeavor to resolve disputes arising from the agreement through mutual negotiations. If no agreement is reached in the negotiations, the customer may take the matter to the Consumer Disputes Board or the District Court. The contract is governed by Finnish law.

Levilla White c/o Piia Helminen is not responsible for any changes that have arisen after the publication of these terms and conditions, beyond our control. Levilla White c/o Piia Helminen reserves the right to make changes.

Additional information:

piia.helminen@kiinteistokuru.com