

Making a reservation and payment

The person making the reservation must be of legal age (18 years or older) when making the reservation. The reservation invoice will be sent to the customer's email no later than the weekday following the reservation. The invoice includes entry instructions, reservation conditions, owner information and driving instructions to the destination, as well as a passenger declaration. All comments related to the invoice must be reported within 7 days of the date of the invoice. The invoice is paid as a SEPA payment (IBAN account number and bank BIC code) using the reference number on the invoice.

If the reservation is 6 weeks or more from the start of the reservation, the amount is paid in two instalments. The reservation fee is due no later than 7 days from the date of the invoice. The final payment is due 4 weeks before the start of the holiday.

The reservation is confirmed when the customer has paid the reservation fee (20% of the total rental price of the holiday destination) by the due date or the reservation fee and the final payment in one go.

If the customer does not make payments on time, Intelcon may cancel the reservation without separate notice.

Cancelling and changing a reservation

Cancellations must always be made in writing. By letter to the following address: Intelcon, Hietalahdentie 23, 70800 KUOPIO, or by email to tahkovaara@intelcon.fi. Cancellations are considered to have occurred at the time Intelcon is notified of the cancellation. Cancellations notified outside office hours (Mon-Fri 8:00-17) are considered to have occurred on the following office day. If the customer cancels the reservation, the reservation fee (20% of the rental price of the holiday home) will not be refunded. If the reservation is cancelled later than 28 days before or during the rental period, the payments made by the customer will not be refunded at all.

Notwithstanding the above, the customer has the right to receive a refund of the amount paid to Intelcon, excluding the reservation fee, if the customer himself or a person living in the same household with him becomes seriously ill, has an accident or dies. Intelcon must be notified of the cancellation without delay, and the matter must be proven to Intelcon in a reliable manner, e.g. with a medical certificate.

If the cancellation occurs later than 48 hours before the start of the reservation period or during the reservation, the payment made by the customer will not be refunded.

If the customer changes the reservation (date of the holiday, additional services or number of people), Intelcon has the right to charge 20 euros as change costs. The change must be made no later than four (4) weeks before the start of the reservation period. Changes made after this are considered a cancellation of the previous reservation and a new reservation.

If the holiday destination is not accepted or is accepted late, the customer is not entitled to a refund of the rent. If the customer cancels their reservation and leaves the holiday destination 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 the rent.

Intelcon's right to cancel a reservation

In the event of force majeure, Intelcon may cancel the reservation. In such a case, the customer is entitled to a full refund of the amount paid to Intelcon. If the reservation has to be cancelled due to the customer's disruptive behavior or the number of passengers exceeding the stated number, payments will not be refunded.



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www.tahkovaara.fi



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Service information in the holiday destination description (www.tahkovaara.fi)

The description of the holiday destination includes mentions of nearby services (e.g. train station, bus stop, restaurant, shop, ski lift, etc.). Intelcon is not responsible for information about general services not included in the holiday destination or their availability during the holiday.

Staying at a resort

The holiday home is available to the customer from 4:00 PM on the day of arrival to 12:00 PM on the day of departure, unless otherwise agreed.

The holiday home and its keys will be handed over to the customer on the day of booking at 4:00 PM. The key code will be sent to the mobile phone provided by the booker via text message.

The rental includes the right to use the booked holiday home for the reserved period. Normal energy costs, furniture, cooking and dining utensils, cutlery, mattresses, blankets and pillows, firewood, laundry and dishwashing detergents, shampoo, conditioner and soaps, and basic spices are included in the rental price. Toilet and kitchen paper are not included in the rental price.

The customer must use bed linen. If bed linen has not been used and bed textiles (blankets, pillows or mattress pads) need to be washed, the laundry costs will be charged to the customer. Bed linen and towels are not included in the rental price. A bed linen set (base sheet, duvet cover, bath towel and hand towel) can be ordered for an additional fee (price 15€/set) when booking. The customer is responsible for cleaning the holiday home during the holiday and the final cleaning after the holiday. The customer can also order a final cleaning (price 140€) when booking. The final cleaning can also be ordered during the holiday, in which case the cleaning fee will be agreed separately.

The holiday home may be used by a maximum of 8 people. Parties and other events where the number of people in the holiday home is temporarily exceeded must be agreed in advance with Intelcon. The use of tents and caravans or rental equipment (e.g. hot tubs) on the holiday home grounds without Intelcon's permission is prohibited. Smoking is prohibited in all indoor areas of the holiday home. The use of outdoor fires on the terrace is strictly prohibited due to fire risk. You must notify us when making a reservation if you are bringing a pet to the holiday home. You must always obtain Intelcon's permission in advance to bring more than one pet. An additional fee (40€) is charged for bringing a pet.

Customer obligations and handover of the holiday destination on the day of departure

The customer hands over the holiday home and its keys at 12:00 on the day of departure, unless otherwise agreed. The customer is responsible for any damage caused to the holiday home. The damage must be reported immediately to the caretaker or owner of the holiday home. The customer is obliged to compensate the owner of the holiday home for any damage caused directly.

The final cleaning ordered separately for the holiday home does not include: Washing dishes (clean items can be put in the dishwasher), cleaning the hut and grill and taking out the rubbish. In addition, the customer must take away empty bottles and cans (or leave them in a rubbish bag at a waste disposal point). Perishable food must be taken away or taken to a waste disposal point. Furniture is put back in place. The yard, hut and outdoor fireplace must also be left in a tidy condition. If the customer has rented bed linen, they must be left in a pile on the bed.

The holiday home must be left in a normal tidy condition when leaving. The customer is obliged to pay the costs of cleaning the holiday destination that deviates from the normal (e.g. washing carpets, bedding, furniture, etc.).

Force majeure

Intelcon is not liable for any damage caused to the customer due to unforeseen force majeure or similar reasons (e.g. power outages or natural phenomena, animals such as mice and insects) that is not caused by Intelcon and the consequences of which Intelcon could not reasonably have prevented.

Intelcon is also not liable for damage or consequences caused by normal natural phenomena.

Comments and complaints

All comments and complaints related to the holiday destination must be addressed to the owner immediately after they arise and during the booking process. Intelcon will endeavour to rectify the defects as soon as possible. If the matter is not rectified, the customer may submit a written complaint to Intelcon. This must be done within one month of the end of the booking. If the customer and Intelcon cannot reach an agreement on the matter, the customer may refer the matter to the Consumer Disputes Board (www.kuluttajariita.fi). Before this, the customer must contact the Consumer Advice Service (www.kuluttajaneuvonta.fi). According to the relevant legislation, the Consumer Disputes Board may not process the complaint if the consumer has not first contacted the Consumer Advice Service. If the customer does not report any defects they have noticed to the owner immediately during the rental period, the holiday destination is deemed to be in the condition specified in the contract. Defects reported only after the rental period cannot be jointly determined, and Intelcon is not liable for compensation for them.

Intelcon's right to change prices

After the contract is concluded, Intelcon has the right to increase and, correspondingly, the obligation to reduce the agreed price if taxes or public charges affecting the price of the cottage holiday service change.

Incorrect price information

Intelcon is not bound by incorrect price information if the price is so clearly incorrect that the customer must understand it. This is the case, for example, if the difference between the stated price and the actual price is significantly large or the incorrect price can be considered exceptionally low compared to the general price level.

Applicable law and venue for disputes

The parties to the agreement shall endeavor to resolve any disputes arising from the agreement through mutual negotiations. If no agreement is reached through negotiations, the disputes shall be resolved in the Kuopio District Court. The agreement shall be governed by Finnish law.

Have a relaxing holiday!



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