

Booking and Reservation Terms

Reservations for services or products can be made orally, in writing, or via an electronic booking system.

Accommodation Period

- The accommodation period for **cabins** begins at 4:00 PM, for **Rauhalahti villas** at 3:00 PM, and ends at 12:00 PM.
- **For caravans and tents**, the accommodation period starts at 3:00 PM and ends at 2:00 PM.
- Pre-booked cabins are held until 6:00 PM unless a later arrival has been agreed upon. (Paid cabins/caravan/tent sites are held even after 6:00 PM.)
- You can inquire at the resort about the possibility and cost of early check-in or late check-out.

Cancellations

If you are unable to arrive, the reservation must be canceled immediately via email to the resort where the reservation was made.

If the reservation has already been paid, you can request a refund by email at info@suomicamping.fi. Always include:

- The resort you booked
- Your name
- Your booking number

All online booking refunds are processed via the Paytrail payment service. The refund application must be made no later than 14 days after the cancellation; after this, refunds will not be processed.

- 1) Reservations for one accommodation unit and up to two nights can be canceled by 12:00 PM on the day before the start date. For later cancellations, the accommodation provider has the right to charge the full reservation price.
- 2) For reservations involving multiple nights or accommodation units, cancellation must be made 7 days before the start date.

- 3) Sauna and rental equipment reservations can be canceled by 12:00 PM the day before. After that, the provider has the right to charge the full value of the reservation.

Refunds are made with the deduction of a cancellation fee:

- a) **50 € cancellation fee** for reservations worth €200 or more
- b) **25 € cancellation fee** for reservations worth €50–199
- c) **15 € cancellation fee** for reservations under €50

- If you chose Walley invoice/installment as your payment method, additional charges may apply from the credit provider.
- For inquiries regarding Walley billing, contact Walley's customer service: <https://www.walley.fi/asiakaspalvelu> or +358 9 3158 9947 (Mon–Fri 9:00–18:00)

Special Events (e.g. Midsummer, Christmas, local festivals)

Reservations made for special events can be canceled free of charge 30 days prior to the start date. For later cancellations, the provider has the right to charge:

- 50% of the value if canceled 8–29 days prior, if the accommodation unit could not be resold
- 100% of the value if canceled less than 7 days prior, if the unit could not be resold
- Reservations for special events must be paid in advance through the online store or by invoice. If payment is not made by the due date, the provider may cancel the reservation and return the unit to sale.

Note: Non-payment is not considered a cancellation! If a reservation is not canceled and the unit remains unsold due to the unpaid reservation, the full price will be charged to the customer. If a reservation is interrupted by the customer, the full amount for the unused time will be charged.

In the event of sudden illness, family death, or other exceptional circumstance preventing travel, the customer should ensure their travel/accident insurance covers the reservation. The cancellation must be reported immediately. These same terms apply in such cases.

Groups

Definition: A group is defined as a party that has reserved at least 3 accommodation units, with the same arrival/departure date and a single payment or invoice.

1. Booking and Confirmation

- Must provide the name, phone number, email, and payment method of the booker.

2. Guests

Provide group details 14 days before arrival:

- Tour leader's name, phone number, and email
- Guest list: surname, first names, date of birth, nationality, address, and passport/ID number for foreigners
- Room arrangements
- Special diets if meals are ordered

3. Payment Terms and Invoicing

- Group reservations are invoiced 30 days before arrival, payment term 10 days net. If booked less than 14 days before arrival, the due date is immediate.
- Prices require one invoice for the group. The invoice is based on the confirmed or actual number of participants. 15 € invoicing fee is added.
- Post-invoicing requires a valid billing agreement with Suomi Camping Oy (payment term 10 days net).
- The accommodation site may require full or partial payment for larger bookings. If the agreed full or partial advance invoice is not paid by the due date, the accommodation site has the right to cancel the reservation.

4. Group cancellations

- Must be made via email to the resort.
- In case of cancellations, the accommodation site has the right to receive compensation from the price paid as follows:
 - The cancellation fee is 50 €.
 - For cancellations (either full or partial) made 14 to 29 days before arrival, the service provider has the right to retain 50% of the total price of the reservation / the cancelled portion.
 - For cancellations (either full or partial) made less than 14 days before arrival, the service provider has the right to retain 100% of the total price of the reservation.
- No-show: The full price of the agreed services will be charged.
- Early departure: The full price will be charged for the unused portion of the stay.

General Terms (Individuals and Groups)

Accommodation and Cabin Cleaning

The accommodation price includes the right to use the accommodation unit. The price includes the furnishings and equipment belonging to the accommodation unit. Guests are expected to use bed linen, a sleeping bag, or similar. If bed linen is not included in the accommodation price, it can be rented separately from the reception.

For camping cabins (without toilet or shower), basic final cleaning is included in the accommodation price. However, **guests are expected to empty the refrigerator, wash the dishes, take the trash to the waste collection point, and remove any bottles or cans they brought with them. If you have rented bed linen, please leave it neatly piled on the bed.** *We reserve the right to charge the guest afterward if the cleaning requires extra work or the use of special cleaning products.*

Guests staying in holiday cottages, villas, log cabins, and holiday apartments are expected to **return furniture and items to their original positions, wash dishes, wipe down tabletops, sweep or vacuum the floors, remove all trash and empty bottles, empty the refrigerator and take any remaining food items with you or dispose of them properly and leave used bed linen piled on the bed.**

For an easy checkout, you may purchase a cleaning service in advance through our online store. You may also order an intermediate cleaning, priced the same as the final cleaning. Cleaning services can be booked during the reservation process.

We reserve the right to charge the guest afterward if the final cleaning has not been completed or if the cleaning requires extra work or special cleaning agents.

The guest is responsible for ensuring that windows and doors are locked. The person who made the booking is responsible for the key/key card and the cabin during the stay. If the key is forgotten inside, an additional fee will be charged for opening the door outside reception hours. If the key is lost, the cost of changing the locks will be charged.

Disturbances

If a guest behaves against house rules or staff instructions and causes disturbance or danger, the provider has the right to terminate the reservation immediately. All related costs will be charged.

Damages, Deficiencies, and Complaints

All comments or complaints regarding the condition or equipment of the accommodation unit must be directed immediately to the staff at the accommodation site. This allows us to fix or compensate the issue where possible. If the issue cannot be resolved or compensated on site, a written complaint must be submitted immediately to Suomi Camping Oy. Complaints made afterward will not be considered.

Likewise, the guest is obliged to immediately report and compensate for any damage caused to the accommodation unit or to other buildings or furnishings at the accommodation site. Unreported damages will be charged afterward based on the actual costs. The person who made the booking is fully responsible for maintaining the condition of the accommodation unit during their stay. The service provider is not responsible for problems caused by third parties (e.g. interruptions in water or electricity supply, telecommunications, or TV networks).

Number of Guests

Maximum allowed guests equals the number of beds and extra beds. Must be reported on the traveler registration form at check-in and may not be exceeded.

Traveler Information Obligation

According to accommodation law, guests are required to fill in a passenger registration form before their stay. Guests have the option [to complete and print the electronic passenger registration form in advance](#), which speeds up the check-in process. The form must be completed no later than at the time of check-in. Failure to provide the required information or providing false personal details is punishable under the Criminal Code.

Minors

Outside the high season (September-May), the person making the reservation and at least one of the guests must be 22 years old. The age of the guests may be checked at any time during the stay. If none of the guests meet the age requirement, the reservation may be canceled without a refund.

Minors are welcome to stay. We require that each minor guest has written permission from their guardian, either carried with them or sent in advance via email. The permission must also include the guardian's phone number. All guests staying in the cabin are jointly responsible for any intentional damage or theft of the property. Any vandalism will be reported to the guardians and, if necessary, to the police.

Smoking

Smoking is only allowed outside. Unauthorized indoor smoking will incur extra cleaning/ventilation costs.

Pets

Bringing pets into the accommodation is allowed, but it must always be reported in advance. Please provide your pet with a separate bed if necessary; pets are not allowed on the bed or sofa. A pet fee of 10 € per booking applies for camping cabins. For holiday villas and cottages, the charge is 10 € per day. The pet fee does not cover damages caused by the pet or additional laundry costs for textiles. A pet's illness is not a valid reason for canceling the booking. The customer is responsible for cleaning up after their pet on maintained lawn areas.

Lost Property

Check the resort website for lost and found procedures.

Disputes

Primarily, the service provider and the customer will negotiate any disagreements and strive for a resolution. If the customer and the service provider cannot reach an agreement, the customer may submit the dispute to the Consumer Disputes Board for resolution.

Provider's Right to Cancel

The campsite is not responsible for cancellations due to force majeure. In such cases, the customer is entitled to receive a refund of any accommodation fees paid in advance. The service provider's liability is limited to refunding the amount paid, and there is no obligation to offer an alternative accommodation. In a force majeure situation, the service provider may, if possible, offer the option to change the reservation to a different type of accommodation instead of cancellation.

The service provider has the right to change the service, its content, availability, and the terms of this agreement at any time by notifying the customer on their website. Changes will take effect immediately; however, the terms applicable to the customer's reservation will always be those in effect at the time the reservation was made.

Suomi Camping Oy

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www.suomicamping.fi

www.kokkolacamping.fi

www.yytericamping.fi

www.harmalacamping.fi

www.visitrauhalahti.fi