

# **Booking terms**

## **Booking and payment**

\*The customer pays his reservation by:

- card
- netbank
- invoice

Payments with Visa, Visa Electron and MasterCard

Paytrail Oyj (2122839-7) acts as an implementer of the payment handling service and as a Payment Service Provider in

cooperation with Finnish banks and credit institutions. In payments made with Visa, Visa Electron or MasterCard Paytrail

Oyj will be shown as the recipient in the invoice and Paytrail Oyj will forward the payment to the merchant.

Paytrail Oyj is an authorized Payment Institution.

Paytrail Oyj, business ID 2122839-7

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Netbanks

Paytrail Oyj (FI2122839) provides netbank related payment transfer services in co-operation with Finnish banks and credit institutions. For consumer the service works exactly the same way as traditional web payments.

\*In case the payment and payment periods are neglected, the booking may be cancelled without any separate notice.

## **-Cancellation**

\*Cancellation must always be made in written form to Levi Holidays  
(leviholidays@gmail.com)

\*If cancellation is made 30 days before arriving or earlier, the customer gets all payment back

\*If the customer cancels the reservation less than 30 days before arriving, the entire rent will be charged

\* If the reservation is cancelled because the customer or their close relative becomes seriously ill or dies, the customer gets the whole amount back. The cancellation must be made immediately and before the reservation period starts. A doctor's certificate has to be submitted to Levi Holidays within 14 from the cancellation.

\*In case of force majeure the reservation may be cancelled, or accommodation may be switched to another. In case of cancellation the customer gets the whole amount back.

\* A cancellation may be made without any separate notice if the payments for booking is not made in due time.

## **-Surrender of keys**

\*The customer must contact the maintenance service 1 day before arriving and agree the place and time of surrender of keys.

\*In case of lost key, the lock-change-fee 300€ will be charged.

\*The maintenance service charges 35€ for opening the door in case of forgotten keys inside.

## **-Common living rules**

\*The cottage is available to the customer from 6.00 p.m. on the arrival day until 11:00 of the departure day.

\* If the bed linen is not included to the rent, the customer can book them for the extra charge.

\* Even if the final cleaning is included, the cottage must be left in proper shape, garbage must be taken outdoor to the garbage tan and dirty dishes should be placed to dishwasher, which must be switched on.

\* The customer will be charged the cleaning fee if the accommodation is not in an acceptable state after your stay and extra cleaning must be made.

\*The number of persons staying at a cottage should not be bigger than the number of sleeping places.

\*In case of breakage you are advised to contact the maintenance service for setting the damages.

\*The customer is liable to compensate the damages caused to the things during his stay in the cottage.

\*Levi Holidays is not responsible for the possible harm or expenses caused by the forces of nature, unexpected weather changes or problems caused by a third party like water-, electricity- or Internet- or TV network interruption.

Enjoy your stay!