

RESERVATION AND PAYMENT TERMS

After booking accommodation, the customer will receive written confirmation at the specified email address.

The customer will also be sent an invoice (invoices) with bank transfer forms for payment of the rent.

The rent is payable in advance based on the invoice.

The rent is paid in advance based on the invoice.

When making the payment, it is necessary to state the reference number to ensure that the payments are correctly allocated to the correct payers.

The reservation fee must be paid by the due date.

The reservation becomes binding as soon as the customer pays the deposit (25% of the rent) by the due date or pays the full amount in one installment. The due date for the deposit is 10 days from the date of issue of the invoice.

If the reservation is made less than six (6) weeks before the start of the vacation, no deposit will be charged, but the deposit and final payment will be paid at the same time. The final payment must be made no later than five (5) weeks before the start of the vacation.

If the reservation is made less than six (6) weeks before the start of the holiday, the due date is 4 days from the date of issue of the invoice.

However, accommodation must always be paid for before the start of the stay.

By paying the holiday accommodation rental fee, the customer agrees to comply with these rental conditions and the specific instructions for the cottage in question.

If payments have not been made by the due date, the rental will be canceled.

Cancellation or change of reservation

Cancellation of a reservation must always be made in writing (by email).

The cancellation is considered complete once the landlord receives the cancellation notice and confirms it to the customer.

In case of cancellation, the deposit will always be retained.

If the landlord receives the cancellation less than two weeks before the start of the rental, the full rental amount will be charged. If the holiday destination can be sold to someone else, the customer will be refunded the amount obtained from the sale of the destination.

The customer is entitled to a full refund if he or she or a person living in the same household becomes seriously ill, suffers an injury or dies and the customer is unable to take the holiday for these reasons. The cancellation must be reported immediately and documented in a reliable manner, e.g., with a doctor's note.

All changes to the reservation must be made in writing 5 weeks before the start of the reserved period.

The owner's right to cancel the reservation

The owner may cancel the reservation in the event of force majeure.

In such a case, the customer is entitled to a full refund of the amount paid.

The owner also has the right to cancel the reservation immediately if the customer does not comply with the terms and conditions of the reservation or the general terms and conditions of stay in the cottage.

If the reservation must be canceled due to disruptive behavior or damage caused, no compensation will be provided.

Stay in the cottage

The cottage is available from 4 p.m. on the day of arrival. The cottage must be vacated by 12 noon on the day of departure. The keys to the cottage will be handed over to the customer at the agreed estimated time of arrival.

Arrival and departure times can be arranged separately.

If the customer does not return the keys to the cottage and they are considered lost, the customer will be charged the actual costs incurred for replacing the cottage locks.

The rent includes the use of necessary equipment such as furniture, kitchen and serving utensils, cutlery, electricity, and firewood.

The rental price includes the right to use the necessary equipment: e.g., furniture, kitchen and serving utensils, cutlery, electricity, and firewood. The beds are equipped with mattresses, pillows, and blankets.

It is necessary to follow the owner's instructions regarding the use of disinfectants. If it is necessary to replace the water in the pool due to improper use (e.g., due to spilled drinks in the pool),

The tenant is always responsible for the safety of users (e.g., children). The tenant is always fully responsible for the use or utilization of all available equipment at their disposal (e.g., boat).

Pets are allowed. Pets must always be reported in advance when booking. Pets will be charged €15 per pet per day. Pets are not allowed on the interior floors of the cottage or on the furniture. Pet excrement must be cleaned up

from the yard and disposed of in the trash can. The tenant is always responsible for any damage caused by pets. If the rules regarding pets are not followed, the cottage owner has the right to charge an additional cleaning fee of €300 and the cost of any damage.

Since pets are allowed in the cottage, the cottage is not allergen-free.

Bed linen and towels are not included in the rental price. The customer must use sheets. Bed linen and towels can be ordered at an additional cost (€20 per person) when booking.

Upon departure, the cottage must be left in a tidy condition, regardless of whether a final cleaning has been ordered. Furniture must be returned to its place, dishes must be washed, and trash must be taken to the trash can.

Cleaning the gas grill and smokehouse is the responsibility of the tenant and is not included in the final cleaning fee.

If cleaning has not been carried out at the end of the reservation or has not been approved by the owner/manager and the owner/manager of the cottage has to take care of it before the arrival of the next customer, the owner has the right to charge a final cleaning fee of €300.

The cottage may be used by a maximum number of people equal to the number of beds or as agreed when booking the cottage.

The use of tents, caravans, or motorhomes at the vacation site without the owner's consent is prohibited.

It is forbidden to bring your own mattresses, sleeping bags, sleeping mats, etc.

If the number of guests visiting the villa exceeds the number specified in the reservation, the owner has the right, at his discretion, to either cancel the reservation immediately, in which case no compensation will be provided, or to charge additional fees for additional guests.

Smoking is strictly prohibited in all indoor areas of the recreational facilities and under the shelter of the outer door of the technical room in the main building.

When leaving the cottage, the customer must turn off the lights and close the doors and windows.

CCTV Notice

Please note that the exterior entrance area and driveway to this property are monitored by a security camera.

Purpose of monitoring:

The camera is solely for the protection of the property and prevention of vandalism.

Scope:

The camera only monitors the driveway and entrance area and is deactivated at the time of booking.

There are no cameras inside the property or in the private areas for guests.

Legal basis:

The processing of personal data is based on the legitimate interest of the property owner in accordance with the General Data Protection Regulation (GDPR).

Data controller:

[ORT Estate FI Oy]

[Honkarannantie 2, 97700 Ranua]

[info@squirrelonthelake.com]

Storage period:

Records are not made at the time of booking, in other cases and are stored for 14 days and are automatically deleted unless they are necessary to investigate the incident.

Your rights:

You have the right to request access to your data or to object to its processing in accordance with the GDPR.

Compensation for damage

The customer is responsible for any damage caused to the property and its equipment.

Any damage must be reported to the landlord immediately. The customer is obliged to compensate the property owner for any damage caused.

The landlord is not liable for damage caused to the customer as a result of unforeseeable force majeure or similar reasons that cannot be attributed to the landlord and whose consequences the landlord

could not reasonably prevent. The owner is also not liable for damage or consequences caused by normal natural phenomena or encounters with wild animals.

All comments and complaints regarding the holiday destination must be addressed directly to the owner of the cottage immediately after they arise and during the holiday.

Delivery terms

ORT Estate FI Oy (Business ID 3598894-4) sells products to private individuals and companies. We reserve the right to change delivery terms and prices.

Product prices include VAT.

Online store contact details

Email: info@squirrelonthelake.com

Phone: +420 731 262 611

Payment

Payment is made by bank transfer.

Cash or card payments are not possible.