

The terms of booking and cancellation for accommodation

1.1.2018 onwards

Please make sure that the information given on the confirmation of your booking is correct. If there is anything in the confirmation that you want to remark on or have altered, please contact Visit Naantali, tel. +358 2 435 9800.

If there is no contact from you before arrival, everything is considered to be in order and you are expected to arrive by agreed time to the agreed destination.

The booking is considered confirmed when the customer has paid the deposit (30%).

The final payment must be made 4 weeks prior to the start of the holiday. If a booking is made less than 4 weeks in advance of the holiday itself, all payments must be made immediately.

Persons under the age of 18 are welcome when accompanied by an adult.

The confirmation of your booking is binding on both parties, so if the journey will be cancelled or the dates will be altered, you must absolutely contact Visit Naantali.

All alterations such as changes of number of persons, the pick-up of the key etc. must be made Monday-Friday 9 am-4.30 pm to Visit Naantali, not to the producer of the service directly.

Service fee in Finland EUR 10 and abroad EUR 20.

Cancellations

Cancellations must be made in writing. A charge of EUR 30 and EUR 10 or EUR 20 service fee will be withheld for each cancellation. If a cancellation is made at least 30 days prior to the start of the holiday, the deposit sum will be refunded, not including the cancellation charge (EUR 30) and (EUR 10) service fee.

Cancellation of services and changes of dates of journey:

30 days before arrival	- EUR 30 cancellation charge and EUR 10 or EUR 20 service fee
14–30 days before arrival	- 35 % of the total price of the booking
7–14 days before arrival	- 50 % of the total price of the booking
0–7 days before arrival	- 100 % of the total price of the booking

Visit Naantali reserve the right to cancel a booking:

- in the case of a force majeure. If this should occur, the customer will receive a full refund for the total rent paid.
- if the booking payment is not paid by the due date.