

JAURI RESORT OY**BOOKING TERMS AND CONDITIONS****Valid from 05/2025**

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Jauri Resort Oy applies the following conditions in ordering and reserving lodging services and cancellation of booked lodging services. Both parties are bound by these conditions once the customer has made a reservation. The person making the reservation must be of legal age.

RESERVATIONS AND PAYMENT

A reservation is confirmed when the deposit of 30 % of the lodgings' gross price has been paid by the due date. The deposit invoice and final invoice will be sent together. The final payment must be made, at the latest, **2 weeks** prior to the beginning of the stay. At the same time, the customer will be sent instructions for picking up and returning the keys, Jauri Resort's booking terms and conditions and description (-s) of booked lodgings.

The customer is responsible for ensuring that all documents related to the booking have been read.

Non-payment is not a cancellation. Jauri Resort Oy reserves the right to cancel a reservation in the case when payment is not made by the due date.

RESERVATIONS ON THE INTERNET

When making a reservation on the Internet, the customer is obligated to,

- Pay the full sum immediately online

When reserving via the Internet, the customer shall be responsible for obtaining the receipt of payment, invoice, and booking terms and conditions. The reservation system will send confirmation to the email address provided by the customer upon reservation. Jauri Resort Oy will send confirmation and instructions for picking up and returning the keys.

The customer must ensure that, after the payment transaction, he/she returns to the confirmation page of Jauri Resort Oy's reservation system. If after the payment the customer does not return to Jauri Resort's pages, the reservation will not be registered, and the reservation system will not send an email confirmation of the reservation.

Jauri Resort Oy shall not be liable for failed reservations; the customer must contact Jauri Resort Oy immediately for assistance.

In addition to these booking terms and conditions, a customer making a reservation via the Internet also accepts the General Terms of Use of the website. Before making a reservation, the customer shall be responsible for reading the aforementioned documents, the instructions for making a reservation and description of lodgings.

CANCELLATIONS

Check the coverage of your travel insurance in case of cancellation.

A cancellation is considered when Jauri Resort Oy receives a written request for cancellation.

IF CUSTOMER CANCELS RESERVATION

- Bookings for period 1.12.25 - 12.1.26
- 31-15 days prior to the beginning of the accommodation period, cancellation fee is 30 % of the gross price.
- 0-14 days prior to the beginning of the accommodation period, cancellation fee is 100%.
- Other period –
- 14 days prior to the beginning of the accommodation period, free cancellation
- 0-13 days prior to the beginning of the accommodation period, cancellation fee is 100%

CANCELLATION DUE TO MEDICAL REASONS

If a cancellation occurs as a result of serious illness or death affecting the customer who has made the reservation, or his/her immediate family 48 hours prior to the beginning of the accommodation period, the payment will be refunded after deductions of the deposit (30 % of the lodgings' gross price). In this event, a medical certificate must be provided as cause for cancellation. In the event, that such a cancellation occurs less than 48 hours prior to the beginning of the reservation period or during the reservation period, the customer will receive no refund.

CHANGE OF LODGINGS OR DATE OF STAY

If the customer changes the lodging types or the date of the stay, please contact Jauri Resort Oy directly and rearrange the reservation according to availability.

JAURI RESORT'S RIGHT TO CANCEL THE RESERVATION

Jauri Resort reserves the right to cancel a reservation in the event of Force Majeure. In this case, the customer shall have the right to a full refund of the payment.

If the deposit is not paid by the due date, Jauri Resort reserves the right to cancel the reservation.

STAYING AT THE LODGINGS

Holiday lodgings are mainly at the disposal of the customer and/or lodgers from 4 p.m. on the day of arrival until 11 a.m. on the day of departure.

It is expected that the customer and/or the lodgers will behave with good manners while residing in lodgings. Furniture must be returned to its original places.

If lodgings are extremely dirty and require exceptionally more time for cleaning, including return of heavy furniture to original places, Jauri Resort Oy has the right to send an extra invoice to the customer.

If the paid price does not include end-of-stay clean and the customer and/or the lodgers did not clean the lodgings properly, Jauri Resort Oy has the right to double charge for normal end-of-stay clean.

Customer or lodgers must use linen. It is prohibited to use sleeping bags in lodgings. Please check your invoice whether linen, towels, end-of-stay clean and wood for the fireplace are included in the price. Linen can be rented at 18€ per set in advance or on spot

Charging the electric cars is allowed in some lodgings for extra charge – please ask from the staffs.

NUMBER OF LODGERS

The maximum number of lodgers per lodging stated in the invoice is prohibited to exceed.

SMOKING

Smoking is prohibited inside all lodgings. If the rule has been broken, Jauri Resort reserves the right to collect a surcharge for extra cleaning, minimum 300 Euros.

PETS

Pets may be brought into lodgings where pets are allowed. There is a surcharge per pet/booked lodging. Pet waste must be gathered away and taken into the garbage. If the pet stays in the lodge without prior permission and notification, Jauri Resort oy reserves the right to charge extra cleaning fee minimum 300 Euros.

DAMAGES

Upon departure, the customer or the lodgers shall be liable to make sure that the windows of the lodging are closed, and the doors are locked. The customer who made the reservation shall be liable for compensating, in full, for the caused damages to the lodgings or its belongings. The guardian of minors shall be liable for damages caused by minors.

If on-call services are required outside of working hours for a reason brought on by a customer or a lodger (i.e. key lost or other reason), an hourly compensation of 50 Euros/h will be charged, on Sundays and holidays 100 Euros/h (incl. VAT).

If the key is lost, Jauri Resort Oy reserves the right to charge the real expenses and service fee (minimum 100 Euros).

We recommend the customer to take a personal travel insurance to compensate any caused damages.

DISSOLUTION OF RENTAL AGREEMENT RESULTING FROM DISTURBANCE OR A HAZARDOUS SITUATION

In the event that the customer or the lodgers does not stop causing disturbances or hazardous situations on the premises or on neighboring premises, despite a warning given by Jauri Resort personnel, Jauri Resort reserves the right to dissolve the rental agreement immediately. Expenses incurred as a result of all previously mentioned actions shall be charged to the customer who made the reservation. The customer will receive no refund.

COMPLAINTS

All observations and complaints concerning the equipment and condition of the lodgings must be directed immediately as they occur during the holiday to Jauri Resort. The contact phone number can be found in the Cabin Book of the cottage.
Complaints made later will not be taken into account.

Jauri Resort is not liable to compensate the natural conditions, insects, voles, sudden weather changes, constructions on adjacent plots, or any third party caused problems (eg, blackouts with water, electricity, internet- or TV network) to the customer for any inconvenience or expense.

LOST BELONINGS

We collect a separate service charge for the return of lost belongings, 20 Euros + postage. The found belongings are kept for 3 months.

APPLICABLE LAW AND PLACE OF LITIGATION

The Contracting Parties shall strive to solve disputes concerning the Contract together through negotiations. In the event an agreement cannot be reached through negotiations disputes shall be carried out in the District Court of Lappi. The Contract is bound by Finnish law. Jauri Resort Oy shall not be liable for changes arising subsequent to this publication which are beyond our control. Jauri Resort Oy reserves the right to make changes.