

BOOKING TERMS & CONDITIONS

These Booking Terms & Conditions apply to all accommodation, activity, rental and transfer services provided by Jauri Resort Oy (hereinafter "Jauri Resort"). By confirming a reservation, the customer accepts these terms.

1. GENERAL TERMS

Booking information

For online and email bookings, customers are required to provide:

- Food allergies or dietary requirements
- Ages of participating children (if applicable)
- Accommodation address in Kemijärvi if other than Jauri Resort for activity bookings.
- Non-payment is not considered a cancellation. Jauri Resort reserves the right to cancel any reservation if payment is not received by the due date.

Medical cancellation

If an accommodation booking is cancelled due to the serious illness or death of the person who made the booking, a valid medical certificate is required. Cancellation fees may apply.

Force Majeure

Jauri Resort reserves the right to cancel a reservation due to circumstances beyond its reasonable control (Force Majeure). In such cases, all payments received will be refunded in full.

Applicable Law

These terms are governed by Finnish law.

The parties shall first seek to resolve any dispute through mutual negotiations. If no agreement can be reached, disputes shall be settled by the District Court of Lapland.

2. MINIMUM STAY REQUIREMENT

During Polar Night Season (1 December 2026 – 12 January 2027)

A minimum stay of **2 consecutive nights** applies to:

- Jauri Chalets
- Vuopaja Chalets
- Horizon Apartment

1 night stays are accepted for:

- Suvanto Hotel Rooms
- Karikko Cabins

Please note: Outside Polar night season dates 1 night stays are accepted to all accommodation types except Horizon apartment, which has a 2-night requirement all-year-round.

3. FIT & INDIVIDUAL BOOKINGS (1-9 PERSONS)

3.1. Accommodation

Season	Free Cancellation	Cancellation Fee
Polar Night 1 Dec - 12 Jan	Up to 46 days before arrival	100% charge if cancellation is made 45-0 days before arrival, including no-shows
High season 13 Jan - 19 Apr	Up to 31 days before arrival	100% charge if cancellation is made 30-0 days before arrival, including no-shows
Low season 20 Apr - 30 Nov	Up to 8 days before arrival	100% charge if cancellation is made 7-0 days before arrival, including no-shows

3.2 Activities & Sauna

Season	Free Cancellation	Cancellation Fee
All--year-round 1 Jan - 31 Dec	48h before	100% charge if cancellation is made 47h-0h before tour date, including no-shows

4.3 Transfers

Season	Free Cancellation	Cancellation Fee
All--year-round 1 Jan - 31 Dec	Up to 8 days before transfer date	100% charge if cancellation is made 7-0 days before transfer date, including no-shows

Mandatory Special dinner - 24 Dec, 25 Dec & 31 Dec

Regular buffet dinner is not available on these dates.

Travel Insurance is recommended

We strongly recommend that all guests purchase travel insurance to cover unexpected events.

Jauri Resort reserves the right to make any changes

4. GROUP BOOKINGS (10+ PERSONS)

Group requirements

- A group booking consists of a minimum of **10 paying adults**.
- **One complimentary single room** is provided for the driver or tour leader for every **25 paying guests**.

Activity requirement (Polar Night Season)

- During **1 Dec - 12 Jan** period, groups are also required to book **activities through Jauri Resort**:

Length of Stay	Minimum Activities
2 nights	1 activity
3 nights	2 activities
4-7 nights	3 activities

Mandatory Special dinner - 24 Dec, 25 Dec & 31 Dec

Regular buffet dinner is not available on these dates.

4.1 Group Accommodation

Travel dates	Deposit	Final payment	Cancellation policy
Polar night 1 Dec - 12 Jan	15% deposit due by the invoice due date. The deposit is non-refundable .	Balance due 32 days before arrival.	Cancellation 32+ days before arrival 15% deposit charged . Cancellations 31-0 days before arrival: 100% cancellation fee.
All other dates	15% deposit due by the invoice. The deposit is non-refundable .	Balance due 15 days before arrival.	Cancellation 15+ days before arrival 15% deposit charged . Cancellations 14-0 days before arrival: 100% cancellation fee.

4.2 Group Activities & Transfers

Payment	Cancellation policy	Cancellation Fee
Full payment is required to confirm the booking.	Free cancellation up to 15+ days before the activity.	Cancellations 14-0 days or less before the activity, or no-shows, are charged 100%..

One tour leader participates free of charge in an activity per group.

4.3 Restaurant bookings

Payment	Cancellation policy	Cancellation Fee
Pre-orders and payment are required in advance.	Free cancellation up to 15+ days before the booking date.	Cancellations 14-0 days or less before the booking date, or no-shows, are charged 100%..

Tour leader and Driver are free of charge in minimum 25 paying person bookings (max 2 per group).

4.4 Additional Terms

- Accommodation reservations are confirmed once the 15% deposit has been received.
 - All cancellations must be made **in writing**.
 - Non-payment is **not** considered a cancellation. Jauri Resort reserves the right to cancel any reservation if payment is not received by the due date.
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4.5 Medical Cancellation

Jauri Resort does not waive cancellation fees unless otherwise stated. This applies even if the guest provides a medical certificate or other written documentation supporting the reason for cancellation. We strongly recommend that all guests purchase travel insurance to cover unexpected events that may affect their trip.

5. Instructions for Accommodation Stays

Guest Information

Check-in & Check-out

- Check-in from 4:00 PM
- Check-out by 11:00 AM
- Please respect the property, other guests, and the surrounding nature during your stay.

Bed Linen & Cleaning

- If bed linen and end-of-stay cleaning are not included in your booking, please use your own bed linen (or rent a set from us) and leave the property clean and tidy. Additional cleaning fees may apply if needed.

Occupancy

The number of guests must not exceed the maximum occupancy stated in the booking confirmation.

Smoking

Smoking is strictly prohibited inside all accommodation units. A minimum cleaning fee of €300 will be charged if smoking occurs indoors.

Pets

Pets are allowed only in designated pet-friendly accommodation and must be declared in advance. An additional fee applies. Undeclared pets will incur a €300 cleaning fee.

Damages & Keys

- Guests are responsible for any damage caused during their stay. Please close all windows and lock the doors before departure.
- Lost keys will be charged at cost (minimum €100). Guest-related call-outs are charged €50/hour (€100/hour on Sundays and public holidays).

Electric Vehicle Charging

Electric vehicle charging is available for an additional fee.

During Your Stay

If you notice any issues with the accommodation, please contact Jauri Resort staff immediately so we can resolve them as quickly as possible.

Lost Property

Lost property is kept for 3 months. Returned items are subject to a €20 handling fee plus postage. Low-value items are not stored.

Jauri Resort reserves the right to make any changes



Contact us

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We'd love to welcome You to Jauri!
Get in touch—we'd be happy to help create the perfect visit.