

## Booking terms of ProHolidays Ltd

Following terms apply to all international reservations. Client accepts these terms upon confirming the reservation. The terms of domestic may vary. ProHolidays Ltd reserves the right to alterations.

### Reservation and payment

ProHolidays Ltd will send a confirmation with driving instructions and contact information of the caretaker together with the invoice. Deposit (20 % of the total) must be paid within 7 days after confirming the reservation. Rest of the payment must be paid 35 days before the beginning of the reservation. If the reservation is made when there is less than 42 days to the beginning of the reservation all payment must be done at one time.

### Cancellation

All cancellations must be done in writing. Leaving the invoice unpaid will not be considered as a cancellation. Cancellation takes effect when the information arrives to ProHolidays Ltd. Office fee 25 € + deposit 20 % will be charged in all cases. If the cancellation is made less than 42 days of the beginning of the reservation total rent will be charged.

If the cancellation is made prior to the start of the booking period due to a severe illness or death of a group member or their close relatives, **customer must make sure that his/ her own travel insurance or accident insurance will cover booking costs.** Cancellation needs to be informed to Proloma office immediately. Booking terms will be applied also in these cases.

If the client changes the reservation to another cottage/apartment or to another time period, this will be considered as a cancellation and a new reservation.

### We recommend to have an insurance in case of any emergencies or unexpected incidents.

Client is obliged to take care of necessary travel documents, such as visa if needed, in time. If the reservation is cancelled due inappropriate documents cancellation terms will take place in all cases.

### ProHolidays Ltd's right to cancel or change a reservation

ProHolidays can cancel the reservation without notice if the reservation is not paid by the due date. In force majeure cases ProHolidays Ltd can cancel the reservation. In this case all payments will be refunded to the client.

### Check-in, check-out, keys and stay at the cottage

The check-in time is at 4 p.m. on arrival day and check-out time at 12 a.m. on departure day. Caretaker of the cottage/holiday apartment will provide the keys. The client should contact the caretaker (3-5 days before arrival) and agree about the keys and inform the time of arrival. If the key will be lost during the rental period, expenses of changing the locks will be charged from the client.

Cleaning of the cottage/apartment after the staying will be added in the reservation. Final cleaning does not include following tasks which should be taken care by the client before checking out; taking out the trash and putting dishes into the dishwasher. Any moved furniture must be returned to their original place.

Bed linen is not included in the rental price if not otherwise agreed. Customer can rent linen or bring them with. Bed linen must always be used in beds.

All cottages/apartments are non-smoking. Pets are not allowed in all cottages/apartments. Taking pets to the cottages/apartments must be agreed when making the reservation with ProHolidays Ltd. In some cases, an additional fee may be charged for a pet.

The rent includes the use of the cottage/apartment and all facilities. Firewood is also included if not otherwise informed. The amount of firewood in use may be restricted. Starter pack of toilet paper is included in the rent.

The cottage may only be occupied as many persons as there are beds. Tents and caravans or use of rental equipment (such as hot tub) are not permitted on the yard of holiday cottage/apartment without permission of ProHolidays Ltd.

Charging an electric car or hybrid car without the permission of the owner is not allowed. Additional charges may apply.

Distance to the nearest general services (f.ex. lift, restaurant, shop) is mentioned in the cottage description. ProHolidays can not guarantee those services to be available during the stay of the guest. Opening hours vary depending on the seasons, therefore services mentioned are non-binding. You can check the current opening hours from [www.ruka.fi](http://www.ruka.fi) or from ProHolidays office.

ProLoma is not responsible for any damage caused to the customer due to unforeseeable force majeure events (such as power outages or natural phenomena like algae blooms, or animals like mice and insects) that are not caused by ProLoma and the consequences of which ProLoma could not reasonably prevent. ProLoma also does not accept liability for damages or consequences arising from normal natural phenomena.

### **Damage and complaints**

Complaints regarding the cottage/apartment must be addressed to the caretaker or ProHolidays Ltd right after they are noticed. All complaints after the rental period must be addressed to ProHolidays in written. Client is obliged to cover all damages caused to the cottage/apartment during the rental period. ProLoma Ltd / caretaker or the owner should be notified about damages immediately.

If the customer hasn't contacted ProLoma Ltd/the owner of the cottage/the caretaker during their stay in said cottage concerning possible flaws or dissatisfactions they will not be entitled to compensation.

### **Payment service provider**

Paytrail Oyj (2122839-7) acts as an implementer of the payment handling service and as a Payment Service Provider. 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. For reclamations, please contact the website you made your payment to.

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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.