

## TERMS OF RESERVATION

### CANCELLATION, NO-SHOW AND CHANGES TO RESERVATION

Selected price on reservation determines the cancellation policy applied. Some reservations have No Cancellation -rate, in which case the payment will not be returned to the client if the reservation is cancelled. **Unless agreed otherwise cancellation must be done 7 days prior to arrival date.** In case of No-Show or if cancellation is not made on time, the hotel has a right to charge part or full price of the reservation. When the reservation has been made for a set period of time, and guest leaves early, charges may apply. All changes to reservation must get approval by Haapala BnB.

### HOTEL LIABILITIES

If Haapala BnB is not able to provide the customer with a room as reserved, Haapala BnB is obligated to organize the same grade or upper-grade room without extra charges. If Haapala BnB is not able to provide a room in Haapala BnB estate, Haapala BnB is obligated to provide the customer with a similar level of accommodation in a nearby area.

### CUSTOMER REQUESTS AND ADDITIONAL SERVICES

Any additional requests and services depend on availability (extra beds, cribs, room service etc) and need to be approved by Haapala BnB. All our rooms are non-smoking area. If any traces of smoking is noticed, the customer will be charged with 250€ cleaning fee for prohibited smoking. If the customer has a pet travelling with them, they can reserve a pet-friendly room. If none of these are available, customer should contact Haapala BnB to agree to bring any pets to rooms in question. Haapala BnB will charge the customer a 50€ fee for unauthorized pets. All rooms have the capacity for 2 persons, any extra residents must be agreed with Haapala BnB.

### PAYMENT

**When reserving accommodation from our web shop, payment is made in advance (excluding extra beds or other extra services which are paid when arriving to Haapala).** If cancellation is made after cancellation time is exceeded, Haapala BnB has a right to keep the payment or part of it according to our terms of reservation. Our payment service provider is Paytrail Oyj. If the reservation is cancelled on time, Haapala BnB will refund the payment via Paytrail Oyj, using the same payment method customer has used to pay for their accommodation.

### ADDITIONAL COSTS

Any other additional costs that come up during the stay (unauthorized pets, cleaning fees etc.) will be charged from the customer either while their stay or if noticed after their departure, by invoicing.

## KEY

Every room has only one key. Please note that our reception is open only during restaurant opening hours. If a customer loses the room key, we charge for door opening (outside our opening hours): Mon-Sat 8am-8pm 25€, Sundays and Mon-Sat 8pm-8am 50€. If the key gets lost we charge customer for the cost of replacing the key/lock.

## PERSONAL DATA AND PRIVACY POLICIES

Haapala BnB collects and stores data of our customers visiting our site, making reservations and contacting us. Data is stored in a register maintained by Haapala BnB, our third-party associates (i.e. Booking.com, Checkout Finland) and our reservation system provider (Sportum Travelnet). Data is collected for customer relationship management, business development and legislative reasons. To learn more about our data processing system please read our Data Privacy sheet.