

## INDIVIDUAL BOOKINGS

The booking is confirmed once the client has paid full amount. All reservations will be 100% charged when making a reservation. If the client wishes to change the booking, we will charge a change fee € 20, 00. All changes need to be made to Pyhän Asteli reception: [info@pyhanasteli.fi](mailto:info@pyhanasteli.fi) / +358 – (0)40 – 188 7777.

The client must be of legal age. If part of the guests are less than 18 years of age, they must have written approval from their parents, unless they are staying with their parents or with some other family members.

Pets are allowed only to log cabins and holiday apartments, not in the Aurora Igloo huts or Aurora Suites. Always check beforehand from Pyhän Asteli can you bring a pet or not to your accommodation. There is an extra charge (15 €/pet).

## CANCELLATION

Cancellation must be made by a letter or by e-mail to Pyhän Asteli. Cancellation will be considered made when the information has reached Pyhän Asteli. If the client can prove that the cancellation has been made and sent to the right address at the right time, a cancellation may be accepted even if it arrives late or not at all. Refund will be paid to the account specified by the client.

1. When the cancellation is made 6 weeks before the arrival date, payment will be refunded minus 10 % and the handling fee € 12,00.
2. When the cancellation is made later than 6 weeks before the arrival date, the full amount of the reservation will be charged.
3. If the cancellation is made because of clients or client's family member's serious sickness, accident or death before the arrival date, the payment can be refunded if the client has a legitimate medical certificate. Handling fee € 12,00 and 10 % of the full amount will be charged.
4. If the holiday is interrupted because the client or client's family member's serious sickness, accident or death during the stay, charges are not refundable.
5. If the client changes the reservation, we will charge a change fee € 20, 00.

Pyhän Paroni Oy / Pyhän Asteli has the right to cancel the reservation in the case of force majeure. The client will receive a full refund of the payment

## GROUP BOOKINGS (Group of 11 – 50 persons)

Group bookings bigger and booking series can be agreed case by case.

Rooming list need to be sent to Pyhän Asteli reception 14 days before arrival.

## CANCELLATIONS

Cancellation must be made by a letter or by e-mail to Pyhän Asteli. Cancellation will be considered made when the information has reached Pyhän Asteli. If the client can prove that the cancellation has been made and sent to the right address at the right time, a cancellation may be accepted even if it arrives late or not at all. Possible refund will be paid to the account specified by the client.

1. When the cancellation is made 45 days before the arrival date, payment will be refunded minus 10 % and the handling fee of € 12,00. (€ 20.00 overseas).
2. When the cancellation is made later than 44 – 14 days before the arrival date, deposit, handling fee € 12,00 (€20,00) and 50% of the final amount will be charged.
3. When the cancellation is made 13 – 0 days before the arrival 100% will be charged.
3. If the cancellation is made because of clients or client's family member's serious sickness, accident or death before the arrival date, the payment can be refunded if the client has a legitimate medical certificate. Handling fee € 12,00 and 10 % of the full amount will be charged.
4. If the holiday is interrupted because the client or client's family member's serious sickness, accident or death during the stay, all charges are not refundable.
5. If the client changes the reservation, we will charge a change fee € 20,00.

Pyhän Paroni Oy / Pyhän Asteli has the right to cancel the reservation in the case of force majeure. The client will receive a full refund of the payment.

## ARRIVAL AND ACCOMMODATION

PYHÄN PARONI OY / PYHÄN ASTELI  
BOOKING TERMS  
7.1.2020

The check-in time is at 16.00 on the arrival day and the check-out at 11.00 on the departure day. A later check-out must be agreed in advance and there can be extra charge.

The client collects the keys to the cabin/apartment at Pyhän Asteli's reception. The opening hours can be seen at [www.pyhanasteli.fi](http://www.pyhanasteli.fi) or by telephone +358 40 188 7777.

The client is responsible for the cabin/apartment key. Lost key will be charged separately (serialization of the locks + shunting).

Cabin/apartment must not be used by more people than what is reported. The use of a motor home or a trailer or a tent in the cabin/apartment yard is prohibited.

The client is obliged to pay all damages in the cabin/apartment caused by the client or by any member of the party staying in the cabin/apartment. Parents or guardians are responsible for the damages made by a child under 18 – years.

All complaints and remarks related to the cabin/apartment equipment are to be shown to the Pyhän Asteli staff immediately. Complaints made afterwards will not be taken into account.

Smoking is allowed only outside the cabin/apartment.

If the client has smoked inside the cabin/apartment, the client is obliged to pay the costs of the smell removal.

If the client causes any disturbance or danger for the other clients in the area and will not change his/her behavior despite any notice made by the staff, Pyhän Asteli has the right to terminate the reservation immediately.

Pyhän Paroni Oy / Pyhän Asteli has the right to correct any pricing errors (eg. brochure errors, taxes affecting the prices and public fees etc.)

Pyhän Paroni Oy / Pyhän Asteli

Account number  
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