

Price changes with the amount of persons.Camping Tornio

RESERVATION TERMS AND CONDITIONS

The check-in for accommodation start 3 pm / 15 o'clock on the arrival day and accommodation must be vacated by 12 o'clock/ Noon on the departure day. Pre-booked cabins are holed until 19 o'clock finish time on the arrival day unless there is an agreement of late arrival. Cottages, caravan- and tents spots can be booked online or by phone+358 16 44 59 45 or email camping.tornio@co.inet.fi. In low season arrival time should be announced. Online reservation is recommended in low season. (1.19-31.5). Low season telephone hours. 10-15 finish time (+358 16 44 59 45)

CANCELLATION

Cancellation by phone to number +358 16 44 59 45 or by email: camping.tornio@co.inet.fi. If the booking is pre-paid you can apply for a refund by email: camping.tornio@co.inet.fi. Personal details, arrival date and the account number that you want the refund to is required. At the refund, office expenses of 20 euros will be charged. The application for a refund must be made no later than 3 weeks after the cancellation.

CANCELLATION (Bookings one night)

Reservations where you only booked one night, can be cancelled until the day before arrival at 12 o'clock/Noon finish time, after that the service provider can charge the whole cost of the booking for its cancellation.

CANCELLATION (Booking several nights)

The Client who has booked accommodation for several nights or several residential units can cancel his booking 7 days before the arrival date, after that for booking cancellation the service provider can charge 50% of the booking cost because the accommodation unit can not be sold further.

GROUPS

Individual groups are understood as societies, consisting of at least 11 people, and requiring booking of no less than 4 residential units. A group has the same dates of arrival and departure and a group is charged with a common bill. Group booking is always prepaid within the set period indicated by the service provider. However, the payment period is considered the date 14 days before arrival. If the order is placed later than 14 days before arrival, the payment should be made at the very day of the booking.

GROUP CANCELLATIONS

In case of booking cancellation, the camping has the right to receive compensation for the unpaid cost in the following way:

Booking can be cancelled without extra expenses, but it must be cancelled no later than 14 days before arrival, and in this case, only the office expenses of 20 euros per booking are charged.

In case of booking cancellation 13 to 7 days before the arrival (the whole booking or a part of the

booking), the service provider has the right to retain 50% of the whole cost of the booking / of the part of the cancelled booking.

In case of cancellation of a group booking, office expenses of 20 euros per booking are always charged

General terms and conditions

In case of no-show, the company charges 100% for the services booked. If the guest chooses departure earlier than booked, the company will charge 100% for the remaining nights.

Accommodation and cleaning the cottage

The cost of accommodation includes the right to use a residential unit, as well as equipment provided for this residential unit. Clients should use bed sheets, sleeping bags, etc. Bed sheets can be provided for an extra cost at the reception.

In the accommodation units that are open all year round, bed sheets is included in the price. Towels can be bought at the reception.

Furniture and items must be returned to their designated places. The client is expected to take out the garbage, Glass and metal waste must be in containers intended for this purpose. The dishes must be washed.

Number of persons

The number of people should be indicated in the application no later than during check-in at your arrival, and this number cannot be exceeded.

Pets

It is allowed to bring your pet with you, but you should always inform us about it beforehand. We recommend that you bring your own pet bed. Pets are not permitted to be on the bed or on the couch. Pet accommodation for the whole period of your stay costs the additional fee of 10 euros.

If there is a pet staying in the accommodation without informing the camping, an extra fee of 50 euros will be charged. Caravan and tent customers do not need to inform us if they are bringing their pets. Pets are not allowed in the public spaces, the client must pick up after the pet and pets must be in a lead or a cage, pets are not allowed to be loose on the camping area.

Smoking

Smoking is not allowed in the cottages or public spaces. For smoking indoors, the company has the right to charge an extra fee of 200 euros associated with cleaning and ventilation expenses.

Disruptive behaviour

If a guest behaviour does not conform to the general organizational rules the camping has the right to immediately cease to provide the Client with the accommodation services. All actual expenses caused by the aforementioned measures are paid for by the guest.

Damages, losses and complaints

All faults of equipment or the state of the residential building should be immediately made known to the camping's personnel so that they could fix them or compensate for them. A Client should also immediately report and fix the damage he caused to the residential building, other buildings of the camping or its movable property. If damages are not timely reported, the loss is later calculated according to the price list in effect: the guest bears full responsibility for the state of an accommodation unit he booked during the whole period of stay. The service provider is not responsible for problems caused by third parties (for example, failure in water or power provision, in telecommunication or television networks).

The service provider's right to cancel a booking

The camping is not responsible for booking cancellation related to force majeure circumstances. In this case, the Client has the right to receive the prepaid cost of accommodation. The service provider's responsibility is limited only to refund of the received amount, and he does not bear liability to compensate for the undelivered services. In case of force majeure, if possible, the service provider can offer to exchange the booking for another accommodation type as an option.

At any time, the service provider has the right to change the service type, its content and terms of this agreement informing the Client through the website. The change takes effect immediately, but for the Client, the terms that existed at the moment of booking stay in effect.

Payment service provider

Payment service provider Paytrail Oyj (21228397). In cooperation with Finnish banks and credit institutions, **Paytrail Oyj** will be visible as the recipient of the payment on the bank statement or the card invoice and will transfer the payment to the merchant.

Paytrail Oyj, org number: 21228397
Innova 2
Lutakonaukio 7
40100 Jyväskylä
Tel. +358 0207 181830
www.paytrail.com

Online bank

Payments and transfers over the internet bank are made by Paytrail Oyj (21228397)
In cooperation with Finnish banks and credit institutions.