

BOOKING AND CANCELLATION TERMS

Booking / purchase made and paid for via the electronic booking system.

An online booking becomes binding when you have paid the booking amount and received confirmation of the booking by e-mail. Check that your confirmation matches what you booked.

PROGRAM SERVICE CANCELLATIONS

Program services can be freely canceled until 18.00 hours the day before the service is booked. For cancellations made later than that, the full fee will be charged.

Apply for a refund by e-mail to sales@visitvaasa.fi Always remember to state your name, booking number and time of booking. Payments by credit card are credited back to the credit card and online bank payments to the account from which the payment was made. Make the application for refund no later than 14 days after cancellation.

ACCOMMODATION CANCELLATIONS

If you need to cancel, make the cancellation directly to the affected accommodation by phone or email.

If the booking has already been paid, apply for a refund by e-mail to sales@visitvaasa.fi. Always remember to state your name, booking number and time of booking. Payments by credit card are credited back to the credit card and online bank payments to the account from which the payment was made. Make the application for refund no later than 14 days after cancellation.

For refunds, an office fee of 15 € is always charged.

1. Cancellation of a "normal" booking

Bookings for one night

In case of cancellation, only office fee 15 € will be charged, if the cancellation is made before 18:00 hours the day before arrival. For cancellations made later than that, the full fee will be charged.

Bookings for more than one day or for several accommodation units

In case of cancellations, only the office fee 15 € will be charged, if the cancellation is made no later than 7 days before arrival.

For cancellations made later, the accommodation is entitled to payment as follows:

Less than 7 days 50% of the booking value

Less than 2 days 100% of the booking value

Cancellation of additional services such as e.g. breakfast should be made no later than the previous evening at 18.00, for cancellations made after that, the accommodation company has the right to charge the full fee for the booking.

2. Cancellation of bookings for special seasons (e.g. midsummer)

In case of cancellations, only the office fee 15 € will be charged 15 €, if the cancellation is made no later than 7 days before arrival.

For cancellations made later, the accommodation is entitled to payment as follows:

Less than 7 days 50% of the booking value

Less than 1 day 100% of the booking value

Also familiarize yourself with the company's possible special terms on their website.

Arrival and departure

The accommodation is available to the customer at 4 pm on the day of arrival and must be vacated no later than 12 noon on the day of departure. The booking is valid until 18, in case there is no special agreement on late arrival. Inquiries about early check-in or late check-out are directed directly to the accommodation concerned.

No arrival or previous departure

In case of no-show, the full value of your reservation will be charged.

If you leave before the agreed departure date, you pay the full value for the unused time.

The service provider's right to cancel a booking

Visit Vasa and the accommodation companies are not responsible for cancellations due to unforeseen obstacles (force majeure). The customer is then entitled to a refund of the rent already paid. The service provider's responsibility only extends to repaying already paid rent; he is not obliged to arrange replacement accommodation. Nevertheless, can, if possible offer alternative accommodation

GENERAL TERMS AND CONDITIONS FOR ACCOMMODATION BOOKINGS

Damages, deficiencies and complaints

You must take good care of the cottage / apartment and follow the rules, instructions and regulations that apply. You are responsible for all damage that occurs to the property and its equipment, because you or someone in your company has been negligent. If damage occurs, you must notify the property owner immediately. Damages that have not been reported are invoiced at their full value afterwards. The accommodation is to be left in the same condition as on arrival. The service provider is not responsible for problems caused by third parties (e.g. interruptions in electricity and water supply or data and telecommunications).

No more people may stay in the accommodation than allowed as stated on the internet and in the booking confirmation or as announced on arrival.

Any defects in equipment or damage and defects that occur during the stay must be reported immediately to the property owner so that they can be repaired or compensated immediately if possible. If the problem cannot be solved or replaced on site, make a written complaint to Visit Vasa immediately. If you have failed to seek redress during your stay, you cannot claim compensation afterwards.

Canceled booking due to disturbing behavior

If the customer does not follow general rules of procedure or violates the instructions given by the staff and does not, despite a notice from the property owner, stop causing disturbance or danger in the accommodation and its vicinity, the property owner has the right to immediately cancel the booking. Any damage and costs for measures that have arisen due to the above are invoiced to the customer.

Smoking and pets

Smoking is only allowed outside the accommodation units. Pets are only allowed in those accommodations where this is specifically mentioned.

The information was updated on 4.3.2021