

## General terms of booking

Kiinteistö Oy Utsun Otso, hereinafter referred to as Utsun Otso, will comply with the following conditions for booking and cancellation of the villa. The conditions come into force when the customer has made the reservation and is responsible as the reserving party for compliance with the conditions.

Utsun Otso reserves the right to correct any errors in the price information before the contract is concluded. We reserve the right to change prices. Prices include VAT at the prevailing rate according to legislation.

## Booking and payment

When booking, customer pays 50% of the accommodation rate in advance and the remaining 50% no later than 60 days before the arrival date. Any additional services booked in advance will be paid for at the time of booking. If there are less than 60 days before the arrival date, the total amount of the reservation will be paid at the time of booking.

When booking, the customer will receive a payment link(s) to pay for the booking by online bank or credit card. When booking directly from the online shop, the customer must ensure that after the payment transaction, the customer is returned to the confirmation page of their booking. If this does not happen, it is possible that the booking will not be made. Utsun Otso is not responsible for a failed booking. The customer should contact Utsun Otso by email if they have not received a booking confirmation. If the villa is no longer available, the customer will be refunded in full.

### Payment Service Provider

Paytrail Plc acts as a collecting payment service provider and is an authorized Payment Institution. Paytrail Plc will be shown as the recipient on your bank or credit card statement. Paytrail Plc will forward the payment to the merchant. For reclamations, please contact the payment was made to.

Paytrail Plc  
Innova 2  
Lutakonaukio 7  
40100 Jyväskylä  
Business ID 2122839-7 [paytrail.com/en/consumer/information-about-paying](https://paytrail.com/en/consumer/information-about-paying)

## Cancellations

Cancellations must always be made in writing by email to Utsun Otso at [villa@utsunotso.fi](mailto:villa@utsunotso.fi). Please note that the booking will not be cancelled automatically if you have not paid prepayment by due date. The cancellation is deemed to have occurred when Utsun Otso is informed of the cancellation.

If the customer cancels the reservation:

- At least 60 days before the arrival date, prepayments will be refunded minus a cancellation fee of 150 EUR (between 5.5.-31.10.2024 at least 45 days)

- Later than 60 days before the arrival date, the full amount of the deposit will be retained as a cancellation fee. (between 5.5.-31.10.2024 45 days before)
- Reservations made through other booking channels and retailers (such as Booking.com and travel agents) are subject to the booking and cancellation terms and conditions set by that operator. Cancellations must be made through the same channel as the original booking.

For possible exceptional situations, we recommend travel insurance for our customers. Utsun Otso is not obliged to accept cancellations based on a medical certificate or similar.

In case of force majeure or due to circumstances beyond Utsun Otso's control (e.g. fire or water damage), Utsun Otso may cancel the reservation. In such a case, the customer will be refunded the full amount of the advance payment.

If the customer wishes to change an existing booking, the original booking will be considered cancelled. The transfer of the reservation can be agreed on a case-by-case basis.

## Responsibilities and obligations

The villa's departure cleaning is always included in the price of the accommodation, but guests are nevertheless expected to leave the villa in a state of normal occupancy. Please take care of this before you leave:

- Put furniture and belongings back in place if you have moved them
- Take out the rubbish in the rubbish bin outside villa
- Put dirty dishes in the dishwasher, which you can leave on when you check-out
- Collect empty bottles and cans in the hallway, where we can take them for recycling
- Ensure all windows and doors are locked
- Utsun Otso is not responsible for lost property left in the villa, so please ensure that all your personal belongings are with you when you leave

**Smoking is strictly prohibited in the villa. Cleaning costs for smoking will be charged to the guest by invoice, with a minimum charge of EUR 500.**

Special conditions for the outdoor hot tub (in use for season 2024-2025):

- Please wash yourself carefully and rinse your feet before entering the hot tub for hygienic reasons
- No smoking or drinking in the hot tub
- Costs for water replacement and cleaning will be charged to the customer by invoice, minimum 500 EUR
- In the worst case, the hot tub will be closed to the following customers for cleaning!

During the period of accommodation, the customer is obliged to compensate Utsun Otso for any damage caused to the villa or its movable property, whether intentionally or unintentionally. Liability for damage shall be determined in accordance with the general principles of compensation for damages and the amount of the costs of acquisition and installation of the damaged furniture and objects.

Please note that pets are not allowed in the villa. Violation of this prohibition will incur an additional cleaning fee minimum of EUR 500 charged with invoice.

If the customer does not, despite a warning from Utsun Otso or its representative (maintenance staff), stop causing disturbance or danger to others in the same or neighbouring property, Utsun Otso has the right to terminate the tenancy immediately. The costs of any of the above measures will be charged to the customer.

Utsun Otso is not liable to compensate the customer for any damage or expenses caused by third party problems (e.g. internet, telephone, TV, water or electricity outages), natural conditions, insects, unexpected weather fluctuations or construction work on neighbouring properties.

## Other things to consider

The villa can only accommodate the number of people booked in advance. The villa can be used by a maximum of eight persons.

Events or parties exceeding the number of persons must be arranged separately and in advance with Utsun Otso. An additional fee may be charged for the organisation of events.

Camping with a tent, caravan or camper is prohibited in the Utsun Otso yard.

Linen and towels are always included in the price of accommodation, please note that it is prohibited to use your own linen in the villa.

## Complaints

The customer should immediately contact Utsun Otso if he/she notices any deficiencies in the equipment, condition, or reservation of the villa. Comments are made by e-mail to [villa@utsunotso.fi](mailto:villa@utsunotso.fi). Upon receipt of the comment, we will do our best to rectify the situation immediately so that your holiday can continue in the best possible way.

Welcome to Luxury Villa Utsun Otso!