



## **LevinSky - Booking and Rental Conditions**

**1.9.2022**

This document contains general booking and rental conditions of LevinSky Luxury Villa, located at Utsunkutsu 4, 99130 Sirkka, Finland.

A contract exists and all conditions become binding once the customer has made the booking and received the booking confirmation and invoice.

### **BOOKING CONFIRMATION AND PAYMENT**

Booking is considered final when the customer has received the booking confirmation along with the LevinSky booking and rental conditions (this document).

Advance payment is 30% of the total price. Remaining balance shall be paid latest 42 days prior to your arrival. If the booking is made less than 42 days before arrival, full payment is required.

All cancellations shall be done in writing. Nonpayment is not considered as cancellation. However, if the payment is not received by the due date, LevinSky reserves the right to cancel your booking.

When making a booking you are also accepting these conditions. Customer is responsible for studying the terms, conditions and the instructions before confirming your order.

### **IF YOU CANCEL YOUR HOLIDAY**

Should you want to cancel your booking, you must do so in writing to [info@levinsky.fi](mailto:info@levinsky.fi) If you cancel the booking:

\*Latest 60 prior to arrival: the paid amount will be returned, minus 250 Eur cancelation fee.

\*Latest 28 days prior to arrival: the paid amount will be returned, minus advance payment.

\*Less than 28 days prior to arrival: the whole amount will be charged, with the following three exceptions:

\*If you booked the accommodation 27-15 days prior to arrival, you have the right to cancel the booking within 48 hours.

\*If you booked the accommodation 14-1 days prior to arrival, you have the right to cancel the booking within 24 hours.

\*If the reservation has been a non-refundable reservation, reservation amount will not be refunded.

In case of a sudden illness / injury / death of a close relative or your travel party that might lead to a cancellation, you need to make sure that your travel insurance will cover the costs of the booking. Even in such cases our booking conditions are as mentioned above. We recommend our guests to have a travel insurance in case of an emergency or unexpected incidents.

The cancellation will take effect on the day we receive your written notification. If you can prove you have made and sent your cancellation to the right email address by the due date, we will accept your cancellation whether we receive your notification late or not at all.

Should customer want to change your booking after confirmation, we reserve the right to consider it as a cancellation of your booking and the new arrangements will constitute an entirely new booking.

### **THE OWNER'S RIGHT TO CANCEL THE BOOKING**

LevinSky reserves the right to cancel the booking in case of force majeure or other reasons out of owner's control, such as fire and/or water damages. In this case we will notify you of the cancellation immediately and refund all the money paid.

LeviSky also reserves the right to cancel the booking in case the payments are not done in time.

### **ARRIVAL**

Please note that the normal check-in time at the villa is 4pm. Please contact us at least 3 days before your trip, if you are planning to arrive earlier than 4pm. We try our best to accommodate your needs.

The villa has an electric lock, and you will receive a SMS message with your personal PIN code on the day of arrival.

### **LEVINSKY ACCOMMODATION**

Your accommodation will be at your disposal until 11.00am on your departure day. You may check for possibility for a later check out from the caretaker. This will depend on their available resources and the arrival time of the next guests. Charge for late departure, if not previously agreed, is 250eur/hour.

The rent includes electricity, heating, lighting, Internet and TV services, wood for the fireplace, toilet paper and paper towels, as well as cleaning supplies. The normal temperature in the villa is 20 – 22 C.

For stays after April 1st. 2023 all bedlinen's, towels, bathrobes and slippers are included in the rentalprice.

Departure cleaning is included in the rental price. However, please note that you are still responsible for the normal tidiness of the villa. All furniture and equipment need to be undamaged and put in their right places. Dirty dishes shall be put in the dishwasher machine. All garbage shall be taken to the outdoor garbage can. We reserve the right to charge an additional cleaning fee if the villa is not in acceptable condition after your stay.

There is no smoking inside the villa or in the jacuzzi! In case you disobey this rule, we will charge an additional cleaning fee of minimum 500 eur.

If you forget any personal items to the villa, we will do our best to get them back to you. However, LevinSky is not responsible of goods left or forgotten in the villa by the client.

## **BREAKAGE**

The client is responsible for any damages to the villa, furniture, equipment or other movable property during the stay – whether the damage is intentional or accidental.

In case of breakage, you are advised to contact the owner or the care taker for settling the damages.

## **CANCELLATION BECAUSE OF DISTURBANCE OR DANGEROUS SITUATION / BEHAVIOR**

If the tenant causes danger to the rented property, themselves, or disturbance to the neighbors, LevinSky have the right to terminate the tenancy agreement immediately. The tenant will be liable for all expenses occurred.

## **NUMBER OF PERSONS AND OTHER RESTRICTIONS**

The number of persons staying in the villa shall not exceed 15 persons. Tents, campers or caravans are not allowed. Parties such as weddings or company events can be arranged if agreed in advance. In such cases LevinSky reserves the right to charge an additional fee and/or deposit. Please note that pets are not allowed inside LevinSky Luxury Villa.

## **COMPLAINTS**

Should you have any reasons to complain about the booking or your holiday accommodation you must immediately inform the owner or caretaker. Once noted, we will try to solve the problem as soon as possible.

Should the problem remain unsolved you should make your complaint in writing to [info@levinsky.fi](mailto:info@levinsky.fi) within 7 days after your booking has ended.

Please note that the owner is not responsible for possible harm or expenses caused by travel restrictions, weather, forces of nature, insects or other animals, construction work in neighbor buildings, or problems in third party services like water supply, electricity, TV or Internet services.

WELCOME TO LEVINSKY - WE WISH YOU A HEAVENLY VACATION!

Legal address and company register number

Koy Källäilevi

PL 77 20101

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