

Booking and cancellation policy

Overall: Customer and accommodation company (West Coast Seaservice Oy Ltd, later referred as company) will settle the accommodation policies. If no separate agreement has been made, the following conditions apply. There are different booking and cancellation policies for group and conference reservations.

Booking and confirmation:

Reservation is considered binding when it is confirmed, and the customer has received the reservation number orally, in writing or through the reservation system. The following information must be provided at the time of booking: name, address, arrival and departure date, and payment method. Room reservations can only be made by over 18 -year-old adult. The adult booking a room for a minor is responsible for the minor, regardless of whether he or she is staying in the same room or not.

Arrival and departure:

The room will be available to you not later than 15:00 on the day of arrival. On the day of departure, you must check-out no later than 12:00. Room is considered reserved until 18:00 on the day of arrival. If customer arrives later, it must be announced in advance.

Cancellation and non-arrival

Without the redeemed right of withdrawal cost of 50€ no refund of accommodation. Unless otherwise agreed at the time of booking, cancellation must be made by 12:00 at least 7 days prior to the start of booking, so that company has been informed by phone or e-mail. If the customer fails to arrive or cancels the reservation later, 100% of the reservation will be charged. If the company has incurred special expenses due to the reservation, the customer is obliged to reimburse them. If the booking is made for a certain period but is suspended earlier, no price difference will be compensated. The customer must be in contact with the company for the suspension of accommodation. In case of force majeure, the company may cancel the reservation. In this case, the customer is entitled to a full refund of the amount paid when the accommodation is interrupted. The company is not liable for any damage caused to the customer by unforeseeable force majeure or a similar reason (for example, natural phenomena, blackouts) not caused by the company and the consequences of which could not reasonably have been prevented by the company. The accommodation is located on an island, and the company is not responsible for transporting the customer to the destination. The customer has to make sure that he or she has access to the island. The company doesn't compensate the customer for the cost of accommodation due to illness, and recommends that the customer obtains travel insurance. We will always charge 50€/booking for the changes made to the booking and the paid reservations.

Accommodation:

The maximum occupancy is the mentioned at the time of booking. Use of tent on the property without the owner's permission is prohibited. Pets are not allowed in the rooms without a specific mention. Smoking is forbidden in any interior. The customer is obliged to compensate the company directly and in its entirety for the damage caused to the object or its movable property. If the customer doesn't return the accommodation keys, and can be considered to have lost them in carelessness, the actual cost of changing locks will be charged. All comments and complaints regarding the accommodation and condition of accommodation must be immediately addressed to the regional supervisor upon their occurrence. The customer commits to read and follow the instructions and specifications contained in the user manual of the apartment. The actions against the instructions and specifications may pose a risk to the property and the customer, as well as the liability to the customer. In all cases of doubt, we follow Finnish law.

Payment service provider:

Transfer service and payment service provider is Paytrail Oyj (2122839-7) in collaboration of Finnish banks and credit institutions. Paytrail Oyj is marked as payment receiver in bank statement or credit card bill and transmits the payment to the merchant. Paytrail Oyj has the payment institutions concession. In case of complaint, we ask you to contact the vendor primarily. Paytrail Oyj, Business ID: 2122839-7 Innova 2 Lutakonaukio 7 40100 Jyväskylä. Phone number: 0207181830 www.paytrail.com

Online bank services:

Payment service for online banking is provided by Paytrail Oyj (2122839-7) in collaboration of Finnish banks and credit institutions. From the user's perspective, the service works just like traditional online payment.

West Coast Seaservice Oy Ltd

Karjalankatu 18, 26100 Rauma

Business ID: 2072041-9

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