



BOOKING TERMS & CONDITIONS & PRIVACY POLICY

General terms and conditions

1. The range of terms and validity

- 1.1. The terms are valid between the person (hereinafter Customer) and the webpage <https://merikoivula.fi> (hereinafter Merikoivula online booking) owner Merikoivula OY for the legal relations while purchasing products and services via Merikoivula online booking.
- 1.2. When purchasing services and products via Merikoivula online booking there are legal acts of the Republic of Finland regulating the legal rights in addition to current terms and conditions.
- 1.3. The transactions made at the online booking must be made by a capable person at least 18 years of age. If the person makes the transaction not according to the regulations, the person whose bank account or debit/ credit card is used, will be responsible for the transaction.

2. Price

- 2.1. All prices are in Euros and include the taxes regulated by the Republic of Finland.
- 2.2. Observe carefully the selected price information. Prepayment is obligatory for all or some prices. If you cancel a price of a prepayment condition, Merikoivula has the right not to return the prepaid amount.
- 2.3. If you have not paid in advance for a cottage, you will be charged upon arrival in local currency. Et Merikoivula, you can pay in cash or by card.

3. Payments for accommodation with prepayment

- 3.1. The product selected by the customer from Merikoivula online booking must be paid in the full amount. By making the payment, the customer will assure that he/she has fully read and accepted the terms and conditions provided by the service provider in the online booking engine.
- 3.2. The amount shown in online booking can be made through the internet banks as well as Visa and MasterCard debit and credit payments. Through internet bank is possible to pay in following banks:
Estonia: Swedbank, SEB, Luminor, LHV, Coop pank, Pocopay
Latvia: Swedbank, SEB, Citadele, Nordea
Lithuania: SEB, Nordea, Swedbank
Finland: Nordea, Danske, Pohjola, Ålandsbanken, S-Pankki, Handelsbanken, Aktia Pankki, POP Pankki, Oma Sääst pankki and Sääst pankki.
Straight after completing the payment by bank transaction or card transaction, the customer must push the button "back to the vendor" in order to confirm the transaction.

4. Booking and confirmation

- 4.1. When making a booking, you are required to state your name, date of birth, phone number, address, arrival and departure date and/ or promo code. Bookings with promo codes – to have a promo code, you have to make an agreement with Merikoivula personally. All details (name of the promo code, validation, conditions etc.) will be set personally between you and Merikoivula (email: info@merikoivula.fi; phone +358 440 872 875). Your booking is only confirmed after you receive a booking confirmation.

5. Cancelling and changing the order and refund

5.1. Different cancellation policies and money refund terms vary depending on the accommodation and/or accommodation package rates, therefore, please always read the pricing information carefully. Terms about the cancellation, modification and money refund are written in the description of the accommodation and/or accommodation package price in the online booking engine.

5.2. Accommodation and/or accommodation package is valid from the start and end date of the accommodation and/or accommodation package. Accommodation and/or accommodation package is not valid after the expiry date and it will not be refunded or changed.

5.3. To modify your booking, please make a new booking and cancel the previous one. Please note that the rate as well as the room type available for the new booking may have changed.

5.4. If you cancel a price of a prepayment condition, Merikoivula has the right not to refund the prepaid amount.

5.5. In case of non-arrival or later cancellation, Merikoivula reserves right to charge 100% of the first night as a No-Show fee. If Merikoivula has any costs made specially for your reservation, you have to compensate them.

5.6. Your confirmation email will specify the exact cancellation due date which is the deadline you must cancel by in order to avoid any cancellation fee. Please check the booking policies carefully.

6. Privacy policy

6.1. All personal information provided while making a purchase in the online booking are confidential and are treated by the requirements of the law of personal information.

6.2. Merikoivula OY has the right to collect personal information provided by the Client. Merikoivula OY does not give out personal information to third parties without the consent from the customer, except in cases provided by law.

6.3. Personal data is processed by the information as prompted by the Client placing the booking (first and last name, address, telephone number, e-mail address).

6.4. Your sensitive card data is securely stored by Makecommerce (<https://makecommerce.net>) and never shared with merchants or 3rd parties when you pay. Maksekeskus AS is a PCI-DSS compliant payment service provider, processing Visa and MasterCard payments for merchants based in the EU. Card details are only stored via a secure SSL connection and never shared with merchants or 3rd parties. In order to return the amount paid by the Client considering the terms and conditions of cancellation, modification or refund, Merikoivula OY will use secure platform of Maksekeskus.

7. General information

7.1. If, after receiving of your booking confirmation, it turns out that Merikoivula is unable to grant you the reserved room, Merikoivula has a duty to offer you, without a surcharge, a cottage of a better type or a stay in a cottage of the same level.

7.2. The cottage will be at your disposal from 15:00 on the day of arrival until 12:00.

7.3. Smoking is forbidden indoors.

7.5. Pets are allowed upon prior registration and for extra fee.

7.6. Parking is free of charge for guests in the designated parking area.

8. Miscellaneous

8.1. All complaints regarding the purchase from the online booking between the customer and Merikoivula OY will be resolved by negotiations. In case of no agreement, the customer has the right to turn to Consumer Protection. In case of complaints and questions not brought out in current terms and conditions the legal acts of the Republic of Finland will be used.

Company legal name: Merikoivula OY

Reg.nr: 2016172-5

VAT nr: FI-20161725

Address: Koivulantie 198, 23450 Lokalahti, Uusikaupunki, Finland

Bank 1: Osuuspanki

IBAN: FI94 5491 0220 0589 40

SWIFT: OKOYFIHH,

Bank 2: SEB Pank AS

IBAN code: EE26 1010 2202 8255 5224

SWIFT: EEUHEE2X

Telephone: +358 440 872 875

E-mail: info@merikoivula.fi

Web: <https://www.merikoivula.fi>