

Terms and policies

Booking Policies and Reservation conditions

The terms and conditions below apply for bookings made by an individual, private person, unless a special agreement has been made. Terms also apply to online reservations made through Arctic Nook website. Arctic Nook reserves the right to apply special terms and conditions that differ from these in case of public holidays, special events, seasonality or additional services requiring so.

Reservation and payment terms for accommodation and activities bookings:

Reservation terms:

- A minimum 25% deposit payment of the total amount must be made within 7 days of the confirmed reservation.

The deposit payment is determined by the time of booking.

- 30 days before the start: 100% deposit payment of the total amount.

Cancellation terms:

- 61 days and earlier before the start: cancellation fee 15%, minimum 250 euros.
- 60 - 31 days before the start: 50% cancellation fee.
- 30 days or less before the start: 100% cancellation fee.

Reservation and payment terms for Food:

- Confirmed reservation for Food services 7 days before the start 100% deposit payment of the total amount.
- Cancellation for Food 7 days or less: cancellation fee 50% of the food services.
- Reservation for Food services less than 7 days before start: Arctic Nook Team is happy to offer on-site dining services, but availability depends on prior reservations and current resource capacity. For more information, please contact our sales team.

Reservation and payment terms for Summer season 1.5-30.9 bookings:

- Confirmed reservation 30 days before the start 100% deposit payment of the total amount.
- Cancellation for accommodation 30 days or less before the start: cancellation fee 250€.
- Cancellation for accommodation 14 days before the start: cancellation fee 50% of the accommodation.

Booking by online Service Booking.com or website www.arcticnook.com by Moder reservation calendar

When a booking is made through the online Service or Moder Paytrail payment, the reservation is paid in full at the time of booking.

- After the reservation, a 50 % refund is provided for cancellations within 42 days.

Online bookings must be paid in full by credit card, Bank transfer or by paymentlink. Dividing online payments to instalments is not possible. Arctic Nook is not responsible for a failed booking. If you don't get the booking confirmation and the receipt to the email address, which you have informed, you must contact our sales as soon as possible at sales@arcticnook.com or +358 010 2004 700. Service Provider is not responsible for any currency discrepancies.

When booking a service, experience, event or other reservation through Arctic Nook your name, address, telephone number, arrival- and departure time and method of payment are required. Booking is considered binding once it has been confirmed by Arctic Nook.

Cancellation or amendment of the booking:

Consumers may cancel the Accommodation Event free of charge if it is more than 61 days before the Event starts. In this case, the Service Provider will refund any booking fee. A cancellation becomes valid immediately when Arctic Nook receives the information about the cancellation in writing. Should you want to change your booking, the new arrangements will constitute an entirely new booking. Leaving the invoice unpaid is not regarded as being a valid cancellation. It is highly recommended for the customer to have a valid travel insurance in case of sudden need to cancel the booking.

Cancelling your Activities

Cancellations must always be done in writing by email sale@arcticnook.com. If we receive your cancellation notification more than 72 hours before the start of your activity, we will refund the amount paid reduced with 25€ cancellation fee & possible credit card fees. If we receive your notification less than 72h days prior to your arrival, the total amount will be charged.

Arctic Nook is not responsible for any currency discrepancy.

A cancellation becomes valid immediately when Arctic Nook receives the information about the cancellation in writing. Should you want to change your booking, the new arrangements will constitute an entirely new booking. Leaving the invoice unpaid is not regarded as being a valid cancellation. It is highly recommended for the customer to have a valid travel insurance in case of sudden need to cancel the booking.

Cancelling your reservation

Arctic Nook reserves the right to cancel the reservation in case of force majeure or other reasons out of ArcticNook's control such as fire and/or water damage in the reserved chalet. In such a case Arctic Nook will notify the Guest about the cancellation immediately and refund all money paid. Arctic Nook also reserves the right to cancel reservation in case the payments are not received on time.

Handling out The Keycode

The key-code to our accommodation electric locks will be sent with thSMS/ information/ or handed to the guests upon their arrival to the accommodation property by host of Arctic Nook, also/ or representative of the accommodation in person.

Accommodation

The accommodation will normally be at guest's disposal from 16:00 (4 pm) on the date of arrival till 11:00 (11am) on the date of departure. If an earlier check-in or later check-out time is required that needs to be agreed separately. The price of the of the accommodation includes bed linen, towels, bathrobes, kitchen utensils and crockery, wood for fireplaces, selection of snacks & beverages. Any other services will be charged separately.

Arctic Nook or representative of the accommodation will provide the guest with a quick overall presentation of the accommodation and give instructions on how to use lights, sauna, jacuzzi, washing machine, internet connection, audiovisual and other electrical appliances in the accommodation. The departure cleaning is included in the accommodation price.

Pets, breakage & smoking

Pets are not allowed in accommodation without ArcticNook giving permission for that. Arctic Nook has specific Villas for customers with pets. If customer arrives with pets Arctic Nook has right to add extra cleaning fee minimum 500€ in case if it's needed.

The customer is responsible of any damages to the apartment or its property happening during their stay. Customer must pay for all damages according to common practices. Smoking is strictly forbidden inside at our chalet! In case of smoking in the accommodation, ArcticNook will charge a cleaning fee of minimum 15 000€. Smoking is allowed outside on the balcony or terrace, and smoking place has own ashtray. Smokers are expected to observe special cleanliness regarding the environment and garbage.

If smoking causes marks on the floor of the balcony, or on the property, the customer will be billed for their repair in full. The client is bound to indemnify the Arctic Nook personnel for any damages of the accommodation or the movable property such as, but not limited to utilities, appliances, furniture, fittings and interior or exterior of the chalet. Arctic Nook personnel will advise the guests upon their arrival to contact the personnel whenever they require instruction how to use the appliances in the chalet.

Determination of agreement due to disturbance or dangerous behaviour

If the guest despite of Actic Nook personnel request does not stop causing disturbance / dangerous situations for his/her fellow neighbours, Actic Nook has the right to terminate the guest stay at the property. The guest will be liable for all expenses occurred.

Number of persons

The number of persons staying at accommodation should not exceed the accommodation's capacity. Additional guests staying at mobile homes, caravans or similar are not allowed within the accommodation's area.

Complaints and arbitration

Should the Guest have any cause to complain about the reservation or state of the accommodation they must immediately inform Actic Nook personnel to allow swift remedial action. Should a problem remain unsolved during the whole stay of the Guest, the Guest should within one week of their departure contact Arctic Nook Sales for continued handling. Should Arctic Nook and the Guest not be able to settle things to mutual satisfaction shall any dispute, controversy or claim arising out of or relating to this contract, or the breach, termination or validity thereof be finally settled by arbitration in accordance with the Arbitration Rules of the Central Chamber of Commerce of Finland and in Finnish district court. Actic Nook is not responsible for possible harm or expenses caused by the forces of nature, insects, wild animals or unexpected weather changes, construction works in neighbour building site, or problems caused by a third party like water-, electricity-, or TV network interruption.

General terms of Activities

All activities are private and inclusive of transfers where needed. Minimum charge for most activities is 4 persons with some exceptions. Any special arrangements need to be requested beforehand.

Cancellations and changes in the number of participants should be made 72hours before the activity, otherwise you will be charged according to the original order.

Guide languages Finnish and English.

Safety

For your own safety we recommend taking with you all personal medication possibly needed during the programs (hear medication, asthma pipes, insulin etc.) and to bring any illnesses to the attention of our guides.

Customer must follow guide's instructions. Customer must follow the rules and laws and good manners.

Snowmobile safari

Driver has to be at least 18 years old have a valid international driver's license. -Minimum charge class is T and the driving licence needs to be taken with you to the safari. Small children (under 145cm) travel in a sleigh accompanied by an adult.

Driving under the influence of drugs or alcohol is prohibited, alcohol tolerance on safaris is zero (0).

Customer is responsible for the damages caused to snowmobiles and third parties. All damages has to be reported to the service provider immediately. All snowmobiles are insured. In case of accident or user error own liability is: Standard, premium, superior class 1000 € / snowmobile. Own liability must be paid to the service provider immediately after the safari. If technical problems or other failure appears to the snowmobile during the safari and the service provider repairs or replaces the snowmobile in reasonable time, there will be no refund given from the price. Disputes will be settled priority through negotiation, but if needed they are placed on the district.

Wi-fi Terms and Agreement

By accessing the Arctic Nook wireless network, you acknowledge that you're of legal age, you have read and understood and agree to be bound by these terms and conditions. The wireless network is a service provided by Arctic Nook and is completely at their discretion. Your access to the wireless network may be blocked, suspended, or terminated at any time for any reason. You agree not to use the wireless network for any purpose that is unlawful and take full responsibility for your acts. You agree not to use the wireless network to access inappropriate websites. The wireless network is provided "as is" without warranties of any kind, either expressed or implied. By utilizing the wireless network, you agree to comply with all provisions of the current **Arctic Nook Wireless Network Policy** which is incorporated by reference herein.

Business customers:

If a business customer cancels a booking more than 60 days from the start of the Accommodation Event, a possible booking fee will be withheld by the Service Provider. If the Customer cancels the reservation after this time limit, the Service Provider has the right to charge the rental of the Accommodation service in full. Cancellation must be made in writing. The Customer may cancel the booking of the Accommodation Event, for example, by e-mail. The Service Provider may cancel the Service based on reasons caused by force majeure. Any booking fee will be deducted from the total rental price. If the payment or part of thereof has not been completed by the due date, such event shall be assessed as a cancellation of the booking by the Customer by clause 7. In addition, the Service Provider is entitled to interest on arrears under the Interest Act.

General cleaning and broken items -terms:

The customer is expected to observe general cleanliness in the interior of the holiday home and in the surrounding area. Before checking out, the customer must take care of the general cleanliness of the apartment and put the furniture in their correct places. The customer is obliged to compensate for the broken goods and any damage to the apartment in full, including repair costs. The customer has the right to see photographic documentation on which the repair invoice is based. If the apartment is left in a condition different from normal livable standards, the resident will be charged a one-time compensation fee of €1,000 afterwards.