



CANCELLATION POLICY

1-10 people

GENERAL

The cancellation policy applies to accommodation and restaurant services.

LOW SEASON

Free cancellation up to 45 days prior to arrival.

The invoice will be issued after the free cancellation date. The payment term is fourteen (14) days.

The payment is non-refundable.

If payment is not received by the due date, the hotel reserves the right to cancel the reservation without further notice.

HIGH & PEAK SEASON

Free cancellation up to 60 days prior to arrival.

The invoice will be issued after the free cancellation date. The payment term is fourteen (14) days.

The payment is non-refundable.

If payment is not received by the due date, the hotel reserves the right to cancel the reservation without further notice.

EXPERIENCES

Free cancellation up to 21 days prior to arrival.

Husky safaris free cancellation up to 40 days prior to arrival.

CANCELLATION POLICY

10+ people

GENERAL

The cancellation policy applies to all reserved services.

LOW & SHOULDER SEASON

Free cancellation up to 60 days prior to arrival.

The invoice will be issued after the free cancellation date. The payment term is fourteen (14) days.

The payment is non-refundable.

If payment is not received by the due date, the hotel reserves the right to cancel the reservation without further notice.

HIGH & PEAK SEASON

Free cancellation up to 90 days prior to arrival.

The invoice will be issued after the free cancellation date. The payment term is fourteen (14) days.

The payment is non-refundable.

If payment is not received by the due date, the hotel reserves the right to cancel the reservation without further notice.

EXPERIENCES

Free cancellation up to 30 days prior to arrival.

Husky safaris free cancellation up to 40 days prior to arrival.

ALLOTMENT POLICY

LOW & SHOULDER SEASON

ALLOTMENT RELEASE

If there are no confirmed bookings, the allotment will be released for sale forty-five (45) days prior to the scheduled arrival date.

PAYMENT TERMS

For confirmed bookings, the invoice will be issued forty-five (45) days prior to arrival. Payment is due within fourteen (14) days from the invoice date.

The payment is non-refundable.

If payment is not received by the due date, the hotel reserves the right to cancel the reservation without further notice.

HIGH & PEAK SEASON

ALLOTMENT RELEASE

If there are no confirmed bookings, the allotment will be released for sale sixty (60) days prior to the scheduled arrival date.

PAYMENT TERMS

For confirmed bookings, the invoice will be issued sixty (60) days prior to arrival. Payment is due within fourteen (14) days from the invoice date.

The payment is non-refundable.

If payment is not received by the due date, the hotel reserves the right to cancel the reservation without further notice.

EXPERIENCES

Free cancellation up to 30 days prior to arrival.
Husky safaris free cancellation up to 40 days prior to arrival.

CONDITIONS

RESERVATION CONDITIONS

All possible changes and cancellations must be made by writing to our email address: sales@pikkusyote.fi on weekdays between 9 am to 4 pm (+2 GMT). In case of a disagreement, the hotel reserves the right to make a decision.

A rooming list, arrival and departure times and final requirements including dietary restrictions regarding the reservation must be sent to the hotel 14 days prior to arrival.

ROOM RATE CONDITIONS

All rates are stated in EUR per room, per night, based on double occupancy. The room rate includes daily breakfast and use of the hotel's common saunas.

Travel Agency rates are valid only when a minimum of half board is booked in conjunction with the room accommodation.

PAYMENT CONDITIONS

We accept all standard credit cards and bank transfer. The client is responsible for any bank transfer fees and associated costs. All payments must be made in EUR.

All quoted rates include applicable government taxes, which may change without prior notice due to government policy. The hotel reserves the right to adjust rates accordingly.

Payment term is fourteen (14) days. A billing surcharge of 9.50 € applies to all invoices. Any changes requested to closed bills are subject to a fee of 50 €.

RESTAURANT TERMS

DIETARY REQUIREMENTS

All dietary restrictions and special meal requirements must be communicated to the hotel no later than fourteen (14) days prior to the guest's arrival date.

Due to the hotel's location in a remote Arctic region and limited supplier delivery schedules, the hotel cannot guarantee accommodation of dietary requirements submitted after this deadline. Any late requests will be reviewed on a best-effort basis only.

The hotel reserves the right to apply a late notice surcharge of +25 % per meal for dietary changes or additions submitted after the stated deadline.

BREAKFAST

Breakfast is normally served as a buffet. For fewer than 10 guests in the hotel, breakfast will be served as a table service.

During high and peak seasons, breakfast is served daily from 07:30 to 10:00.

Guests departing before breakfast service hours may request a breakfast bag at a surcharge of 9 € per bag. Request must be made no later than fourteen (14 days) prior to the guest's departure date.

Groups may request breakfast service outside the regular hours. A surcharge of 60 € per each additional 30 minutes earlier than the standard breakfast time applies. Request must be made minimum 30 days prior arrival.

EXPERIENCES TERMS

LOCAR PARTNERS

We cooperate with small, local, family-owned companies and conduct our operations with respect for their time, values, and working practices.

PUNCTUALITY & TRANSFERS

Guests are required to arrive on time for all safaris and scheduled activities. In the event that a guest misses a transfer or scheduled departure, we cannot guarantee an alternative timetable or replacement service due to high demand and limited availability.

NORTHERN LIGHTS

The Northern Lights are a natural phenomenon, and their visibility cannot be guaranteed. No refunds or compensation will be provided in the event that the Northern Lights are not visible.

SKI RESORT

Our Ski Resort operates primarily on natural snow. The opening dates and availability of slopes each season are dependent on local snow and weather conditions and may be subject to change.

CHANGES TO PROGRAM

All experiences are conducted in natural and weather-dependent conditions, including but not limited to snow, temperature fluctuations, wind, and other natural phenomena. Such conditions are inherently unpredictable and may affect the timing, duration, or operation of any activity.

In the event that an activity is cancelled due to force majeure or circumstances beyond the Company's control, the Company shall not be held liable for refunds, compensation, or damages.

EXPERIENCES TERMS

SAFETY

The Company assesses the safety of each activity on a daily basis. Guests are required to follow all instructions and guidance provided by the guides at all times.

Guests are responsible for informing the guide, prior to and during the activity, of any serious medical conditions, physical limitations, or health-related concerns that may affect their ability to participate safely.

The guides have full authority over the operation of each activity and are solely responsible for safety-related decisions, including the schedule, route, duration, and cancellation of activities, based on prevailing conditions.

WELFARE OF ANIMALS

For all safaris involving animals, including but not limited to husky, reindeer, and fishing activities, guests are required to strictly follow the guides' instructions at all times. Any form of harassment, mistreatment, or improper handling of animals is strictly prohibited. The Company reserves the right to modify, interrupt, or cancel any safari or activity if it is deemed potentially harmful to the animals' welfare.

HUSKY SAFARIS

The safety of the trails, dogs, and participants is evaluated on a daily basis.

Weather conditions may require adjustments to the duration, route, or overall operation of the safari.

Temperatures of -25°C or below are deemed unsafe for the dogs to run.

EXPERIENCES TERMS

The operator reserves the right to modify or cancel the safari due to excessively cold, warm, or otherwise unsafe weather conditions, without prior notice.

SNOW MOBILE SAFARIS

The driver must be at least 18 years of age.

A valid driver's license is mandatory and must be presented upon request.

Children under 140 cm in height will be transported in a sledge pulled by the guide's snowmobile.

Drivers must not operate a snowmobile while under the influence of alcohol, drugs, or any substances that may impair driving ability.

The operator reserves the right to deny participation to any individual who does not meet the above requirements.

HOTEL TERMS

CHECK IN & CHECK OUT

Rooms are available from 16:00 on the arrival day and must be vacated by 11:00 on the departure day.

During high and peak seasons, reception is open daily from 08:00 to 22:00. Outside these hours, self check-in and check-out are available.

All expected arrival and departure times must be communicated to the hotel no later than 14 days prior to arrival.

OVERBOOKING

In the event of overbooking, the hotel will arrange alternative accommodations for delegates and cover transportation costs to the new location.

FAM-TRIPS

FAM trips are subject to hotel approval and availability.

Agent room rates are offered at 50% off the standard FIT rates.

PARKING

We offer free outdoor parking.
Bus spaces are available next to the hotel.

GENERAL TERMS

FORCE MAJEURE

Pikku-Syöte hotel has the right to cancel the reservations due to compelling reasons, i.e. Force Majeure. Strikes, fires, supplier issues, and other extraordinary circumstances beyond the control of the parties involved can result in contract termination without liability for compensation

RESPONSIBILITIES

The booker holds primary responsibility for any damage (e.g. smoking in the room) incurred by the booker's customers to the hotel's property and assets, which includes equipment, staff, and entertainers associated with the booking. Liability for damages will be assessed according to general compensation principles.

LIABILITY AND INSURANCE

The hotel is not liable for any loss or theft of guests' personal belongings.

NON-DISCLOSURE

All rates and terms provided to travel agents are confidential. Unauthorized sharing or disclosure may result in the termination of the agreement or privileges.

GDPR

Pikku-Syöte privacy policy applies.

COMPANY DETAILS

Official company name
Pikku-Syöte Group Oy

Business ID
3417841-3



PIKKU-SYÖTE

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