

ONLINE BOOKING TERMS AND CANCELLATION POLICY

FERRY TICKETS AND JOURNEYS

1. Application

The company complies with the following conditions when purchasing cruise services. These terms and conditions are binding on both parties when the customer has made the payment specified in these terms and conditions.

2. Payment of booking

In the online shop the customer pays the service or product as a whole at the time of booking. The booking is confirmed, when the customer has made the payment either by credit card or bank account. The order confirmation will be sent to the customer by e-mail, from where the customer can print it.

3. Cancellation

If the cancellation happens earlier than 7 days prior to the trip, there will be no extra charges. When the cancellation happens 3-7 days prior the trip, 75% of the costs will be charged. Less than 3 days prior the trip 95% of the trips costs will be charged.

4. Force Majeure

In case of a Force Majeure, like weather circumstances, technical faults, or other traffic circumstances the company is entitled to make changes to the schedule, drive the route with another vehicle or cancel the booking. The company is not responsible for any inconveniences or costs suffered by the customer due to a "Force Majeure".

5. Complaints

Any complaints need to be reported to the personnel immediately. If this is not possible or if a compensation demand is involved, the complaint needs to be done in writing to the shipping company within 14 days.

We reserve the right to timetable and price changes.

The company is not responsible for any lost connection or any other damages and nor any cost that develops due to this.

ACCOMODATION BOOKING TERMS AND CANCELLATION POLICY

General

The customer and the hotel (Visit Seili – Rederi Ab Vitharun, below referred to as the hotel) agree on the terms of the room rental. Unless any special agreements have been made, the following rules apply. Separate rules apply for conferences and group bookings.

Booking and confirmation

A booking is binding once it has been confirmed and the customer has received a booking reference verbally, in writing or through the booking system. When making a booking, the customer is required to state their name, address, arrival and departure time and method of payment. To book a room, one must be at least 18 years old. A customer who books the room for a minor is liable regardless of whether he/she stays with the minor in the room or not.

Arrival and departure

The hotel room will be at the customer's disposal from 3 pm on the day of arrival. On the day of departure, one must vacate the room by 12 pm. The room will be reserved until no later than 6 pm. If the customer will be arriving later than that that, he/she must notify the hotel in advance.

Cancellation and no arrival

Unless otherwise agreed at the time of booking, cancellations can be made until 3 pm local time 3 days prior arrival. If the customer fails to arrive without cancelling in advance or if the cancellation is done after this, the customer will be charged 95% of the bookings costs. The customer is also required to reimburse the hotel of any costs specifically related to the booking.

In case of a "force majeure", the hotel is entitled to cancel the booking, and the customer will be entitled to a full refund of all payments. The hotel is not responsible for any inconvenience suffered by the customer due to a "force majeure" (natural phenomenon, electricity outage, etc.), thus something that has not been caused by the hotel or that couldn't have been prevented within reasonable limits.

Stay in the hotel

The maximum number of people allowed at the premises is the number that has been agreed with the client at the time of booking. The use of a tent on the site of the property is not allowed without the hotel's consent. Pets are not allowed at the property, unless otherwise agreed. Smoking is prohibited in all indoor areas. The customer is responsible for any damage caused to the property or its equipment and appliances and must compensate the hotel directly. Should the customer neglect to return the keys, or has lost them, the customer will be charged for the cost of changing locks at the premise.

Any comments or complaints regarding equipment in the hotel must be reported immediately and directly to the hotel. The customer must familiarize him-/herself with the instructions manual at the hotel and follow any rules and instructions provided. Non-compliance may put the customer and the property in danger and the customer is responsible to cover any damage caused. Finnish Law will be applied in all unclear cases.