



## **GENERAL BOOKING TERMS AND CONDITIONS**

### **Booking and payment**

Online-booking: the booking is valid and binding once the customer has completed and paid the booking.

Booking via Åland Travel's service center: the booking is valid and binding once the customer's payment has been confirmed within the agreed payment time. A booking fee is added to the payment for bookings made via Åland Travel's service center.

Åland Travel and the service suppliers reserve the right to cancel the booking if full payment is not received. In case of an obvious price error the supplier and agency have the right to correct the price, or to cancel the purchase. The customer will be immediately notified about the correct and altered price.

### **The customer's right to cancel the booking (not a travel package)**

The cancellation can be made in writing to Åland Travel by e-mail or letter. The cancellation is considered to be valid at the time it is received by Åland Travel.

Hotels: For cancellation later than 1 day before arrival, the customer must pay the full price of the booked product. We accept the cancellation of 1-4 hotel rooms up to the day before the arrival. For 5 or more rooms the cancellation policy is applied according to the terms for group bookings, in other words the cancellations can be made without a cost no later than 30 days before the arrival day. Thereafter there is no refund.

Cottages: For cancellation later than 30 days before the date of arrival, the customer must pay the full price of the booked accommodation.

Cancellation due to illness: If the customer has to cancel the booked products and services due to acute illness that is attested by a medical certificate, accident or death of the customer or spouse, children, parents, siblings, or a person with whom the customer cohabits, the full amount is refunded. The cancellation must be made before the date of arrival. We recommend all our clients to have a travel insurance for unforeseen events.

### **The traveller's right to cancel the Travel Package before the start of the trip**

Åland Travel follows the directions of the Finnish Competition and Consumer Authority (FCCA) and SMAL ry (Association of Finnish Travel Agents AFTA).

The traveller has the right to cancel their booking at any time before the start of the trip. In such circumstances, the organiser has the right to charge a cancellation fee as follows:

1. Administrative costs as agreed, if a booking is cancelled at least 45 days before the start of the trip
2. A booking fee, if a booking is cancelled less than 45 days but at least 21 days before the start of the trip
3. 50% of the price of the package, if a booking is cancelled less than 21 days but at least seven days before the start of the trip
4. 75% of the price of the package, if a booking is cancelled less than seven days but at least three days before the start of the trip
5. 95% of the price of the package, if a booking is cancelled less than three days before the start of the trip.

Terms and conditions have been agreed between the Association of Finnish Travel Agents and the Finnish Consumer Delegate. These terms and conditions apply to contracts concluded on or after 1 July 2018. These terms and conditions are based on the mandatory provisions of Directive (EU) 2015/2302 of the European Parliament and of the Council on package travel and linked travel arrangements and the Finnish Act on Travel Service Combinations

<https://www.kkv.fi/en/facts-and-advice/buying-and-selling/contracts/general-terms-and-conditions/general-terms-and-conditions-for-package-travel/>

### **Claims**

Any claims and complaints must be presented as soon as possible and directly to the travel/accommodation/activity & event supplier. If the complaint is not treated after a direct notification, Åland Travel must be notified immediately. Claims for compensation are to be submitted to Åland Travel within 21 days after the trip. For a smooth process and follow-up, the complaint shall be submitted in writing, by e-mail: [info@alandsresor.fi](mailto:info@alandsresor.fi) or by post: Ålandsresor, Åland Travel Ltd, Pb 249 Alandia Trade Center, AX- 22101 Mariehamn, Finland.

### **Force Majeure**

Åland Travel may cancel the purchase contract due to force majeure (catastrophe, strike, riot, fire, war or other). The customer will be informed immediately and the payment will be refunded in total amount. No other compensation will be paid.

### **Disputes**

If the complaint is not settled between the customer and the travel/accommodation/activity & event supplier the customer has the option to forward the dispute to the Consumer Complaint Board in Finland, see [www.kuluttajariita.fi/en](http://www.kuluttajariita.fi/en).

## **GENERAL CONDITIONS FOR BOOKING A COTTAGE**

### **Responsibility of the rental agent**

Åland Travel is responsible for handling the rental agreement between the customer and the cottage owner who is responsible for the correct information submitted about the object. At a contractual dispute Åland Travel can mediate contact between the parties, and is responsible for handling the case. Åland Travel cannot be held legally responsible for breach of contract from the cottage owner's side, and Åland Travel reserves the right to assign the customer an equivalent accommodation or refund of the rent payment. In addition, the customer is not entitled to any other compensation.

### **Changing the rental object**

Åland Travel may due to events beyond Åland Travel's control and with the customer's consent change the rental cottage object to a cottage of equivalent value and location.

### **Rental period**

The rental period is recorded in the customer's rental contract. The rental period starts normally at 15.00 o'clock on the day of the arrival and ends at 11:00 o'clock on the day of departure. Upon early arrival and / or late departure, the cottage shall be booked and paid for the previous day and / or for the day after, if not other agreed with the cottage owner. The customer shall tell the renter the estimated arrival time to the cottage well in advance before the arrival and agree on a meeting place.

### **Responsibility of the cottage owner**

The cottage owner is responsible to give correct information about the rented property and make sure that the customer has access to the rental object during the agreed rental period.

### **The cottage owner's right to cancel the rental contract**

The cottage owner may cancel the rental contract due to force majeure (catastrophe, strike, riot, fire, war or other) of which the customer shall be informed immediately. If the cottage owner cancels the contract due to force majeure, all payments will be refunded to the customer in total amount. In addition, no other compensation will be paid to the customer. Non-profit and indirect damages will not be compensated. If possible, the rental owner shall offer the customer another equivalent accommodation. For this accommodation the tenant will pay the full price.

## **The customer's responsibility**

The customer agrees to follow the rules and regulations concerning the cottage. The customer agrees to compensate any damage to the property and furnishings. The compensation shall be paid directly to the cottage owner. The customer is responsible for cleaning up during the rental period and for final cleaning on departure. If the final cleaning has not been fulfilled and must be done by the cottage owner, the customer will be charged a fee that may be required even after the departure. Some cottage owners offer final cleaning service for additional charge. The number of people (including children) must not exceed the number of beds defined in the contract description without the cottage owner's permission. The cottage owner has the right to charge extra for the excess number of people, even if extra beds are not obtained.



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