

## **LEHMIRANTA – BOOKING AND CANCELLATION TERMS FOR INDIVIDUAL ONLINE BOOKINGS**

Valid as of 1 June 2019

### **General Information on the Online Booking Service**

Products sold through the online booking service are provided by Eläkeliitto ry, Lehmiranta (Business ID 0201099-0). We sell products to private individuals who are at least 18 years of age. All prices include value added tax (VAT), excluding open gift cards. We reserve the right to make changes to prices and any possible delivery charges.

### **Ordering and Booking Confirmation**

Bookings are made online via the company's website at [www.lehmiranta.fi](http://www.lehmiranta.fi).

All bookings are confirmed by email, which includes the total price, any delivery charges, and the products booked. Receiving a booking confirmation requires providing a valid email address at the time of booking. By placing a booking, the customer agrees to the booking and cancellation terms valid at the time of the booking.

### **Cancellation or Modification of a Booking**

You may change your accommodation booking free of charge until 6:00 p.m. (local time) on the day prior to arrival. After this time, or in the event of a no-show, the hotel has the right to charge the cost of the first night of the booking.

A cancellation is considered effective at the moment the notice of cancellation has been received. One-night bookings may be cancelled free of charge until 6:00 p.m. on the day prior to arrival.

When staying at the hotel, the names of all guests must be provided and recorded in the guest registration form in accordance with official regulations applicable to accommodation establishments.

Advance payments are non-refundable in the event of cancellation or any change in the value of the booking. If you wish to reschedule a booking that has already been paid in advance, please contact the hotel directly.

Guests are advised to check the coverage of their own travel insurance in case of cancellation.

### **Hotel Rooms**

The room rate includes a hotel breakfast and free use of the gym.

A half-board stay includes a hotel breakfast, lunch, free access to the sauna and pool area during opening hours, basic programme services, and free use of the gym.

All rooms at the Lehmiraanta resort are non-smoking. Smoking in a room will result in a cleaning fee of €100.

Guests are responsible for their own belongings. The hotel is not liable for damage to or loss of vehicles or property left in the parking area or inside vehicles.

Guests are advised to familiarize themselves with the locations of emergency exits, alarm buttons, and fire extinguishers.

### **Check-in and Check-out**

Hotel rooms are available from 3:00 p.m. on the day of arrival. The room will be held until 6:00 p.m. on the day of arrival unless a later arrival time has been agreed in advance.

Rooms must be vacated by 12:00 noon on the day of departure unless otherwise agreed. Late check-out is available for an additional charge of €10 per hour.

### **Force Majeure**

In the event of force majeure or an obstacle beyond Lehmiraanta's control, the booking may be cancelled. In such cases, the customer is entitled to a full refund of any booking fee paid.

If payments related to the booking are not made on time, Lehmiraanta has the right to cancel the booking. For compelling reasons, the hotel has the right to transfer the booking to another accommodation of at least an equivalent standard. The hotel will compensate the customer for any direct costs arising from such a transfer.

Hotel bookings are governed by the Finnish Act on Accommodation and Restaurant Operations.

### **Miscellaneous**

We reserve the right to amend these booking and cancellation terms. Customers must review and accept the terms valid at the time of booking before completing their reservation.

Lehmiraanta processes all customer data in strict confidence. These booking and cancellation terms apply only to bookings made through the hotel's official website.

Further information on general package travel conditions is available at:

<https://www.kkv.fi/Tietoa-ja-ohjeita/Matkustaminen-ja-matkan-jarjestaminen/ohjeet-matkapalveluyhdistelmien-tarjoajille/uusi-matkapakettilaki-2018/>

### **Payment Service Provider**

Payment processing services are provided by Paytrail Oyj (Business ID 2122839-7) in cooperation with Finnish banks and credit institutions. Paytrail Oyj will appear as the payee on bank statements or card statements and will transfer the payment to the merchant. Paytrail Oyj is licensed as a payment institution.

In the event of complaints, customers are requested to contact the service provider primarily.

### **Paytrail Oyj**

Business ID: 2122839-7

Innova 2

Lutakonaukio 7

40100 Jyväskylä, Finland

Phone: +358 207 181 830

[www.paytrail.com](http://www.paytrail.com)

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### **General Booking and Cancellation Terms for Restaurant, Spa, and Programme Services**

These booking and cancellation terms apply to purchases made directly through the online booking service. The booking confirmation sent by email serves as the admission ticket.

Tickets may be printed or presented digitally to Lehmiraanta staff.

Please check your tickets upon receipt and keep them safe.

Payments for restaurant, spa, or programme services are non-refundable. The service date may be rescheduled within the resort's opening hours. In the event of cancellation, customers must contact the resort's service manager at

**mervi.grohn@elakeliitto.fi**, phone **+358 40 7275 337**.

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### **General Terms for Gift Cards**

Unless otherwise stated in service-specific terms, gift cards are valid for six (6) months from the date of purchase. Gift cards may be used as payment for the service specified on the card. Open gift cards are valid for all services offered by Lehmiraanta, excluding treatments and alcoholic products.

Some services require advance booking. Please contact us in advance at **lehmiraanta@elakeliitto.fi** or by phone at **+358 2 727 5200** to confirm availability and mention the gift card at the same time. The gift card must also be presented when paying for the service.

Gift cards cannot be exchanged for cash. Gift cards are delivered by email or post.

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### **Contact Information**

#### **Lehmiraanta**

Lehmiraannantie 12

25170 Kotalato (Salo), Finland

Our sales service is available on weekdays from 9:00 a.m. to 3:00 p.m.

Phone: +358 2 727 5200

Email: [lehmiranta@elakeliitto.fi](mailto:lehmiranta@elakeliitto.fi)