

Booking Terms

The booking of a cottage/accommodation is confirmed when the deposit (30%) has been paid. The remainder shall be paid 4 weeks before the accommodation. For bookings that are made later than 4 weeks before, and for shorter bookings (4 days or less), the full fee is charged at once.

Please arrange for receiving the keys 2-3 days before arrival from the cottage caretaker.

The check-in time is 4 pm and check-out is at noon, unless otherwise agreed.

For week reservations, the check-in and check-out day is Saturday, unless otherwise specified.

Cottages are let only to adults. People younger than 18 are welcome accompanied by adults.

The reservation includes use of the cottage and the sauna as well as firewood, unless otherwise specified. It includes kitchen ware and cutlery and mattresses, pillows and blankets. The visitor needs to bring the bedlinen, i.e. the sheets, pillowcases and duvet covers, unless otherwise specified.

The visitor is responsible for cleaning during and at the end of the stay (if the cleaning isn't booked beforehand). The cottage must be left in the same condition as it was at check-in. It is forbidden to accommodate more people than agreed to. Any damages caused by visitors or pets must immediately be announced to the cottage owner.

Fees

- Booking fee in Finland 12 €.
- Booking fee abroad 20 €.

Cancellations

A cancellation must be made in writing. There is a cancellation fee of 40 + 12 €.

If the cancellation is made at least 28 days before the check-in date, the first payment is returned, less the cancellation fee.

In case of cancellation 28 – 21 days before check-in date, the deposit is not returned.

If the cancellation is made later than 21 days before the check-in date, and it is not possible to re-rent, the full fee is withheld. (N.B. Hotels, B&Bs etc. might have different policies.)

We recommend having travel insurance to cover for cancellations. Also last minute bookings by telephone or email are binding. In case of no show, the fee will still be charged.

Archipelago Booking of Finland Ltd has the right to cancel bookings in the following cases.

- In case of force majeure. The client will be refunded.
- In case the fee has not been paid by due date.

The owner of the cottage has the right not to hand over the cottage, or disrupt the stay, in case of misbehaviour or drug use of the tenants. In this case, the client is not refunded.

Any complaints about the accommodation should be given immediately directly to the owner or caretaker. It is good to inform also Archipelago Booking of Finland Ltd of any arisen shortcomings, although the travel agency is not responsible for them.

If the client wants to make a complaint against Archipelago Booking of Finland Ltd, he has to prove that the shortcomings have been confirmed with the owner or caretaker, and documentation signed by both parties must be given.

Archipelago Booking of Finland Ltd reserves for price changes.

Online booking terms for sailing tours, events and tickets

1. Application

The Archipelago Booking of Finland complies with the following conditions when purchasing tickets for sailing tours and other events. 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 6 days prior the trip or later 100 % of the costs will be charged.

4. The right of the tour operator or shipping company to cancel the trip: The tour operator or the shipping company has the right to cancel the trip, for example due to the insufficient number of participants. In this case, the journey can be moved at the customer's request to another time or the price paid for the trip will be refunded in full to the customer.

5. Force Majeure

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

6. 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 Archipelago booking 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.