



Booking Terms & Conditions

These conditions apply to rented holiday accommodations, other premises, and services. Collectively, these are referred to as "**the property**".

Booking

- The customer is responsible for familiarizing themselves with the descriptions of the property/properties and the terms related to the booking. By making a reservation through Kanava Resort's online booking service (Moder) or by phone, the customer agrees to adhere to these terms and conditions.
- The customer's reservation becomes binding when it is confirmed, and the customer has paid the invoice related to the rental.
- Reservations made through external intermediaries are subject to the terms and conditions of the respective intermediary.

Payment & Payment Terms

- The rental invoice for the property must be paid fully in one installment. The rental price includes the value-added tax valid at the time of payment. Kanava Resort reserves the right to change the price of rental at any time prior to booking.
- Paytrail Plc acts as a collecting payment service provider and is an authorized Payment Institution. Paytrail Plc will be shown as the recipient on your bank or credit card statement. Paytrail Plc will forward the payment to the merchant. For reclamations, please contact the website the payment was made to.

Paytrail Plc

Innova 2

Lutakonaukio 7

40100 Jyväskylä

Business ID 2122839-7

paytrail.com/en/consumer/information-about-paying



Cancellations

- Cancellations should be communicated to Kanava Resort in writing, for example, via email.
- The date of cancellation is the date on which Kanava Resort receives notice of the cancellation.
- Failure to pay the invoice is not considered a cancellation.
- If a customer cancels a reservation 28 days or more before the start of the reservation, a cancellation fee of 100 euros will be deducted from the rental amount, and the remainder will be refunded to the customer.
- Cancellations made less than 28 days before the start of the reservation will result in the full original rental amount being charged, provided that the property cannot be re-rented.

Owner's Right to Cancel a Reservation

- In the event of an insurmountable barrier (*force majeure*), Kanava Resort has the right to cancel a reservation. The customer will be informed about the cancellation without delay. In such occasions, the customer is entitled to receive a full refund of the rental price.
- Kanava Resort may also cancel a reservation if the rental fee for the property is not paid by the due date and remains unpaid even after a notice period of five days.
- If the reservation is cancelled due to an insurmountable barrier (*force majeure*), any other costs incurred by the customer will not be refunded by Kanava Resort.

Key Handover & Usage

- The property key is in a keybox, which can be opened using a PIN code. The PIN code will be sent to the customer's provided email address or phone number before the start of the reservation.
- The customer must return the property key to the same keybox from which it was taken at the beginning of the reservation unless otherwise agreed.
- A fee of 50 euros will be charged for lost keys.



Property Usage

- The details of the property are defined in the property description.
- The property is available to the customer from 4:00 PM on the day of arrival until 12:00 PM on the day of departure, unless otherwise arranged.
- The property may not be used by more individuals than the number stated in the reservation. The use of motorhomes, caravans, or rental services (e.g., hot tubs) on the property is prohibited without prior permission.
- The customer is responsible for maintaining the general cleanliness of the property, as well as disposing of waste, bottles, and cans during the rental period and at its conclusion. The customer is also responsible for cleaning dishes after the rental period. If the tasks described above are not completed, there will be an additional cleaning charge. The charge for any additional cleaning is 50 euros per hour.
- Standard cleaning at the end of the rental period, apart from the aspects referred to above, is included in the rental price. Kanava Resort is responsible for cleaning.
- If a more thorough cleaning of the property is required after the rental period due to the customer leaving the property in a condition significantly dirtier than normal, the customer will be charged for the additional cleaning costs. The charge for any additional cleaning is 50 euros per hour.
- Smoking indoors is strictly prohibited. A fine of 200 euros will be charged for all violations of this rule.
- Pets are allowed in specifically designated properties. There is an additional fee for bringing pets, which should be paid at the time of reservation. The following conditions apply to guests with pets:
 - The customer is fully responsible for any damages caused by their pets.
 - Pets may not be left unattended in the accommodation.
 - Pet owners must pay special attention to the cleanliness of the accommodation. If Kanava Resort must conduct a more extensive cleaning of the property, the customer is responsible for the additional cleaning costs. The fee for this is 50 euros per hour.



Damages & Complaints

- The customer is obliged to fully compensate Kanava Resort for any damages caused to the rental property or its furnishings.
- Kanava Resort will not not compensate the customer for any inconveniences or expenses arising from environmental conditions, such as insects, animals, difficult driving conditions, or unexpected weather fluctuations.
- Any comments or concerns related to the condition or equipment of the rental property should be reported to Kanava Resort immediately upon their occurrence. If the issue cannot be resolved during the customer's stay, a written complaint should be submitted after the reservation period or during it, for further review.