

Art & Design Villas – Terms and conditions for individual travellers

To ensure smooth travel arrangements, you must comply with the following terms and recommendations, unless otherwise agreed.

The reservation will be confirmed by credit card information on the day of booking. Upon cancellation 29-22 days before the start of the stay, a fee of 50% of the value of the reservation is to be charged.

21 to 0 days before the arrival date Anttolanhovi has the right to charge the entire stay amount. Reservations made for 20 to 0 days are then binding, and no reservation is made for the right to cancel.

The booking is binding from the moment of booking, irrespective of whether it was made by telephone or by email. After making the booking, the customer will be sent an invoice for a deposit of 50 % of the rental. Final payment will be paid on the spot at the same time when check-in to the villa.

The booking is confirmed when deposit payment 50% is received by the due date. If the booking is made 4 weeks before commencement of the rental or later, reservation has to be guaranteed by credit card.

Failure to pay does not constitute cancellation! Anttolanhovi reserves the right to cancel the booking if payment is not received by the due date.

Cancellations

Cancellation must always be made by writing an email to Anttolanhovi.

If cancellation is made at least 30 days before commencement of the rental, the deposit 50% will be refunded, less an administration fee of 80 €.

If cancellation is made 22-29 days before commencement of the rental, the deposit will be retained. For later cancellations, the full payment will be charged unless the villa can be re-let.

Check-In policy

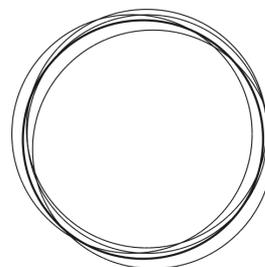
The villa is available from 4 pm on the day of arrival to 12 noon on the day of departure, unless otherwise agreed. To check-in the villas, the customer must, on request, present a receipt showing payment. All guests must provide to the hotel administration a valid passport or ID card and a valid credit card to guarantee potential additional services.

If a reservation is made via the online booking system, the cancellation shall be in accordance with *their* booking cancellation conditions.

Other terms and conditions

For reasons beyond its control, the hotel may, after consulting the client, transfer the booking to an alternative accommodation of at least the same standard. The hotel then reimburses the client for any immediate costs caused by the transfer.

The law on package travel does not apply to hotel/villa reservations. These fall under the accommodation and catering statute. The hotel may deviate from these regulations, in which case the hotel's own regulations shall be stated separately in the reservation.



Insurances

We recommend that our clients obtain travel insurance to cover any contingencies, because the hotel has no responsibility to accept cancellations without cancellation fees, not even if a medical certificate or other documentary evidence is presented.

Force majeure

Force majeure refers to cases in which the hotel cannot deliver the agreed services due to a strike or another factor that affects its operations. This only applies to the hotel's own services and excludes any external services, such as those related to the means of transport.

Terms and conditions

The customer's obligations and liability

During their stay, guests shall comply with the hotel rules and orders issued by the authorities. The hotel guest (or, ultimately, the contact person named at the time of booking) is liable for any damage that he or she causes to the villa or third parties. He or she is liable to replace any movables that he or she deliberately or by carelessness breaks or removes from the villa without permission.

The guest is also liable to pay the cleaning costs for an excessively dirty villa for that part which exceeds the normal cleaning costs. Any complaints concerning the equipment and condition of the villa must be made on the day of arrival, in order that the defects can be repaired.

Anttolanhovi is not liable to compensate the guest for any complaints made afterwards. Nor is the hotel liable for any belongings left in the villas.

We would ask our guests to note that the villas are in a licensed area, so guests are not allowed to consume their own alcoholic beverages on the premises.