

FinnishLakesideCabins.com Booking Form

Person making this booking:

Title: First name: Surname:

Contact details:

Street address:

Town/City:

County:

Post Code:

Country:

Telephone (day):

Telephone (eve):

Fax:

Email:

Cabin requested:

Cabin code (eg Lak099): 2nd choice (optional):

Start date (dd/mm/yy): End date (dd/mm/yy):

Do you want to order bed linen and towels for your party (£10 per person)?

Yes No

Do you want to order the final cleaning in the cabin to be done on your behalf (extra charge as stated in the cabin description)?

Yes No

Do you have any special requests regarding this cabin/your booking?

All members of party (please state age for children & elderly):

Title: First name: Surname: Age:

Title: First name: Surname: Age:

Title: First name: Surname: Age:

Title: First name: Surname: Age:

Title: First name: Surname: Age:

Title: First name: Surname: Age:

Title: First name: Surname: Age:

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Title: First name: Surname: Age:

Title: First name: Surname: Age:

Payment details:

* If you are making your booking less than 3 months ahead of your rental period, a full payment is required within the next 3-5 days.

* If you are making your booking more than 3 months ahead of your rental period, a 50% payment is required within the next 3-5 days, while the second 50% payment will be due 3 months prior to the commencement of your rental period.

We accept payments in sterling by cheque or bank transfer, while payments in euros are also accepted by euro bank transfer. All cheques should be made payable to 'FinnishLakesideCabins.com' and sent to FinnishLakesideCabins.com, Reservations Dept. 2 Dairy Lodges, Hatfield Park, Hatfield, Hertfordshire, AL9 5NH. If you wish to pay by bank transfer, the necessary details will be forwarded to you soon.

Please state you preferred method of payment:

Calculating your rental cost (sterling payments only):

Rental price (£):

Bed linen (optional for £10 per person):

Cleaning charge (optional):

Total cost:

Confirmation of booking:

As soon as we have received your booking form, we will contact the cabin owner to book your chosen accommodation for you. We will then notify you when the booking has been made and the cabin owner has confirmed your booking, usually within 24 hrs.

Please note that all bookings are fully confirmed only once we have received your 50% or full payment. Please state how you prefer us to contact you.

Email

Fax

Telephone

We will advise you if the cabin you have chosen is not available. If you have stated a 2nd choice and it is available, we will book this cabin for you instead.

Booking conditions:

By signing this form you confirm that you have read and understood our booking conditions. If you haven't done so already, read our booking conditions (enclosed) now.

Signature:

Date:

How did you hear about us?:

Did someone recommend us to you? Did you find us on the internet (if yes, please state which search engine did you use - google, yahoo or msn for example)?

Mailing List:

Do you want to add your email address to our mailing list for news and special offers?

Yes

No

Please return this booking form to:

FinnishLakesideCabins.com
Reservations Department
2 Dairy Lodges, Hatfield Park
Hatfield, Hertfordshire
AL9 5NH

Or fax this form to: +44 (0)1707 256 398

Booking Conditions

The booking of a holiday property described in these conditions is a legally binding agreement for hiring the property for a specified period. It is important that you read the following booking conditions, as they contain rights and obligations to which you must agree to before making your booking.

1. Definitions

In these conditions 'the Agents' or 'We' shall mean FinnishLakesideCabins.com acting as booking agents for the legal owners of the holiday properties, herein referred to as 'the Owners'. 'The Holiday Property' shall mean any property that is advertised and let through the Agents. 'The Customer' or 'You' shall mean the individual or group of individuals who make the booking. The Customer acts on behalf of and is responsible for all persons in his/her party.

2. Contract

The contract shall be between the Customer and the Owner acting through the Agents, but will not exist until the Customer has completed a booking form, the Owner has confirmed the booking to the Agents and the Agents have sent a written booking confirmation to the Customer and the Owner.

3. The Holiday Cost

(a) The rental price usually includes self-catering accommodation, all furniture and fittings, cutlery and dishes, use of sauna, rowing boat and a barbecue hut, electricity, gas, water, pillows, blankets, mattresses, holiday advice, maps and driving instructions in English. Please refer to the online cabin descriptions to see what is included in each individual holiday property or request more information from the Agents.

(b) The rental price does not usually include flights, car hire, transportation between the airport and the holiday property, meals, excursions, safaris, cleaning, bed linen, towels or normal consumables such as washing-up liquid, soap, toilet paper and kitchen roll. Please refer to the online cabin descriptions to see what is included in each individual holiday property or request more information from the Agents.

(c) It is often possible to rent bed linen and towels from the Owners for £10 per person or to arrange the final cleaning in the holiday property to be done on your behalf for an extra charge by prior booking. All bed linen, towels and the cleaning charges must be paid in full before the beginning of the rental period.

(d) Activities and safaris can be pre-booked in advance of your holiday via the Agents in many of the rental locations, particularly in Lapland. The full list of safaris available can be viewed online via a link on the cabin description pages in the locations where pre-bookable safaris are available. All pre-booked safaris must be paid in full prior to the holiday.

(e) The Agents reserve the right to alter prices displayed online due to special offers or promotions, errors, omissions, exchange rate fluctuations, increased banking charges, changes in VAT or any other reason. Prices for confirmed bookings will of course always be honoured.

4. Making a Booking

(a) A booking can be made online 24 hours a day completing the Agents' online booking form which can be submitted electronically. The booking form can also be downloaded from the website in pdf-format for offline completion and then sent or faxed to the Agents for processing. You accept these booking conditions when you submit the online booking form or send or fax the offline booking form to us. All bookings are subject to availability and will be confirmed by the Agents usually within 24 hours.

(b) Once the completed booking form has been received, we will contact the Owner to book your preferred holiday property for your party. If your requested rental period is still available, we will confirm the booking details and all costs to you as soon as possible. If your requested rental period is not available anymore at the time of booking, we will inform you as soon as possible and you will have an opportunity to choose an alternative holiday property or an alternative rental period.

(c) The name and telephone number of the Owner as well as the exact details about how you will receive the keys to your accommodation on your arrival will be emailed to you about six weeks prior to the commencement of your rental period. Maps and driving instructions to the holiday property in English will also be provided to you at this stage. Please inform us about your estimated arrival time to your accommodation at least a week prior to the first day of your rental period so we can pre-arrange a suitable time and place for handing over the keys for your use.

(d) Before a booking form is sent to the Agents, it is possible in some cases to provisionally book the preferred holiday property and hold it for a maximum 48hrs while flights and car hire arrangements are finalised.

5. Payment

(a) If you are making a booking more than three months ahead of your chosen rental period, a 50% deposit is required within 3-5 days of the date of your reservation and the final 50% is then required three months prior to the commencement of your rental period. If you are making a booking less than three months ahead of your chosen rental period, a full payment is required within 3-5 days of the date of your reservation.

(b) We accept payments by UK sterling cheque and bank transfer (including internet banking). Payments in Euros are also accepted by bank transfer, but we regret credit and debits cards are not currently accepted. All bookings are fully confirmed only once we have received your full payment or 50% deposit.

(c) Cheques should be made payable to FinnishLakesideCabins.com and should reach us at the address shown on the booking form within 5 working days from the date of your reservation.

(d) Payments by bank transfer should be sent to the Agent's bank account no later than 5 working days from the date of your reservation.

6. Amendments to Booking

(a) If you wish to amend a confirmed booking by moving to a different property, this is allowed providing there is still more than six weeks to the commencement of your confirmed rental period. You must pay the difference or be entitled to a refund depending on the rental cost of the alternative accommodation in relation to your original booking. All amendments however are subject to a fixed one-off fee of £30.00 per booking.

(b) If you wish to amend a confirmed booking by changing the dates of your rental period, this is allowed providing the alternative rental period is still available and there is still more than six weeks to the originally booked rental period. If the alternative rental period is of a different cost, you must pay the difference or be entitled to a refund depending on the cost of the revised booking in relation to your original booking. All amendments however are subject to a fixed one-off fee of £30.00 per booking.

(c) If you wish to add more people to your booking after the original reservation, you can do so for no additional cost up to the maximum number of people allowed to occupy the holiday property you have booked, providing the rental cost you paid was per cabin, not per person. If the holiday property you have booked is priced according to the number of people sharing it, you must pay the difference or be entitled to a refund depending on the revised rental cost, but no amendments to the group size are allowed within 6 weeks from the first day of your rental period.

7. Cancellation

(a) If you cancel your booking more than 6 weeks prior to the first day of your confirmed rental period, you will be entitled to a refund of the rental cost, less a 20% cancellation fee.

(b) If you cancel your booking less than 6 weeks prior to the first day of your confirmed rental period for whatever reason, regrettably no refund will be available unless the Owner or the Agents will be able to rent the same holiday property for the same rental period to another customer, in which case a small amount may be refunded. We therefore strongly advise that you will purchase adequate holiday insurance to cover for any eventualities.

(c) If you cut your rental period short and leave early and the Owners are not in breach of their obligations, we will treat this as a cancellation and you are not entitled to a refund or compensation.

(d) If for any reason beyond the control of the Owners or the Agents the booked holiday property is not available during the confirmed rental period due to fire, floods or other force majeure, the Agents will endeavour to offer alternative accommodation of similar style, size and standard. Should the alternative holiday property offered be of a higher price than the original holiday property booked, the Agents reserve the right to charge the difference. If the alternative accommodation is not acceptable to the Customer or no alternative accommodation can be found, the Agents will cancel the booking, refund all monies paid in full and be under no further liability.

8. Delayed Arrival or Departure to/from the Holiday Property

(a) The holiday properties let by the Agents are rented for a specified rental period that usually starts on your first day between 14.00-17.00 and ends on your last day between 10.00-12.00. Please refer to your booking confirmation for exact timings in the holiday property that you have booked.

(a) Neither the Agents nor the Owners will accept liability for any claim arising as a result of a delayed arrival to the holiday property due to delayed or cancelled flights or any other reason outside the control of the Agents and the Owners.

(b) Any property let by the Agents is strictly on the basis that the accommodation is for holiday use only and that no right to remain in the property will exist by you or any other person allowed into the property after the agreed rental period has expired. You will be held liable for any costs incurred if your departure from the holiday property will exceed the agreed rental period.

9. Customer Obligations

The Customer agrees to:

(a) Keep the holiday property and all furniture, fittings and effects in and on the property in the same state of repair and condition as they were at the commencement of the rental period and must also leave the holiday property in the same state of cleanliness and general order in which it was found. The Owners will be entitled to make an additional charge to you if the holiday property has been left dirty or untidy and the final cleaning has not been ordered to be done on your behalf in advance of your rental period.

(b) Pay for any losses or damages to the holiday property, including all associated amenities such as garden, outbuildings, equipment, furniture and household goods, however caused. Reasonable normal wear and tear is excluded. Please notify the Owner or the caretaker of the holiday property of any breakages during your stay before you leave or contact the Agents as soon as possible after you have returned home.

(c) Allow the Owners reasonable access to examine any matter of complaint raised during the rental period and to attend to any resulting repair or rectification or other urgent maintenance.

10. Owner Obligations

(a) The Owners are obliged to keep the property and all associated amenities in good and safe condition in accordance with all relevant Finnish law and legislation regarding safety in rented holiday properties. The Customer and all members of the party are to take due care and act responsibly when occupying the holiday property and using all associated amenities such as sauna, rowing boat, barbecue hut and a fireplace.

(b) The Agents act purely as an intermediary between the Owners and the Customers and cannot be held liable for any act, neglect or default on the part of the Owner or any other person that has resulted in an accident, damage, loss, injury, expense or inconvenience. All matters outside the control of the Agents must be taken up with the Owners directly during the rental period, though we are available to help and assist in reaching agreement between you and the Owner if required.

11. General Conditions

- (a) The person making the booking is responsible for the holiday property and ensuring that all members of the party observe all aspects of their obligations and respect the "house rules" set by the Owners.
- (b) To comply with the Owners' insurance requirements, only the maximum number of persons stated in the online holiday property descriptions may occupy any property. If the stated number of persons is exceeded, the Owners are entitled to refuse entry and this will be treated as a cancellation by you and Condition 7 (c) will apply.
- (c) The Customer is not to share the property with anyone not listed in the booking form or listed as a member of the party, or to sublet the property or assign the booking to anyone else without a prior written agreement from the Agents. Should the Customer breach this clause, the Owners and the Agents reserve the right to terminate the agreement immediately without refund or compensation.
- (d) The Owners are entitled to ask the Customer or any member of the party to leave the holiday property without refund, if in the reasonable opinion of the Owners the behaviour of the Customer or any member of his/her party is unacceptable. You must observe the Owners rules at all times, giving the Owners the right to inspect the property during the holiday, if considered necessary.
- (e) Pets are permitted only in some of the holiday properties and if a pet is taken to a property, where pets are not allowed or the stated number or size of the pets is exceeded, the Owners are entitled to refuse entry or demand that the Customer leaves the holiday property and this will be treated as a cancellation by you and Condition 7 (c) will apply.
- (f) Smoking is strictly prohibited in all cabins featured on the Agents' website.

12. Pre-Bookable Safaris

- (a) All safaris, activities and excursions pre-booked via the Agents are provided by independent safari organisers and activity companies, that operate according to their own booking terms and conditions and such companies are solely responsible for all the services they provide.
- (b) The booking contract for any safari or activity is formed between the local safari or activity organiser and you, while the Agents act as intermediary and booking agents only. The Agents cannot therefore be held liable for any complaint or disagreement regarding safaris, activities or excursions and any such issues should be taken up with the activity or safari organiser directly during or immediately after the taken safari or activity. Claims cannot be usually investigated after your holiday, so it is important that you bring up any concerns directly with the activity organiser immediately while still in Finland.
- (c) All payments for pre-bookable safaris, activities and excursions must be paid in advance of your holiday. We accept payments by UK sterling cheque or bank transfer (including internet banking) or alternatively euro bank transfer.
- (d) All cancellations that take place after the payment, but at least six weeks prior to the date of the booked activity, incur a 20% cancellation fee. We regret no refunds are usually available within six weeks prior to the date of the booked activity.
- (e) All safaris, activities and excursions include at least one professional English-speaking guide.
- (f) Minimum group sizes might apply and in the event that the minimum group size has not been achieved, an alternative safari, date or time may be offered to you locally.
- (g) Snowmobile safaris include insurance cover, but if any damage is caused to a snowmobile during a safari or activity, a personal excess set by the safari organiser will apply (usually approx. 500 euros).
- (h) All stated safari durations and distances are approximate and may vary from day to day due to differing abilities of participants and prevalent weather conditions.
- (i) The safaris and activities are operated subject to reasonable weather, snow and ice conditions. Adverse or very cold weather, lack of snow or thin ice on waterways may force a safari or an activity to be altered, postponed or cancelled. An alternative route, location or time may be offered to ensure the safety of all participants. If no alternative safari or activity is available or if you refuse to agree to an alternative safari offered to you, you will be entitled to a full refund.

13. Complaints

Any complaints regarding the condition of the holiday property or its amenities must be taken up in the first instance with the Owner, his/her representative or the property caretaker, so that any necessary action can be taken immediately. If a satisfactory outcome is not reached, the Customer is to contact the Agents as soon as possible, but preferably within the rental period. The Agents will then liaise with the Owners and try to rectify the complaint although the Agents cannot accept responsibility for matters beyond their control. Failure to follow this procedure will mean that we cannot support your claim on your return.

14. Discrepancies

- (a) In the event of any discrepancy between these booking conditions and the contents of the Agents' website, these booking conditions shall prevail. Whilst the Agents take all reasonable steps to ensure the accurate reproduction of text and photos, minor variations between the description and the holiday property may be possible.
- (b) All distances are approximate and holiday property amenities may be altered or withdrawn for reasons outside the Agents' or the Owners' control. All descriptions and statements about the holiday properties featured online are made by the Agents in good faith and are based on information and photos provided by the Owners, as well as personal visits to the holiday properties where applicable.

15. Disclaimer

The links provided on our website are purely for the purposes of offering you free advice and information about travelling to and within Finland, as well as activities and attractions available throughout the country and do not form part of the service or product offered by the Agents as a holiday package. We are not responsible for the contents or quality of any website reached via a link from this website, nor do we take any responsibility for the services or products provided by any other party.

16. Law & Jurisdiction

The Agents operate according to the relevant English and European Union law and jurisdiction including the Consumer Protection (Distance Selling) Regulations 2000, the Unfair Terms in Consumer Contracts Regulations 1999, E-Commerce Regulations 2002, the Data Protection Act 1998 and the EU Directive on Privacy and Electronic Communications 2003.