

# Booking terms and conditions

Björkholm Cottages Limited has the following booking terms and conditions concerning of:

- rental of the cottages
- rental of the conference hall/assembly hall, sauna and chapel (mentioned in the booking terms and conditions as 'other premises')
- rental of the boats
- other activities and services

The booking terms and conditions are binding on both parties.

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## 1. The location and accountability

The island of Björkholm is private area. The territory of Björkholm Cottages Limited does not cover the entire island. Guests use the area and the nature trails with extreme care for nature conservation.

The presence of the customer on the island, the use of the cottages or other premises and participation in activities on the island are entirely at their own risk. These activities include the use of the playground, of nature trails and the harbour. All relevant services provided in these contexts are also at their own risk. Björkholm Cottages Limited is not responsible for personal accident or injury and damage to or loss of personal belongings.

## 2. Making a booking

Customers must be 18 years or older when they make a booking. Bookings can be made by phone, through e-mail or by filling in an request form on our website.

Customers are requested to indicate the number of guests in advance. Upon arrival, a tourist form must be filled in with the information of all guests.

## 3. Confirmation and payment

Björkholm Cottages Limited will send a booking confirmation and invoice to the customer.

Invoices are to be paid in the form of SEPA payments (IBAN account number and bank's BIC code) using the reference number on the invoice.

The total amount of the booking can be paid in two instalments. The deposit (30% of the cottage rental price) must be paid within 14 days after the invoice date. The remainder of the sum must be paid via bank transfer no later than the arrival date or cash or by card on arrival.

If the option of payment on the invoice is given by Björkholm Cottages Limited, the entire sum can be paid via bank transfer before arrival or cash or by card on arrival.

If the customer does not make payments on time, Björkholm Cottages Limited may cancel the booking without prior notice.

## 4. Cancelling and changing booking

Cancellations must always be made by mail ([info@visitbjorkholm.com](mailto:info@visitbjorkholm.com)). Cancellations will be confirmed by Björkholm Cottages Limited to the customer.



If the cancellation is not confirmed by Björkholm Cottages Limited, the cancellation is not received by Björkholm Cottages Limited and the customer will need to contact Björkholm Cottages Limited.

If a booking is cancelled the customer is not entitled to a refund of the deposit (30% of the cottage rental price). If the deposit is not paid before the cancellation, Björkholm Cottages Limited has the right to charge a cancellation fee (30% of the cottage rental price).

If a booking is cancelled within 14 days (2 weeks) of the start of the rental period or during the rental period, the customer will be charged the entire sum.

Notwithstanding, the customer has the right to receive the refund for sums paid to Björkholm Cottages Limited, except for the deposit (30% of the cottage rental price), if the customer himself/herself or any person living in the customer's household falls seriously ill, is involved in an accident or dies. Björkholm Cottages Limited should be informed of cancellations without delay and reliable evidence, such as a doctor's note, must be provided to Björkholm Cottages Limited.

If the cottage or other premises are not moved into or they are moved in late, the customer is not entitled to a refund of the rent or a refund of the rent of the unused period. If the customer breaks off his or her booking and leaves the cottage or other premises, the customer will not be entitled to a refund.

The customer can change the check-in day free of extra charge. Björkholm Cottages Limited strives to comply with every requested change of the check-in day if the other bookings allow this.

If the boat is not picked up or picked up too late, the customer is not entitled to a refund or the rent or a refund of the rent of the unused period. If the customer breaks off his or her booking and returns the boat before the end of the rental period, the customer will not be entitled to a refund.

## 5. Björkholm Cottages Limited entitled to cancel a booking

Björkholm Cottages Limited may cancel bookings in the event of force majeure. In such a case, the customer is entitled to a full refund of the sums paid to Björkholm Cottages Limited. If it is necessary to break off a rental period due to inappropriate behaviour by the customer, no payments will be refunded.



## 6. Service details in the descriptions of the cottages and premises

The descriptions of the cottages and premises on the website give a picture that is fairest possible. Björkholm Cottages Limited is not responsible for items that are not mentioned.

The website of Björkholm Cottages Limited includes descriptions of local services, such as the ferry M/S Viken. Björkholm Cottages Limited is not responsible for information about general services that are not provided by Björkholm Cottages Limited, or for the availability of such services.

## 7. Staying in the cottage and using the premises

The cottages are available to the customer from the arrival of the ferry M/S Viken 13:40/14:25 (week days) or 15:10/15:30 (Saturday/Sunday) until the day of departure until 10:00 (week days) or 11:15 (Saturday/Sunday). The departure time is negotiable.

Normal energy costs, furniture, kitchenware, crockery, cutlery, mattresses, bedcovers, and pillows are included in the price.

A limited amount of firewood is included in the rent. Extra firewood is available at an additional price.

The customer must use bedlinen. Bedlinen are available at an additional price or the customer can bring their own.

Toilet paper, kitchen towels, dish towels and dishwashing liquid are not included in the rent.

The tap water at Björkholm is drinkable and is checked by a designated authority each calendar year. The drinking water can have some colour, taste and scent.

The cottages or other premises cannot be used by more people than the number stated in the description of the cottages (number of beds) or other premises. Or by more people than agreed when the booking was made. A fee may apply for an extra person.

It is forbidden to use tents, caravans or rented equipment (such as outdoor baths) on the land surrounding the cottage or other premises without prior Björkholm Cottages Limited consent.

Smoking is prohibited in all cottages and other premises.

Making a campfire is only allowed in the brick fireplaces in front of the cottages. Damaging trees and burning branches is forbidden.



Pets are allowed.

## 8. Customer's obligations and hand-over of the cottage or other premises on the date of departure

The customer is to hand over the cottage by 10:00 on the day of departure unless agreed otherwise in advance. If the customer departs earlier, this must be reported to Björkholm Cottages Limited in advance.

The customer is to hand over the other premises as agreed in the booking.

The customer must pay for any damage he or she has caused to the cottage or other premises. Björkholm Cottages Limited must be immediately informed about any such damage when it occurs.

For the hand-over of the cottage and other premises, the customer is responsible for the end cleaning. The end cleaning includes the following:

- washing up and returning the dishes to the cabinets
- cleaning the kitchen, including the kitchen appliances
- wiping all the table tops
- vacuum cleaning and wiping the floors
- clearing the fireplace from ashes
- washing the sauna and inside toilet
- collecting garbage from the cottage and the plot and depositing the garbage at a waste disposal point
- collecting rented bed linen on top of one of the beds

A cleaning of the cottage can be pre-booked for thirty nine (39) euros.

The customer is still responsible for:

- washing up and returning the dishes to the cabinets
- collecting garbage from the cottage and the plot and depositing the garbage at a waste disposal point.

The customer will pay a fee of fifty-five (55) euros when the cottage or other premises are not handed-over according to the conditions above.

## 9. Boat rental

A rowing boat or motor boat can be booked in advance or hired on site. Payment is made at the beginning of the rental period. If the rowing boat or motor boat is hired in advance the same booking terms and conditions mentioned in Björkholm Cottages Limited booking terms and conditions apply.



Additionally, the person renting is responsible for the boat and all persons on board with him or her. Navigating the boat is only possible for people over 18 years old.

Björkholm Cottages Limited reserves the right to decline to hand over a boat to the person renting if he or she does not seem able to take up the responsibility. In case of pre-booking and payment and when declining is because of bad behaviour or because the person hiring is obviously under influence of alcohol and/or drugs no payments will be refunded.

The renter is obligated to respect the local rules of sea navigation by the local authorities. The renter respects the waterfronts of local premises and does not fish in front of - or enters the local premises. The renter must remain 50 meters from fishing gear.

Björkholm Cottages Limited rents the boat with mandatory safety equipment, such as an anchor with rope, a drainage device and lifejackets for all passengers. The renter is responsible to check the safety equipment is on board when leaving the harbour.

Towing others, lending out and sub rental of the rowing boat or motorboat are forbidden.

A deposit in the form of an original document with personal information, such as a driving license is required. No copies will be taken. The document will be given back to the renter on return.

The customer must pay for any damage he or she has caused to the boat or premises of Björkholm Cottages Limited or to third-party properties. Björkholm Cottages Limited must be immediately informed of any such damage when it occurs. The renter must not repair or attempt to repair damage and/or breakdowns without permission of Björkholm Cottages Limited.

Björkholm Cottages Limited cannot be held responsible for personal accident or injury on board or damage to or loss of personal belongings.

The renter returns the boat to the harbour of Björkholm Cottages Limited. No one-way trips are possible. The rowing boat or motor boat is to be returned to Björkholm Cottages Limited in the same condition as when it was collected. The renter will collect garbage from the boat and recycle the rubbish.

Extra costs, such as staying in harbours, are to be paid by the renter.

## 10. Incorrect information on pricing

Incorrect information on pricing is not binding to Björkholm Cottages Limited if the



pricing is incorrect very obviously so that the customer should have realized. Such a situation may arise if there is a big difference between the price stated and the actual price or if the inaccurate price can be considered extremely low in comparison to the general price level.

## 11. Force majeure

Björkholm Cottages Limited is not liable for damage incurred by the customer if the damage is due to force majeure or corresponding causes that are not attributable to Björkholm Cottages Limited and that Björkholm Cottages Limited could not reasonably be expected to prevent. For example: power cuts, natural phenomena such as the emergence of algae, or animals such as mice, snakes and insects.

Additionally, Björkholm Cottages Limited is not liable for damages or consequences stemming from other natural phenomena.

## 12. Objections and complaints

Any objections and complaints related to the cottage or other service must be made to Björkholm Cottages Limited as soon as the issue arises during the rental period. The customer should offer Björkholm Cottages Limited an opportunity to solve the objections and complaints. If the customer does not notify Björkholm

Cottages Limited of any deficiencies he or she observes during the rental period, the cottage or other premises are assumed to be in the condition stated in the agreement. Deficiencies reported after the rental period cannot be jointly verified and Björkholm Cottages Limited is not liable for compensation in this case. If the customer breaks off his or her booking and leaves the cottage or other service before the end of the rental period, no compensation will be paid for unused period nor will the customer be entitled to a refund.

## 13. Applicable law and jurisdiction of dispute resolution

The parties to the agreement shall strive to resolve any disputes arising from the agreement by mutual negotiations. If negotiations do not lead to an agreement, disputes will be resolved by the court. Finnish law applies to the agreement.

