

# Booking terms and conditions

Björkholm mökit Oy 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 sup-boards, rowing boats, motorboats and sailing boats
- other activities and services

The booking terms and conditions are binding on both parties.

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**Björkholm**

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## 1. The location and accountability

The island of Björkholm is private area. The territory of Björkholm mökit Oy 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 the feet-of-the-ground path, of nature trails and the harbour. All relevant services provided in these contexts are also at their own risk. Björkholm mökit Oy 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 one of our selling partners on the internet.

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

In case the booking is made through a phone call, e-mail or the website [www.visitbjorkholm.com](http://www.visitbjorkholm.com), Björkholm mökit Oy 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 mökit Oy, 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 mökit Oy may cancel the booking without prior notice.

In case the booking is made through one of our online sales channels, the conditions and payments according the sales channels are in effect.



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## 4. Cancelling and changing booking

In case the booking is made through a phone call, e-mail or the website [www.visitbjorkholm.com](http://www.visitbjorkholm.com), cancellations must always be made by mail ([info@visitbjorkholm.com](mailto:info@visitbjorkholm.com)). Cancellations will be confirmed by Björkholm mökit Oy to the customer. If the cancellation is not confirmed by Björkholm mökit Oy, the cancellation is not received by Björkholm mökit Oy and the customer will need to contact Björkholm mökit Oy. 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 mökit Oy 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.

In case the booking is made through one of our online sales channels, the conditions according the sales channels are in effect.

Notwithstanding, the customer has the right to receive the refund for sums paid to Björkholm mökit Oy, 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 mökit Oy should be informed of cancellations without delay and reliable evidence, such as a doctor's note, must be provided to Björkholm mökit Oy.

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 within the same calendar year free of charge. Björkholm mökit Oy strives to comply with every requested change of the check-in day if the other bookings allow this. After changing the check-in date a cancellation will not be refunded.

If the sup-board, motorboat or sailing boat is not picked up or picked up too 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 returns the boat before the end of the rental period, the customer will not be entitled to a refund.

## 5. Björkholm mökit Oy entitled to cancel a booking

Björkholm mökit Oy 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 mökit Oy. If it is



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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 and sales channels give a picture that is fairest possible. Björkholm mökit Oy is not responsible for items that are not mentioned.

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

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

The cottages are available to the customer from 15:00 until the day of departure until 10:00 (week days) or 11:00 (Saturday/Sunday). The arrival time and departure time are negotiable.

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

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

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 applies 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 mökit Oy consent.

Björkholm mökit Oy has quiet hours between 22:00 and 07:00. Respect your neighbours, no music and loud talking during this hours. No loud music at all times.

It is not allowed to walk through the close by area next to cottages along the waterline that are not rented by the costumer. Use the path to the pier between cottages Tärnan and Sjöbo. No access to the piers from other cottages if they are occupied. The beach area at the playground and the harbour are accessible for everyone.

Smoking is prohibited in all cottages and other premises.



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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 (week days) or 11:00 (Saturday/Sunday) on the day of departure unless agreed otherwise in advance. If the customer departs earlier, this must be reported to Björkholm mökit Oy 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 mökit Oy 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 final cleaning. The final cleaning includes the following:

- washing up and returning the dishes to the cabinets
- cleaning the kitchen top, cupboards and the kitchen appliances, such as the coffee maker, fridge, stove and oven
- wiping all the table tops
- taking carpets out on the veranda, vacuum cleaning and wiping (wet) the floors and return carpets to their original places
- clearing the fireplaces (living area and sauna) from ashes into the ash bucket
- washing the sauna and inside toilet (inside toilet does not need to be emptied)
- collecting garbage from the cottage and the plot and depositing the garbage at a waste disposal point
- fill up the wood stock with chopped wood in living area and sauna
- collecting rented bed linen on top of one of the beds

A cleaning of the cottage can be pre-booked for fifty (50) euros.

The customer is always 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.

Our guests can clean the cottage themselves according the house rules above. Björkholm mökit Oy is entitled to send an invoice for the final cleaning after the departure of the guest, in case the final cleaning has not been done as agreed.



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## 9. SUP-board, rowing boat, motor boat and sailing boat rental

A sup-board, rowing boat, motor boat or sailing boat can be booked in advance or hired on site. Payment is made at the beginning of the rental period. If equipment as mentioned above is hired in advance the same booking terms and conditions mentioned under paragraph 4 apply.

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

Björkholm mökit Oy 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 mökit Oy 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 guarantee in the form of an original document with personal information, such as a driving license can be requested. No copies will be taken. The document will be given back to the renter on return. A guarantee in the form of hundred (100) euros can be requested.

The customer must pay for any damage he or she has caused to any equipment or premises of Björkholm mökit Oy or to third-party properties. Björkholm mökit Oy 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 mökit Oy.

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



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

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

Renting a sailing boat might require a test sail before we rent out a sailing boat. By renting a sailing boat you take responsibility for our equipment and your own safety. By giving us a wrong impression of your sailing skills you are not entitled for a refund when we decide to cancel or shorten the rental period after you set out to the Archipelago Sea.

## 10. Sailing experiences

Participants do not need any previous sailing experience, but it is required that all participants can swim in open waters.

Participants must bring changing clothes for after the activity. If necessary appropriate clothing against rain or sunshine.

Payment is made at the beginning of the experience.

We reserve the right to change the experience start and end times according the ferry schedule and weather conditions. The experience can be cancelled or postponed to another day in case the wind conditions are not suitable or unsafe for sailing. In case the experience is cancelled due to weather conditions, the paid experience fee will be refunded fully.

Cancellations made by the participants within 24 hours before the starting time of the experience will not be refunded. Changing the date of the experience to a date in the same calendar year is free of charge. After changing the date a cancellation will not be refunded.

## 11. Incorrect information on pricing

Incorrect information on pricing is not binding to Björkholm mökit Oy 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.



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## 12. Force majeure

Björkholm mökit Oy 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 mökit Oy and that Björkholm mökit Oy 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 mökit Oy is not liable for damages or consequences stemming from other natural phenomena.

## 13. Objections and complaints

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

## 14. 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.

