

# Terms and Conditions

To ensure the optimal operation of our services, the following conditions and recommendations apply to all rentals.

## Check-in and Check-out

The cabin is available to guests from 16:00 (4:00 PM) on the day of arrival until 14:00 (2:00 PM) on the day of departure. If you need earlier check-in or later check-out, please inquire about this possibility in advance.

## Booking and payment

A reservation becomes binding only after the **1st payment (20%)** has been settled. The guest making the booking must be 18 years or older. IDs for all visiting guests may be requested. The booking is always strictly limited to a maximum of six people. The **5th** and **6th** guests are subject to additional payment.

Payment schedule: If there is less than 30 days before the start of the reservation at the time of booking, the entire reservation will be billed as due immediately. Otherwise, the first part of the accommodation fee must be paid at the time of booking, and the remaining balance must be paid 30 days before the start of the reservation.

## Cancellation

Cancellation must always be submitted **in writing via email** to [info@toqee.fi](mailto:info@toqee.fi). The guest has the right to get refunded the reservation deposit if the cancellation is made **30 days** or more before the start of the reservation. Cancellation made later than 30 days before the start of the reservation is not eligible for any refund.

The cabin owner has the right to cancel the reservation under force majeure or other pressing reasons, in which case the guest is refunded. The owner also has the right to cancel the reservation if the customer has not followed the payment terms, and in this case, no refund will be issued.

## During the visit

The guest is obliged to follow the law, general good manners, and the rules of the destination throughout their visit. If the guest interrupts their visit and leaves the property before the end of the rental period, no compensation will be paid for the unused time, and the guest is not entitled to a rent refund.

## **Compensation for damages**

The guest is fully obligated to **compensate** for any damage caused to the property, including the cabin, sauna, hot tub, and all interior and exterior fixtures and furnishings.

## **Complaints and defects**

All comments, complaints, or maintenance requests related to the reservation or the condition of the property must be addressed to the **house owner immediately** upon their discovery.

## **No smoking, no pets or animals**

Smoking is strictly prohibited inside the cabins. Bringing pets or any animals onto the property or inside the cabins is not allowed. The host has the right to an immediate booking cancellation without a refund in the event of any violation of these rules.

## **Legislation**

**Finnish legislation** shall be applied to these terms and any disagreements arising from them, which both parties accept through this agreement. Any disputes arising from this agreement will be resolved in the competent court of the location of the cottage.