

## TERMS AND CONDITIONS FOR VILLA ALVO

### RESERVATION AND PAYMENT

The person making the reservation must be at least 18 years old. The customer must pay at least 50% of the booking fee immediately upon making the reservation, and the remaining payment (50%) a month before the rental period begins. If the rental starts in less than a month, the full rental amount must be paid at once. Payment details for the reservation and the final amount will be sent with the reservation. The reservation will be confirmed only when the customer has paid the booking fee. If payments are not made on time, the landlord has the right to cancel the reservation without separate notice.

### CANCELLATIONS

Cancellations must always be made via email to [info@villaalvo.fi](mailto:info@villaalvo.fi). The cancellation is considered to be made at the moment the cancellation notification is received. If the reservation is canceled, the booking fee will not be refunded. If the cancellation occurs later than 28-7 days before the start of the rental period, 50% of the total rent will be refunded. If the cancellation occurs less than 6 days before the start of the rental period or during it, no refunds will be issued for payments made by the customer. If the rental property is left unclaimed or if it is received late, there is no entitlement to a refund of the rent. The customer is not entitled to a refund of the rent even if they interrupt the reservation and leave the rental property before the end of the rental period.

### RIGHT OF VILLA ALVO TO CANCEL RESERVATION

The accommodation service provider has the right to cancel the reservation in case of force majeure. In this case, the customer has the right to receive a full refund of the amount paid. In case of non-payment, the reservation may be canceled without separate notice.

### KEY HANDOVER

The customer will receive a personal PIN code for opening/locking the door before their arrival date. If the customer wishes to use the electric car charging point, an additional fee of €45 will be charged. When using the hot tub, the customer is responsible for its cleanliness. If the reservation is interrupted due to the customer's disruptive behavior, no refunds will be issued.

### STAYING AT THE PROPERTY

The rental property is available to the customer from 4:00 PM on the arrival day until 11:00 AM on the departure day. Exceptions must be agreed upon when making the reservation. The rent includes the right to

use the reserved holiday property for the reserved period, normal energy and water consumption, and a starter pack of toilet and kitchen paper.

The final cleaning is included in the rent, but the customer must keep the villa tidy during their stay. The holiday property may be used by no more people than the number of sleeping places specified or agreed upon at the time of booking.

The villa's temperature is pre-set room by room (setting value 21.0°C).

It is strictly prohibited to tamper with or change the temperatures on individual thermostats. (Room temperatures are remotely monitored.)

## PETS

Bringing pets to the property is not allowed.

## DAMAGES

The customer is responsible for damages caused in the apartment. Any damages must be reported immediately to the owner of the holiday property. The customer is obliged to compensate for any damages caused to the holiday property. After the rental period, the property and its furnishings are always inspected. While the final cleaning is included in the rent, if the villa is left excessively messy, additional charges of €140 may apply.

## COMPLAINTS

All complaints and remarks related to the holiday property must be addressed immediately to the owner of the holiday property upon their occurrence and during the reservation period.

## LANDLORD'S LIABILITY

The landlord is not financially or legally responsible for any issues caused by the tenant's actions.

BY PAYING THE BOOKING FEE/RENT, THE TENANT ACCEPTS THE ABOVE-MENTIONED TERMS.

## VILLA ALVO

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