



TERMS FOR INDIVIDUAL BOOKINGS.

The terms and conditions below apply for reservations made by an individual, private person unless a special agreement has been made. Separate rules apply for group reservations over 10 persons. The hotel reserves a right to apply special terms and conditions that differ from these in case of public holidays, special events, seasonality or additional services require so.

BOOKING AND CONFIRMATION

When reserving an igloo your name, address, arrival- and departure time and method of payment are required. A room reservation is binding once it has been confirmed verbally or in writing and you have received a reservation confirmation number. The hotel is entitled to apply different kinds of rules such as reservation fee or credit card guarantee to secure the reservation.

BOOKINGS ONLINE

Online bookings must be paid in full by credit card. Customer is responsible for printing out the receipt, target description and booking terms. Once you have completed the payment, make sure, you return to the confirmation page of your reservation. If you do not return to this confirmation page, it is possible that the booking won't be completed. Levin Iglut-Golden Crown is not responsible for a failed booking. If you don't get the booking confirmation and the receipt to the email address which you have informed, you must contact Levin Iglut-Golden Crown as soon as possible.

CANCELLATIONS

CANCELLATIONS MUST BE DONE IN WRITTEN! If we receive your notification more than 60 days before the start of your holiday, we will refund the amount paid reduced with a cancellation fee of EUR 70.-/igloo. If we receive your notification less than 60 days prior to your arrival, we will charge you the total amount.

Cancellation becomes valid immediately when Levin Iglut-Golden Crown receives the information about the cancellation in written. Should you want to change your booking, the new arrangements will constitute an entirely new booking.

LEVIN IGLUT – GOLDEN CROWN'S RIGHTS TO CANCEL THE RESERVATION

Levin Iglut – Golden Crown reserves the rights to cancel the reservation in case of Force Majors or other reasons out of Levin Iglut-Golden Crown's control, such as e.g. fire and/or water damages in the booked accommodation. In this case, we will notify you of the cancellation immediately and refund the total amount paid. Also, if customer doesn't pay his reservation fees or other fees at an agreed date, Levin Iglut- Golden Crown's has the right to cancel the reservation.

YOUR HOLIDAY ACCOMODATION AT LEVIN IGLUT - GOLDEN CROWN

Your accommodation will be at your disposal from 16.00 on your arrival day till 11.00 on your departure.

For security reasons, only the staff and a person registered at the reception may use the facilities in the igloos. Visitors are not allowed in the igloos, please use the lobby bar or the restaurant for socializing and meetings.

In case you lose the key, the personnel have the right to charge you the cost of a replacement key. (Even locks of the door will be charged in case of special serried key) The personnel have the right to charge you € 50 - in case you forget the key inside the apartment and he/she needs to drive specifically to the igloos to let you in.

GUEST BEHAVIOUR IN THE HOTEL

At Levin Iglut – Golden Crown, we follow good habits and order rules. We reserve the right to break the contract and stop providing services to guests if they are in violation of the house rules or if they disturb other visitors with their behavior. However, you must pay for the cost of your accommodation and the additional services that you have subscribed to and you cannot claim a refund already paid

GUEST'S RESPONSIBILITY ON DAMAGE

The customer must pay all damages of the apartment or its property happening during the stay. Smoking is not allowed in our igloos, the Northern Lights House or in the restaurant! In case of smoking in the accommodation, we will charge a cleaning fee of minimum 500eur.

NUMBER OF THE PERSONS IN THE APARTMENT

Only the guests registered at the reception are allowed to use the igloo.

COMPLAINS

All complains and appeals concerning the condition of the apartments must be done immediately during your stay. If the faults of complain are not taken care of during the stay, then a written appeal must be done to Levin Iglut-Golden Crown within a week after stay. If the customers and Levin Iglut-Golden Crown can't find an agreement in these cases, the customer can contact the consumer's complaint board of Finland.

Levin Iglut-Golden Crown is not responsible for possible harm or expenses caused by the forces of nature, insects, voles or unexpected weather changes, construction works in neighbor building site, or problems caused by a third party like water-, electricity-, or TV network interruption.

PAYMENT

Levin Iglut-Golden Crown accept the most common credit/debit cards. The hotel is not obliged to accept foreign currency, vouchers, checks or credit/debit cards unless the hotel has volunteered to do so.

In case the reservation has not been paid in advance it should be settled upon arrival at the hotel by cash or credit card. When reserving a room the hotel is entitled to approve and charge international credit cards. A reservation fee may be charged to the credit card as a prepayment. This will be deducted from the final bill. If the hotel has not made an approval for prepayment from your credit card, the hotel is entitled to require a deposit for additional services.

PAYMENT ONLINE

Payments with Visa, Visa Electron or MasterCard: If you want to pay with Visa, Visa Electron or MasterCard cards, acts **Levin Iglut-Golden Crown** only as the marketer of services and products and delivers the products to buyers. Paytrail Oy is responsible for reclamations.

Paytrail Oyj acts as the seller in Visa, Visa Electron and MasterCard payments and the deal is made between the customer and Paytrail Oyj. The seller is responsible for all deal related obligations. Paytrail Oyj is also the payment recipient.

Paytrail Oyj Business-ID: FI2122839-7

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Net banks: Paytrail Oyj (FI2122839) provides net bank related payment transfer services in cooperation with Finnish banks and credit institutions. For consumer, the service works the same way as traditional web payments.

WARMLY WELCOME!

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