

Terms

In order to guarantee that the services run in the best possible way, we apply the following conditions and recommendations in our operations. The reservation is only binding after the advance payment has been made.

The cabin is available to the customer from the day of arrival at 16:00 until the day of departure at 14:00. If you need earlier check-in or later check-out, you can inquire about this possibility separately.

Booking and payment

The reservation is binding after paying the advance payment. The booker must be an adult and prove their identity when requested. 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 part 30 days before the start of the reservation.

Cancellation

Cancellation must always be notified in writing by email to **info@toqee.fi**. The customer has the right to get back the reservation deposit if the cancellation is made 30 days before the start of the reservation. Cancellation made later than 30 days before the start of the reservation is not eligible for refund.

The owner of the cabin has the right to cancel the reservation if there is a force majeure or pressing reasons. In this case, the customer is refunded. The owner of the cabin has the right to cancel the reservation if the customer has not followed the payment terms.

During the visit

The guest is obliged to follow the law, general good manners and the rules of the destination during their visit. If the guest interrupts his 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 customer is obliged to compensate for the damage caused to the property (cabin, sauna, hot tub and interior and exterior).

Complaints and defects

All comments or maintenance requests related to the reservation and condition of the property are addressed to the house owner immediately after they appear.

No smoking, no pets or animals

Smoking is prohibited inside the cabins. Bringing pets or animals to the property or inside the cabins is not allowed. The host has the right to immediate booking cancellation without refund in case of violation.

Legislation

Finnish legislation is applied to these terms and any disagreements arising from them, which both parties accept with this agreement. Disputes arising from this agreement will be resolved in the competent court of the location of the cottage.