

Terms and Conditions

Parties

Owner

Cafe-Restaurant & Hotel Saima
Linnankatu 11
57130 Savonlinna
0035815515340
info@kahvilasaima.fi
Y-tunnus 2433767-9

Customer/Guest

The Customer agrees to these terms and conditions, when purchasing products and services from Cafe-Restaurant & Hotel Saima through the internet booking site.

Booking terms and conditions

These terms and conditions are used for any products and services provided by the owner and booked by the customer.

Booking

- The Customer is liable to read the description of the room and the terms and conditions prior to the booking.
- The booking is confirmed, when the booking confirmation has been sent to the email address provided by the customer.
- The customer completes the payment with the payment method selected by the customer and accepts the terms and conditions relevant to that payment method.
- Cafe-Restaurant & Hotel Saima is not liable for any errors in the booking or the booking process made by the customer. The customer must contact Cafe-Restaurant & Hotel Saima immediately to correct any errors. Cafe-Restaurant & Hotel Saima cannot guarantee that the requested room is still available in these circumstances.

Cancellation

- Cancellation date is the date when Cafe-Restaurant & Hotel Saima receives the cancellation information.
- If the booking is cancelled 14 or more days before arrival then a charge equal to 50% of the stay will be made.
- If a booking is cancelled less than 14 days before arrival then a charge equal to the full booking amount will be made.
- In the event of force majeure Cafe-Restaurant & Hotel Saima has the right to cancel the booking. The customer will be notified about the cancellation as soon as possible.
- In the event of force majeure the customer will receive a refund for the full amount of the booking. No compensation is paid by the owner for the customer of any possible expenses caused by the cancellation.

Accommodation and accommodation conditions

- Details of the facilities are listed in the room descriptions.
- Any problems with the facilities need to be informed by the customer to the owner immediately upon arrival.
- The customer has the right to use the room and the facilities during the time specified in the booking, unless otherwise agreed by both parties. In the event of late return of the room, Cafe-Restaurant & Hotel Saima has the right to charge the customer an additional minimum 50% of the room rate of the day.
- In the event of loss or damage of the room key, Cafe-Restaurant & Hotel Saima has the right to charge the customer the full amount for a replacement and the recoding of the Hotel keys, in any case, a minimum of 30€.
- In the event of doors required to be opened out of hours, due to a loss of key or a key left in the room by the customer, Cafe-Restaurant & Hotel Saima has the right to charge a 20€ fee.
- Cafe-Restaurant & Hotel Saima is not responsible for the safety of any valuables left in the customer's room.
- Pets are not allowed inside the premises.
- No alcohol is permitted to be brought onto the premises by Finnish law, unless purchased from Cafe-Restaurant & Hotel Saima.
- Additional overnight guests are only allowed by prior arrangement.
- Smoking is not allowed inside the premises. A designated smoking area is located in the garden area of Cafe-Restaurant & Hotel Saima.
- No private parking exists on site.

Damage

- The customer is liable to pay for any damage caused to the room or any of the facilities used by the customer or any of his/her guests during the time of the stay. The customer must notify the staff of any damage immediately. Cafe-Restaurant & Hotel Saima is not liable to replace any damaged facilities or pay any compensation due to lack of facilities, due to damage by the customer or their guests.
- Cafe-Restaurant & Hotel Saima is not liable to pay any compensation to the customer due to problems caused by nature or weather.

Complaints

- All complaints must be notified immediately after the issue has arisen, so that Cafe-Restaurant & Hotel Saima can rectify it during the customer's stay where possible.
- If no solution or common understanding is found, and the complaint includes a compensation request by the customer, the complaint must be made in writing no later than 1 month after the event.
- Cafe-Restaurant & Hotel Saima will handle the complaint as soon as possible but no later than 1 month of receiving the written complaint.
- If still no common understanding is reached, the customer can take the complaint to the Consumer Complaints Bureau.

Payment Conditions

- Cafe-Restaurant & Hotel Saima uses only trustworthy and secure payment transfer methods.
- Cafe-Restaurant & Hotel Saima never keep any records of any of the payment information.
- The customer is responsible to adhere to the terms and conditions of the chosen payment method.
- Invoice as a payment method is only available for companies, and it has to be paid in full by the due date to confirm the booking.
- The secure money transfer company used is called Maksukaista (Paybyway Oy, y-tunnus 2486559-4), which is registered in the money transfers registry run by the Finance controlling bureau of Finland.
- In your bank details you will see Maksukaista/Paybyway as the receiver of your payment. Paybyway will transfer your payment to Cafe-Restaurant & Hotel Saima.
- Payment is secure and all the data related to the payment transaction is transferred via secure network in a way that no outsiders are able to see the details.
- The sale is between the customer and Cafe-Restaurant & Hotel Saima, who are responsible to fulfill the sale.

Paybyway Oy, y-tunnus 2486559-4
Laserkatu 6
53850 Lappeenranta
Tel. 00358293005050
Email: asiakaspalvelu@maksukaista.fi

Other

- The price quoted is per room per night for 1-2 persons and includes VAT at the current rate
- The price depends on season. Cafe-Restaurant & Hotel Saima has the right to change the price of the room at any time. The customer pays the price for which the room had at the time of the booking.
- The customer must be over 18 years old and a private individual or company
- The customer is responsible for providing the correct personal information on booking and registration. This information must be provided by Cafe-Restaurant & Hotel Saima by Finnish law to the relevant authorities.
- Cafe-Restaurant & Hotel Saima has the right to provide customer information to third parties for marketing and customer survey purposes, unless the customer has denied this by selecting the relevant options on the booking form.
- Cafe-Restaurant & Hotel Saima reserves the right to amend the terms and conditions. The customer must ensure they have read and understood the current terms and conditions prior the booking.