

Booking terms and conditions

Castillo Ltd complies with hotel services, ordering, booking and ordered cancellation of the following terms and conditions. These terms and conditions will be binding on both parties when the reservation is made.

*The client must be of legal age.

Reservation and payment

The booking is confirmed when a deposit of 30% of the total booking value is paid by the due date. Advance payment invoice and the final invoice will be sent at the same time. Final payment must be made no later than **five weeks** before the start of the holiday. With the reservation confirmation, the manual for the key using, its receiving and returning will be sent, as well as the booking conditions.

Failure to pay is not a cancellation! Castillo Ltd has the right to cancel the booking if payment is not made by the due date.

Credit card number or passport information

Castillo Ltd collects from their customers credit card number as a guarantee for incidental expenses (f.ex. extra cleaning, damage). Card information will not be disclosed to third parties or used for any other purpose. The customer will be informed at all times, if the use of the credit card will become a necessity. From foreign customers, Castillo Ltd requires a copy of the passport information page.

The right to change prices

Castillo Ltd. reserves all rights to correct price errors in the data before signing a contract.

Cancellations

Cancellation will be considered, when the written confirmation concerning cancellation has been received by the Castillo Ltd

If an individual customer cancels the reservation

- at least 30 days prior to the start of rental period, the full amount except the advance payment will be returned
- 0-30 days prior to the rental period will be charged the full rental price

If the customer changes the destination or the date of the stay, it is considered as a cancellation and a new booking will be proceeded. The right to charge cancellation or refund of the reservation fee does not arise if one of the party to cancel the trip.

Check your insurance coverage in case of cancellations.

Castillo Ltd has the right to cancel your booking

Castillo Ltd has a right to cancel your booking in a matter of force majeure. In this case, the client is entitled to a full refund. If the deposit is not paid by the due date, Castillo Ltd has a right to cancel the reservation.

Key service

Information about the key service will be sent as an attachment file, together with the invoice. Losing the key inherit actual cost of changing locks and keys (depends of apartment 200-800 €). For example Kelotähti apartments, the locks must change from every doors of the building.

Staying at the destination

Vacation rentals are available to the customer from the date of entry, starting from 16.00 o'clock and until 11.00 o'clock on the departure day. It is expected that during their stay, our guest behave according to good manners. Check separately if the linen, the final cleaning and the firewood are included in the price.

If the accommodation requires more than usual/normal cleaning, Castillo Ltd has a right to charge the client for the extra cleaning procedures. If the accommodation does not include final cleaning and the client has not cleaned properly, Castillo Ltd has a right to charge a cleaning fee twice.

The amount of persons

The holiday apartment cannot be used by more people than what is indicated in the invoice. A use of a tent or a caravan/car on property without permission is prohibited.

Smoking

Smoking indoors is absolutely prohibited. If the indoor-smoking is detected, a min. 500 eur fee will be charged. Smoking is allowed only in the certain outdoor areas, where the ashtray is situated.

Pets

Pets are allowed at some of the apartments if you have agreed it beforehand. Extra fee of 30 eur/pet is charged. The maximum is two pets. Pet droppings must be collected from the nature.

Damage

The customer is obliged to make sure that the doors and the windows are closed when leaving the apartments. The customer is responsible for refunding all the damage that has been caused to the property during the stay.

The guardian is responsible for the damage made by the minors. If the additional on-call services are required during the night-time (loss of the key), an hourly fee of 50eur /hour (incl.VAT) will be charged and during Sundays and holidays 100 eur/hour (incl. VAT) + the costs of changing the locks. Concerning the damage compensation refunding, we recommend taking a travel insurance.

Cancellation of the agreement due to the danger situation or/and clients hazard behavior

If the client, despite the landlords request, continues with his/hers hazard behavior endanger or demolish the rented or neighbors property, Castillo Ltd is entitled to immediately terminate the agreement. All possible damages caused by this kind of situation will be charged from the client and the rent will not be refunded.

Complains

All possible damages concerning the conditions of the apartments and their equipment, should be addressed immediately as they arise, directly to the landlord. All needed contact information can be found in the information file at the entrance. Complains that are made afterwards will not be considered.

Missing goods

For the return of the missing goods, will be charged 20 eur fee + the shipping costs. Lost and found items are kept for 3 months. The low-value goods will not be preserved.

Keybox

The customer could use the keybox during his staying. It is not allow to change or mix the code of keybox. If the

customer mix or change the code of keybox, will be charged the new box and the repair costs. (about 100 euros, inc. VAT)

Fire alarms (especially at Kelotähti building)

The customer is obliged to read the instructions when he arrive. If the customer cause fire alarm because the customer hasn't read or not follow the instruction, the customer is obliged to compesate all costs of alarm. There are automatic fire alarm at Castillo Kelotähti and the customer can't cancel or stop it. Fire alarm goes direct to the fire station and fire department arrive quickly. If the customer cause fire alarm he must call to owner immediately. The alarm costs if the fire department arrive about 800 euros. And the customer is obliged to pay it.

Legal matters

The contracting parties shall aim to resolve the contract disputes on the interpersonal level. If the negotiations fail to reach an agreement,the matter will be resolved in the district court of Rovaniemi. The contract is governed by the Finnish law.

Castillo Ltd is not responsible for the changes that appear after the release of the term and conditions. Castillo Ltd reserves rights to make changes.