



Reservation terms and conditions

Accommodation

Accommodation period in cottages starts at 4 p.m. and ends at 12 noon.

Reservation and confirmation

If the arrival is cancelled the booking must be cancelled immediately by phone or by email.

If it is a paid booking, you can ask for a refund on the email address info@siikarantacamping.fi. Do not forget to indicate your last name and period of booking.

At the refund, office expenses of 20 euros will be charged. If client doesn't arrive to the cottage, the service provider has the right to charge the whole cost of the booking.

If accommodation is booked for one night, the booking can be cancelled the day before the beginning of booking time up to 6 p.m., after that the service provider can charge the whole cost of the booking for its cancellation.

The Client who has booked accommodation for several nights or several residential units can cancel his booking 7 days before the arrival date. After that for booking cancellation the service provider can charge 50% of the booking cost for the period until the residential unit is sold again.

If a Client cancels booking of accommodation for several nights or several residential units less than 48 hours before the arrival date, and the residential unit is not sold during this period, the service provider has the right to charge the whole cost of the booking.

Payments

The customer pays for the room upon arrival or in advance if reservation is made in online-store. The accommodation company will deduct the possible prepaid reservation fee from the total costs. If the customer cancels the reservation against the cancellation conditions, the accommodation company has the right to keep the reservation fee paid by the customer.

Payment Service Provider

Paytrail Plc acts as a collecting payment service provider and is an authorized Payment Institution. Paytrail Plc will be shown as the recipient on your bank or credit card statement. Paytrail Plc will forward the payment to the merchant. For reclamations, please contact the website the payment was made to.

Paytrail Plc
Innova 2
Lutakonaukio 7
40100 Jyväskylä
Business ID 2122839-7

General terms and conditions

Clients should use bed sheets, sleeping bags, etc. Bed sheets can be provided for extra cost at the reception.

The customer is obligated to observe good behavior and to take into consideration Campsite's rules and regulations that have been brought to his/her attention. If the customer fundamentally breaks these rules he/she can be immediately removed from the place of accommodation.

The customer should leave the cottage cleaned. Customer should empty the fridge, do the dishes, carry empty bottles and garbage out to a waste bin, wipe the tabletops and sweep the floor.

Final cleaning for camping cottages cost 30 euros and for other cottages 50 €. Smoking is strictly prohibited. The service provider can charge the final cleaning costs afterwards, if the Client has left the cottage without cleaning.

All faults of equipment or the state of the residential building should be immediately made known to the camping's personnel so that they could fix them if possible. A Client should also immediately report and fix damage he caused to the residential building, other buildings of the camping or its movable property.

It is allowed to bring your pets with you, but you should always inform us about it beforehand. Pet accommodation for the whole period of your stay costs the additional fee of 10 euros. Pets are not permitted to be on the bed or on the couch.

Siikaranta Camping

+35826384120

info@siikarantacamping.fi