

These Booking Terms become binding when you have made an online booking on our website. Therefore, read these Booking Terms carefully.

Making a reservation

The person booking must be at least 18 years old.

You can make a reservation for the room of your choice on our website 24/7, when it suits you. The reservation is paid in full at the time of booking. You can make a payment with online banking or with a Visa or MasterCard debit or credit card. Once the online booking has been made and the payment has been successfully made, you will receive an automatic booking confirmation from your booking system via email. In the booking confirmation you will find your personal arrival instructions and our contact information.

Business customers can book rooms to be invoiced online and specify the invoice as the method of payment. There is a 5€ billing surcharge for invoicing. If desired, corporate customers can also specify a reference to the invoice in the Additional information section.

Online booking must be made at least 1 day before the desired arrival time. To make a last-minute booking, call +358 207 436 450.

Arrival & keys

Check in klo 15.00

Check out klo 12.00

Our hotel operates on a turnkey basis, with no reception or restaurant services. Our restaurant caters for events or groups by appointment. We will provide you with personal arrival instructions via SMS on your arrival date.

Room keys are your responsibility during the booked period. If the keys are lost, we will charge a fee for new keys and / or locks and any other additional costs.

Staying in Kartano Kievari

Only the number of people booked can be accommodated in the room, unless otherwise agreed at the time of booking. Smoking is prohibited in all rooms. If the room is smoked despite the ban, we will charge the guest for the costs of thorough cleaning and ventilation. Please bring all your own belongings when you leave the room, as Kartano Kievari is not responsible for the property forgotten in the room.

Pets

Pets can only be accommodated in one room of the Theater Accommodation with our own sauna. We charge a € 15 fee for pets. Payment is made on a one-time basis and is not daily. Only indoor clean or caged pets are welcome in the room.

Please note that if you have taken your pet with you to a room where pets are not allowed, we reserve the right to require you and your pet to leave the room immediately without a refund of the room fee.

Changing a reservation

If you wish to change the time of your booking, we will do our best to ensure that your wishes can be fulfilled. Changes can only be made by email or phone. Contact us by e-mail at nina@kartanokievari.fi or by phone + 358 207 436 450 and let us know how you would like to change your reservation. We will process your change request as soon as possible. There will be no extra charge for changing your dates. Please note that we do not read emails on weekends, so any changes regarding weekends should be made by phone.

Cancellations

Cancellations must be made by e-mail to nina@kartanokievari.fi or by phone at +358 207 436 450. Please note that we do not read e-mails on weekends, so any cancellations regarding weekends must be made by phone. During normal hours, the reservation can be canceled free of charge by 12:00 on the day of arrival. On Saturdays, a free cancellation can be made by 18:00 the day before, after which the booking will be charged in full. However, the reservation can be transferred free of charge.

In high season, such as during factory outages, stricter cancellation policies apply. The customer will be notified of these terms and conditions separately at the time of booking.

Damages

The customer is responsible for any damage he/she has caused to the room or to the premises or out door area. Damage must be reported immediately to the owner and minor damage must be compensated to either the owner or staff prior to departure. Larger damages must be compensated to the owner as agreed as soon as possible after departure.

Remarks and complains

If there are any remarks in the room you have booked, you should contact the owner or staff immediately upon the occurrence of the deficiency or problem by calling +358 207 436 450, so that any deficiencies or problems can be rectified immediately. Unfortunately, all problems can not be solved (e.g. exceptional weather conditions: heat, lack of hot water, storm damage), but all parties do their best to minimize any shortcomings.

If the above process is not followed, the owner will not be able to process your complaint when you return home.

Applicable law and place of dispute

Kartano Kievari (Riitan Kievari Oy) complies with Finnish and EU legislation in all its activities. In the event of a dispute, all parties should try to clarify matters through negotiations. If a satisfactory solution is not reached through negotiations, the matter may be referred to the Central Finland District Court. Finnish law applies to the lease agreement.

Riitan Kievari Oy is registered in the Trade Register under business ID 2334769-97

These Booking Conditions were last updated on 2.12.2020