



## TERMS OF BOOKING

- The person making a booking must be an adult. Minors are not allowed to stay on the premises without guardians.
- Check-in time for cottages is at 15:00 and check-out by 12:00 on the day of departure. The key is available from the reception where it shall also be returned.
- The key is available in our reception from 15:00 to 22:00. You must also return the key to the reception on your day of departure by 12:00.
- **MIDSUMMER FOR FAMILIES:** During our Midsummer Package, persons under the age of 35 can stay overnight only if accompanied by their own children.
- Possible remarks on the cottage have to be made immediately. The camping is not responsible for compensating reclamations made afterwards.
- Bed linens have to be used in the beds. You can either rent the linens from the reception or bring them yourself.
- The customer is responsible for cleaning the cottage themselves before departure. The cleaning service can also be bought from the camping. If the cleaning has been neglected the camping has a right to charge a cleaning fee.
- Any damage caused by the customer is subject to regulations and laws on damages.
- Naantali Camping is not responsible for any disconnections or other problems causing a failure in completing a reservation. Therefore the customer **HAS TO CONTROL THAT HE HAS RECEIVED A RECEIPT OF REMITTANCE IN HIS E-MAIL**. This receipt has to be shown when checking in to the cottage.

## CANCELLATION POLICY

- Naantali Camping reserves the right to cancel a reservation due to force majeure. In such a case the customer is entitled to full refund of the payment he has made. Customers can not demand other compensation.
- Bookings are binding
- A doctor's certificate must be presented when illness or accident has prevented use of the service. Then the customer is entitled to receive a refund of the price paid for the service, less a service charge of 25 €. **PLEASE NOTE!** A doctor's certificate for one person can only be used to cancel a booking of one cottage.
- In the case that a customer cancels a booking without a doctor's certificate the customer is entitled to receive a refund of the price paid for the service, less a service charge of 25 €, only if Naantali Camping is able to rent the cottages to some other person for that time.
- All cancellations must be made before the beginning of the booking to our email address. The email must include an account number to which the funds can be returned.

## **Payments with Visa, Visa Electron and MasterCard**

Paytrail Oyj (2122839-7) acts as an implementer of the payment handling service and as a Payment Service Provider in cooperation with Finnish banks and credit institutions. In payments made with Visa, Visa Electron or MasterCard Paytrail Oyj will be shown as the recipient in the invoice and Paytrail Oyj will forward the payment to the merchant. Paytrail Oyj is an authorized Payment Institution.

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## **Netbanks**

Paytrail Oyj (FI2122839) provides netbank related payment transfer services in co-operation with Finnish banks and credit institutions. For consumer the service works exactly the same way as traditional web payments.

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