

Hotelli K5 Levi

TERMS OF BOOKING AND CANCELLATION FOR INDIVIDUALS

Kätkä Viisi Oy / Hotel K5 Levi follow the following terms in booking and cancelling for the hotel rooms. These terms will be binding to us both.

BOOKING AND TERMS OF PAYMENT

Kätkä Viisi Oy / Hotel K5 Levi follow the following terms in booking and cancellations for the hotel rooms. These terms will be binding to us both.

After booking , Kätkä Viisi Oy/ Hotel K5 Levi sends the deposit and the final invoice to the client. The deposit is 30% of the total amount. The booking is definite after the deposit 30% is paid by the due date. Final invoice dues 4 weeks prior arrival. If booking is made later than 6 weeks before staying at K5, payment is 100% from the total price.

Rooms for which no deposit has been received by the due date may be released by the hotel.

CANCELLATIONS

Possible cancellation must always do in writing. The charges depend on when we receive your written cancellation notification. Cancellation will take effect from the day we receive a written notification.

If we receive your written cancellation notification

- more than 28 days before arrival we will refund deposit reduced with the service fee (50 €).
- from 27 to 15 days before arrival we will charge 50 % from the total price, and we will refund 50 %
- less than 14 days before arrival we will charge you the total price. If cancellation is due to sudden illness or injury or any other force majeure, we will refund the payment reduced with the service fee (50 €). Client will have to present a reliable document of force majeure.

Accommodation will be at clients disposal from 16.00 on arrival day till 11.00 on departure day.

IF WE CANCEL OR CHANGE THE BOOKING

Kätkä 5 Ltd / Hotel K5 Levi reserves the right to cancel booking owing to force majeure. In this case we will notify the client on the cancellation immediately and refund all money paid.

Kätkä Viisi Ltd / Hotel K5 Levi is not responsible for any costs caused to the client because of force majeure situation. Kätkä Viisi Ltd / Hotel K5 Levi reserves the right to change the apartment to another similar apartment.

For compelling reasons hotel reserves the right to move bookings to another hotel of same standard after negotiating with the client. Hotel compensates immediate costs. Hotel operates according to Finnish legislation. Hotel recommends travel insurances to cover unexpected costs.