



RESERVATION AND CANCELTION TERMS

General terms of booking and cancelation made by private persons

Coverage and special conditions

These terms and conditions apply to bookings made by private persons unless a special agreement has been signed. However, these terms and conditions do not apply to bookings made by private persons if the booking is made for a group of 9 people or more. The hotel is entitled to apply special terms different from those stated here if the application of special terms is due to public holidays, special events hosted at the hotel, seasonal changes or additional services included in the accommodation.

NOTE! Company and group reservations: Reservation policies for companies, associations, quota reservation etc. and also for reservations made by private persons for 9 persons or more, [read more here](#).

Haikko's policies for reservations (less than 9 persons) made by private persons:

1. ARRIVAL AND DEPARTURE

The room is available from 3:00 p.m. on the day of arrival and it must be vacated by 12 noon on the day of departure. The hotel may specify different check-in and check-out times.

Unless otherwise agreed in connection with the booking or unless there are other conditions on the selected rate or booking time, the room will be reserved for you until 6:00 p.m. on the day of arrival. If you arrive later, you must inform the hotel. Otherwise the hotel may re-sell the room.

2. CANCELLATION AND NO SHOW

If the reservation has been done on our webpage, the cancellation should also be done there

www.haikko.fi

If the reservation is done by phone or e-mail the cancellation in either way.

Booking for one night, cancellation without any costs not later than by 6:00 p.m. on the day of arrival.

Booking for several nights, cancellation without any costs not later than by 6.00 p.m. the previous day.

In the event of no show, the hotel is entitled to charge you for one night including taxes and any other additional services included in the booking. If the reservation is for more than one night the whole reservation is cancelled if no changes have been informed about before check-out time for the first night.

You are entitled to cancel the booking without any costs and your booking fee will be reimbursed in full if you or your family member become seriously ill, have a serious accident, die, or experience another unexpected and serious incident. Family member refers to your spouse, child, parent, parent-in-law, sibling, grandparent or the travel partner who was going to share the room with you. You will need a reliable document such as a medical certificate as evidence of the reason for cancellation. In any event, the hotel is entitled to deduct administrative charges from the sum refunded.

3. EARLY DEPARTURE

If you leave before the confirmed day of departure, you must notify the hotel not later than by 6:00 p.m. the previous day.

Early departure can also change the total price for the accommodation.

4. FEES AND CHARGES

Hotel Haikko Manor accepts the most common payment cards.

You must pay for your room in cash or by credit card upon arrival, unless the room has been paid for in advance.

5. SCOPE OF APPLICATION AND SPECIAL TERMS AND CONDITIONS

These terms and conditions apply to bookings made by private persons unless a special agreement has been signed. However, these terms and conditions do not apply to bookings made by private persons if the booking is made for a group of more than 8 people. The hotel is entitled to apply special terms different from those stated here if the application of special terms is due to public holidays, special events hosted at the hotel, seasonal changes or additional services included in the accommodation.

6. HOTEL'S RESPONSIBILITY FOR YOUR PROPERTY

You can keep your valuables in the safe located in your hotel room, or you can ask the hotel to store your valuables. The hotel is entitled to charge you for storing your property.

If the property is exceptionally valuable, you must inform the hotel before depositing it for storage. The hotel may refuse to store such property. You are personally responsible for your luggage unless the hotel has agreed to store it for you. The hotel must clearly state whether or not it accepts any responsibility for luggage left in its luggage room.

The hotel is not responsible for any items kept in your room safe.

7. CUSTOMER'S LIABILITY FOR DAMAGES

As a customer, you are responsible for any damage that you, your guest or your pet intentionally or negligently cause (e.g. by smoking in the room) to the hotel room or other hotel premises, hotel furniture or other equipment, or to other hotel customers or their property.

Liability for damages is determined in accordance with general damage liability principles.