



HILLA
VILLAS

Booking and Cancellation Terms



Hilla Villas Oy (hereinafter “Hilla Villas”) complies with these Booking and Cancellation Terms when booking, renting and cancelling accommodation. These terms and conditions become binding for both parties when the party making the booking (hereinafter referred to as the “Customer”) has made a booking in Hilla Villas’ booking system (hereinafter “Service”) at www.hillavillas.com. These Booking and Cancellation Terms apply only to Customers who have booked accommodation through Hilla Villas (hereinafter referred to as the “Accommodation”) and to services mediated through Hilla Villas.

The Customer must be of legal age (18 years or older) at the time of booking. Corporate or institutional Customers must be entitled to make a booking.

Subletting of the Accommodation is prohibited.

1. BOOKING AND PAYMENT

The accommodation booking is made through the Service. Immediately after the booking is completed, the Service will provide the Customer with a booking confirmation, which includes the contact details of the property’s Caretaker (“Caretaker”), as well as instructions for arrival, departure, and key services, along with other necessary information. Payments related to the accommodation are made at the time of booking through the Service or in accordance with the instructions provided by the Service.

When making a booking, the Customer must pay a booking fee of at least 20% of the rental price and the final amount no later than 28 days before the start of the booking. The Customer can also choose to pay the full rental price when making the booking. If the booking starts in 28 days or less, the entire rental price must be paid immediately at the time of the booking. The booking is confirmed when the Customer has paid either a 20% booking fee (when the start of the booking is more than 28 days out) or the entire rental price at once (when the booking starts 28 days or less).

If the final installment has not been paid no later than 28 days before the start of the reservation, Hilla Villas has the right to cancel the reservation and withhold the entire reservation fee paid by the Customer when making the reservation.

2. CANCELLATIONS

Cancellations must be made by e-mail to info@hillavillas.com. The cancellation shall be deemed to have taken place at the moment when Hilla Villas has been informed of the cancellation. Cancellations made on weekends (Saturday or Sunday) or public holidays are deemed to have taken place on the following business day.

The booking cannot be cancelled if the booking starts in 28 days or less.

If the Customer cancels the booking more than 28 days before the start of the booking, the rental price paid by the Customer will be refunded to the Customer minus the share of the booking fee (20% of the rental price). The share of the booking fee will not be refunded to the Customer.



If the Customer cancels the booking 28 days or closer before the start of the booking, the payments made by the Customer will not be refunded at all.

These cancellation terms also apply in situations where the cancellation is due to the Customer or a person living in the same household as the Customer becoming seriously ill, having a serious accident or dying. In case of illness and other unexpected situations, it is recommended to take out separate travel and/or cancellation insurance.

If the Customer does not accept the Accommodation, accepts it late or leaves the Accommodation before the end of the rental period, the Customer is not entitled to compensation and the rental price paid by the Customer will not be refunded.

Travel restrictions caused by epidemic or pandemic do not constitute force majeure. When booking Accommodation, the Customer understands that the cancellation or no-show will be subject to Hilla Villas' normal cancellation policy in the event referred to above (epidemic or pandemic). Standard cancellation terms also apply if the Customer is unable to access the Accommodation due to travel restrictions imposed by the Customer's country of departure or Finland, cancellation of flights, train or bus services or changes in schedules. When booking Accommodation, the Customer is aware that transport operators may cancel and change their timetables due to an epidemic or pandemic and that this is not an unforeseen situation that would constitute a force majeure.

3. CHANGE OF BOOKING

If the Customer changes the booking of the Accommodation (rental period, additional services or number of people), Hilla Villas will charge a change fee of 200 euros. The change must be made earlier than 28 days before the start of the booking. Any changes made later than this will be considered a cancellation of the previous booking and a new booking. Hilla Villas cannot guarantee the implementation of the booking changes requested by the Customer. Change of booking is possible only to the same Accommodation.

4. CANCELLING OR INTERRUPTING A BOOKING

In case of force majeure, Hilla Villas may cancel the booking. In this case, the Customer is entitled to a full refund of the rental price paid.

If the Customer does not pay the rental price of the Accommodation by the due date despite a payment reminder, Hilla Villas has the right to cancel the booking without notice.

If the booking has to be interrupted due to disruptive behavior by the Customer or the Customer's guest, the rental price will not be refunded.



5. SERVICE INFORMATION IN THE DESCRIPTION OF THE ACCOMMODATION

The description in the Accommodation Service includes mentions of nearby services (e.g. railway station, bus stop, restaurant, shop, ski lift, etc.). Hilla Villas is not responsible for information on general services not included in the Accommodation or their availability.

6. INCORRECT PRICE INFORMATION

Hilla Villas is not bound by manifestly incorrect price information. This is the case, for example, if the difference between the advertised price and the actual price is considerable or the incorrect price can be considered exceptionally low compared to the general price level. Hilla Villas will promptly inform the Customer if an incorrect pricing information is discovered, and the Customer shall then have the right to cancel the reservation without any charge.

7. PRICE CHANGES

Hilla Villas reserves the right to change the price if the taxes or public charges affecting the rental price have changed after the Customer's booking. If the Customer does not accept the price change, Hilla Villas has the right to cancel the booking. In such a situation, the Customer is entitled to a full refund of any payments made to Hilla Villas up to that point.

8. ARRIVAL AND DEPARTURE

The exact arrival and departure times can be found in the description text of the Accommodation and in the booking confirmation.

9. STAYING AT THE PROPERTY

9.1 HANDOVER OF ACCOMMODATION AND KEYS

The Accommodation and its keys shall be handed over to the Customer in accordance with the booking confirmation and/or arrival instructions. If the Customer does not arrive at the stated time of arrival or does not provide any time of arrival, Hilla Villas cannot guarantee the release of the keys.

9.2 INFORMATION PROVIDED BY THE CUSTOMER

The Customer is responsible for ensuring that the passenger notifications are filled in before the booking starts and that it covers all the information of persons staying at the Accommodation.



9.3 EQUIPMENT OF THE ACCOMMODATION

The rent of the Accommodation includes the right to use the booked Accommodation for the reserved period.

The rent includes normal energy costs, furniture, cooking and dining utensils, cutlery, toilet and kitchen papers, mattresses, blankets and pillows. In addition, the rent includes final cleaning, bed linen and towels according to the stated number of people.

9.4 FIREWOOD

Firewood is included in the rent, unless otherwise stated in the description of the Accommodation. The amount of firewood may be limited in some locations.

9.5 BED LINEN AND TOWELS

Bed linen and towels are included in the rent according to the number of people indicated.

Bed linen must be used by the guest.

9.6 SAUNA

If the Accommodation has a sauna, the right to use it is included in the rent, unless otherwise stated in the description of the Accommodation. In holiday and cottage villages, a separate fee may be charged for the use of the sauna.

9.7 CLEANING DURING THE RENTAL PERIOD

The Customer is responsible for cleaning the Accommodation during the rental period.

9.8 NUMBER OF PERSONS

The Accommodation may be used by a maximum of the number of people indicated in the description of the Accommodation as the number of beds or agreed in writing when booking the Accommodation.

Parties and other events where the number of people at the Accommodation is temporarily exceeded must be agreed upon in advance with Hilla Villas.

In some tourist centers, general silence may be in force for the Accommodation, which the Customer is obliged to observe.



9.9 TENTS, HOT TUBS AND CARAVANS

Bringing a tent, hot tub or caravan to the Accommodation plot requires permission from Hilla Villas.

The use of a separately rented hot tub or other separately rented equipment belonging to the Accommodation is not included in the rental price.

9.10 SMOKING AND INCENSE

Smoking and burning incense are prohibited inside the Accommodations.

9.11 PETS

Pets are only allowed in Accommodations where specifically stated in the description. The presence of a pet must be notified at the time of booking. Bringing more than one pet always requires permission from Hilla Villas. In some destinations, there is an additional charge for bringing a pet. The Customer is responsible for repairing their pet's droppings from the yard environment.

If the Customer brings a pet to an Accommodation where bringing pets is prohibited, the Customer will be charged a contractual penalty of EUR 1,000. The Customer is also responsible for any additional cleaning costs caused by the pet.

Hilla Villas does not rent allergy resorts. Hilla Villas does not guarantee that pets have not been brought to a destination where pets are prohibited despite the prohibition.

9.12 CHARGING OF ELECTRIC CARS

The Customer must confirm the possibility to charge electric and hybrid cars in advance either from the destination description or from Hilla Villas' Customer service. Charging is only allowed for tenants of the property.

10. CHECK-OUT ON THE DAY OF DEPARTURE

The time of check-out of the Accommodation and handover of the keys can be found in the description text of the Accommodation and in the booking confirmation. If the Customer leaves at another time, the handover of the keys must be agreed upon with Hilla Villas or the Caretaker well in advance.



10.1 FINAL CLEANING

Final cleaning of the property is included in the rental price.

Final cleaning does not include washing dishes and putting them in place, taking food waste and other rubbish to a waste disposal point, removing empty bottles and cans, or putting furniture in place.

Sheets and towels are included in the rental price and must be left in a stack on top of the bed.

11. DAMAGE

The Customer is responsible for all damage caused to the Accommodation or its movables directly to the owner of the Accommodation. If the damage becomes compensable under the Customer's insurance, the Customer is responsible for the deductible of the insurance and for the part of the damage that may not be covered by the insurance. Any damage caused must be immediately reported to the owner or Caretaker of the object.

The Customer is responsible for compensating for additional cleaning costs caused by activities that violate these terms and conditions (such as smoking, bringing a pet without permission).

The Customer is responsible for paying the extra costs of cleaning the Accommodation if the Accommodation has to be cleaned due to an infectious disease, lice or bed bug infestation or other similar infection.

If the Customer loses the key to the Accommodation, he/she is responsible for paying the cost of serializing the new locks. If the key service has to come and open the doors of the Accommodation in the middle of the rental period, the Customer is obliged to pay the price according to the price list of the key service.

Hilla Villas shall not be liable for damage caused to the Customer or his/her property caused by unforeseeable force majeure or similar reasons (e.g. power outages, natural phenomena such as algae deposits, animals such as mice and insects, etc.) that have not been caused by Hilla Villas and the consequences of which Hilla Villas could not reasonably have prevented. Hilla Villas is also not responsible for damages or consequences caused by normal natural phenomena. Hilla Villas' liability is limited to the amount of the rent, unless the damage has been caused by gross negligence or willful misconduct.

12. COMMENTS AND COMPLAINTS

All comments and complaints related to the Accommodation must be reported immediately after the subject arises and during the booking to the Caretaker of the property or to Hilla Villas' Customer service. Hilla Villas strives to rectify the deficiency without undue delay. If the matter remains uncorrected, the Customer may submit a written complaint to Hilla Villas. The complaint must be made in writing within 30 days after the end of the rental period.



If the Customer and Hilla Villas cannot reach an agreement in the matter, the Customer may refer the matter to the Consumer Disputes Board of Finland (www.kuluttajariita.fi) for resolution. Before this, the Customer is advised to contact the Consumer Advisory Services of Finland (www.kuluttajaneuvonta.fi). According to the relevant legislation, the Consumer Disputes Board may dismiss a complaint if the consumer has not first contacted the Consumer Advisory Services.

If the Customer does not report any deficiencies detected in the Accommodation during the rental period to the Caretaker or Hilla Villas, the Accommodation is considered to be in accordance with the agreement. Deficiencies reported only after the rental period cannot be jointly ascertained, and Hilla Villas is not liable for them.

13. DATA COLLECTION AND PROCESSING OF PERSONAL DATA

Hilla Villas has the right to collect, use, refine and utilize all information collected in connection with renting the Accommodation. All rights to such information are owned by Hilla Villas. When collecting, using, refining and utilizing data, the data protection of individual Customers is taken into account. Hilla Villas has the right to use the passenger register for Customer communication purposes. The processing of data is based on Hilla Villas' legitimate interest in managing the customer relationship and on legal obligations.

The processing of the Customer's personal data is described in more detail in Hilla Villas' privacy policy.

14. DATA COLLECTION AND PROCESSING OF PERSONAL DATA

The payment intermediation service and payment service provider is Paytrail Plc (Business ID 2122839-7), in cooperation with Finnish banks and credit institutions. Paytrail Plc will appear as the recipient of the payment on your bank statement or credit card bill and will forward the payment to the merchant. Paytrail Plc holds a payment institution license. In case of any complaints, please contact the product supplier first.

Paytrail Plc, Business ID: 2122839-7

Innova 2

Lutakonaukio 7

40100 Jyväskylä, Finland

<https://www.paytrail.com/en/consumer/information-about-paying>

15. APPLICABLE LAW AND VENUE FOR DISPUTES

These Terms and Conditions and any disputes arising from them shall be governed by the laws of Finland. The Parties shall endeavor to settle any disputes arising from this Agreement through mutual consultation. If no agreement is reached in the negotiations, the disputes shall be settled in the District Court of Helsinki.