

BOOKING CONDITIONS

These booking conditions set out the terms on which you contract with us, Levi-President Ltd, the owner organization. A contract exists between you and the owner organization and all conditions become binding to us both once You have made the booking. The booking must be made by an adult person.

MAKING A BOOKING AND PAYMENT

Your booking is definite when you have paid the 30% reservation fee by the due date. If your booking is made later than six (8) weeks before your stay at Levi you pay the full payment. The balance of your holiday cost must be paid no later than four (4) weeks before the beginning of your stay. If we don't receive your payment, that is not considered as cancelling the reservation. We need all cancellations in written. If the balance is not received by the due date, we reserve the right to cancel your booking. At your arrival you are requested to present the receipts of your payment to the person handing you the keys. If your booking has been made through a travel agent, you are requested to present your vouchers. We, the owner organization, accept responsibility for providing you all the various services which form part of the holiday you have booked with us.

IF YOU CANCEL YOUR HOLIDAY

Should you want to cancel your booking, you must ALWAYS do so in writing to us, the owner organization. The charges you incur depend on when we receive your written notification. If we receive your written notification more than 56 days before the start of your holiday, we will refund your reservation fee reduced with the cancellation fee (52€). If we receive your written notification less than 56 days but more than 42 days before the start of your holiday, we will refund the end price (70%) if already paid, reduced with cancellation fee (52€). If we receive your written notification less than 42 days before the start of your holiday, we will charge you the total price. The cancellation will take effect from the day we receive your written notification. Note: If the accommodation fee for a single accommodation destination totals EUR 2500 or more, or the period of stay is four (4) weeks or longer: any cancellation made will cause the loss of the advance payment (deposit). Should you want to change your booking after confirmation, we will have to consider it as a cancellation of your booking and the new arrangements will constitute an entirely new booking.

In case of a sudden illness / injury / death / covid-19 quarantine for you or a close relative to you and your travel party that might lead to a cancellation, you need to make sure that your travel insurance will cover the costs of the booking. Even in such cases our booking conditions are as mentioned above. We recommend our guests to have a continuous travel insurance in case of an emergency or unexpected incidents.

COVID 19 - International and domestic Travel Restrictions and Flight Cancellations

The customer does not have the right to deviate from the booking and cancellation terms and conditions, and does not have the right to cancel their booking on the basis that the customer that made the booking or the guests are not able to arrive at the accommodation at the booked arrival time as a result of the travel restrictions imposed by Finland or the country of departure as a result of the COVID-19 epidemic. Travel restrictions do not count as "Force Majeure" events/circumstances, as international and domestic travel restrictions which are due to the COVID-19 epidemic are not unforeseen. In this situation, the customer's cancellation and no-shows will be subject to the standard booking and cancellation terms and conditions.

The above also applies in the event that the customer or the guests cannot enter Finland due to the cancellation of flights or changes in schedules. Flights may be cancelled and rescheduled due to the COVID-19 epidemic, and are not "Force Majeure" events/circumstances as these circumstances are not an unforeseen situation. We recommend our guests to have a continuous travel insurance in case of an unexpected incidents.

If Covid-19 situation worsens in Levi area and there will be restrictions or closures of restaurants, ski lifts or other services. In this situation, the customer's cancellation and no-shows will be subject to the standard booking and cancellation terms and conditions.

Any possible changes made within the cancellation policy mentioned above cause an extra charge of EUR 52 as change fee, i.e. changes to the accommodation destination, period of staying, additional services or number of guests.

IF WE CANCEL YOUR BOOKING

We reserve the right to cancel your booking owing to force majeure (e.g. fire or water damage). In this event we will notify you on the cancellation immediately and refund all money paid.

HANDING OUT THE KEYS

The key to your holiday accommodation will be handed to you at the estimated time of your arrival at Levi that you have in advance informed the owner or representative of the owner, either by phone or e-mail. Tel +358 40 526 5959 or info@levipresident.fi You may be requested to pay a deposit which will be refunded on your returning the keys. Levi President is entitled to charge costs incurred for the replacement of any lost key (e.g. new lock arrangements and new keys). The maintainer of the property is entitled to charge a fee for the delivery of keys in accordance with their own price list that has not been earlier agreed.

YOUR HOLIDAY ACCOMMODATION AT LEVI

Your accommodation will be at your disposal from 16.00 (4 PM) on your arrival till 10.00-11.00(10-11 AM) on your departure. The rent of the holiday cabins/apartments include kitchen utensils and crockery, fuel for heating, lightning and cooking. No smoking in apartments /cabins! In case of breakage you are advised to contact the owner / representative or the cabin maintenance for setting the damages. Even if the checkout cleaning has been ordered or is included in the price, the accommodation must be in a condition seen after regular usage, i.e. the furniture and fittings are intact and in their correct places, bins taken out and dirty dishes in the dishwasher.

BREAKAGE

The client is bound to indemnify the owner for any damages of the apartment/cabin or the movable property in the apartment/cabin. The tenant will be liable for all expenses occurred due to breakage.

THE CANCELLATION OF THE TENANCY AGREEMENT BECAUSE OF DISTURBANCE OR DANGEROUS SITUATION OF BEHAVIOUR

If the tenant does not stop causing disturbance / dangerous situations for his/her fellow neighbors, the owner of the apartment has the right to terminate the tenancy agreement. The tenant will be liable for all expenses occurred.

THE NUMBER OF PERSONS

The number of persons staying at a cabin or apartment should not exceed the number given in your accommodation description. Tents, hot tubs, or caravans on the building site are not allowed without a separate agreement. No pets are allowed in the cabin.

OTHER

Levi President reserves the right to correct errors or cancel the reservation if the booking is made due to incorrect price information or in case of double booking made to property (within 5 days after making the reservation).

COMPLAINTS

Should you have any cause to complaint about the booking or state of your holiday accommodation you must immediately inform the owner of the place / representative or the cabin maintenance of the complaint for remedial action info@levipresident.fi . Should a problem still remain unresolved you should make your complaint in writing, for continued handling, to us within a week's time after your booking has ended. Should we not be able to settle things amicably, you are entitled to have the dispute arbitrated at the Finnish Consumer Complaint Board. Note: Some accommodation destinations offer a free-of-charge internet connection for its customers. Any possible interruptions or problems occurring with these internet connections must be immediately informed to the maintainer of the property and to Levi President in order to enable speedy rectification. We will not issue reductions in the accommodation rate due to problems related to the functioning of the internet connection.

WELCOME TO LEVI !