

## **LAIVAHOSTEL BOREA, TERMS OF BOOKING**

### ***Welcome on board Laivahostel Borea!***

We follow the Finnish Hotels and Restaurants Association Mara Ry's general operating instructions for booking and cancellation conditions on all bookings. Please read the terms carefully. If you are concerned with any of the conditions outlined or have any other questions, please feel free to contact us.

### **Booking**

The booking made by the customer becomes binding after written or oral confirmation by a member of staff. If possible, the hostel will provide written confirmation about the services, prices and terms of cancellation before your arrival.

### **Arrival**

Bookings are valid until 6PM on the day of the arrival unless agreed otherwise. Please inform the hostel about your late arrival before the arrival date.

Groups (11 or more people) are requested to provide the hostel with a list of guests and possible allocated cabins beforehand.

Unless agreed otherwise, the cabins are available to the guest at 3PM on the day of arrival and the check-out must be completed before 11AM. The luggage can be left in the storage room after 8AM and also after your check-out.

In order to stay at the Laivahostel Borea every guest must possess a valid ID-card with a picture.

### **Late checkout**

A late check-out is possible for an extra fee and depending on the booking situation. Please contact the hostel reception for more details.

### **Payment**

Accommodation is paid upon arrival.

If needed, Laivahostel Borea will make an agreement about the payment conditions and/or the pre-payment beforehand with the customer.

The hostel has the right to collect a reservation fee, which amounts to 10% of the total price. The reservation fee will not be returned, if the customer does not adhere to the terms of cancellation. The amount paid beforehand will be recompensed from the total amount.

Companies and communities have the possibility to pay with an invoice. The billing agreement must be done before the arrival and it can be done on weekdays between 8AM and 4PM.

There is a billing charge of 5.00 Euros added to every invoice.

### **Shortening the stay and refund**

In case the guest's travel plans will change by shortening the stay, the guest can obtain a refund for the unused days by notifying the staff 24 hours in advance of the intended departure (before 2PM on the day before planned new departure day.)

### **House rules**

By staying in Laivahostel Borea a guest agrees to comply with the rules of the hostel. If a guest's behavior doesn't follow these rules, he/she may immediately be removed from the hostel and no refund will be given.

## **Accommodation**

Any preferences of cabin arrangements must be notified to the hostel as early as possible. The hostel will try its best to adhere to the customers' requirements.

The common areas of the hostel are freely in use by all the hostel guests. Therefore a guest should act responsibly and follow the rules outlined by the hostel.

## **Cancellations**

The customer may cancel their reservation one day before at no additional charge, but by latest of 6PM before the arrival day. Some reservations (etc. Booking.com non-refundable bookings) provide an exception to this rule and in these cases restrictions to the cancellation would have been notified upon booking.

In case of a 'No Show,' the hostel has the right to charge the price of one day to the customer.

Reservations for more than one night can be canceled by the customer free of charge at least 3 days prior to the arrival day. Cancellations made less than 3 days prior to the arrival day, then the hostel has the right to charge the price of one day to the customer. In case of a 'No Show' and if the hostel is unable to sell cabins further, the hostel has a right to cancel the entire reservation and charge the total booking value from the customer.

## **Groups**

To get the group discount, a group size must be at least 11 people.

Group bookings apply to the following conditions:

Reservation may be canceled or modified so that the cabins will be reduced 60 days before the arrival date free of charge (potential booking fee will be nonrefundable) if otherwise is not informed.

If the whole reservation is cancelled or modified so that reserved accommodation places will be reduced 59 to 30 days before the date of arrival, the hostel has the right to charge 50% of the total booking value / modification value from the customer.

If the whole reservation is cancelled or modified so that reserved accommodation places will be reduced 29 to 0 days before the date of arrival, the hostel has the right to charge the whole booking value / modification value from the customer.

Groups (11 or more people) are requested to provide the hostel with a list of guests and possible allocated cabins beforehand.

**These terms are valid, unless the customer and the hostel agree otherwise.**

**When reserved through the different booking channels, other conditions may apply.**

**Always check the conditions with the relevant parties at the time of booking.**

**Welcome to Laivahostel Borea!**