

These terms apply to the booking of Lapland Villas' holiday cottages and apartments, as well as the cancellation of any ordered services. The terms take effect immediately upon booking and are binding on both parties. The person making the booking must be of legal age (at least 23 years old at the time of booking).

1. BOOKING AND PAYMENT

- Lapland Villas will send the customer a written booking confirmation.
- **Payment is due within 7 days of booking.**
- **Failure to pay:** If payment is not made by the due date, the booking will be automatically cancelled without further notice. Late payments may incur interest and collection costs.

2. KEYS

- The property is available from 17:00 on the day of arrival until 10:00 on the day of departure, unless otherwise agreed.
- The key will be in a key box, and the code will be sent by SMS or email no later than 4 hours before arrival.
- Lost keys will incur the cost of lock replacement, minimum €250.

3. STAYING AT THE PROPERTY

- All properties are non-smoking. Smoking indoors (including e-cigarettes) will result in a €1,000 charge.
- Lapland Villas may charge a €350 security deposit, refundable within 7 days after departure. Costs for damages or cleaning may be deducted from the deposit.
- The rental includes full use of the property for the booked period, normal energy costs, furniture, kitchenware, cleaning supplies, mattresses, duvets and pillows, and a reasonable amount of firewood in properties with an indoor fireplace.
- Bed linen and towels are not included but can be ordered separately or brought by the customer.
- The customer is responsible for final cleaning unless it has been ordered. Cleaning includes washing dishes, taking out rubbish, vacuuming and mopping floors, cleaning the sauna and WC, and tidying the yard.
- Ordered final cleaning does not include washing dishes, taking out rubbish, or rearranging furniture.
- Quiet hours must be observed between 22:00 and 08:00.

- Charging electric or hybrid cars must be agreed in advance. In some properties, charging is prohibited by fire authorities. Unauthorised charging may result in additional fees and liability for damages.

4. NUMBER OF PERSONS AND ADDITIONAL SERVICES

- The property may not be used by more people than stated in the booking, nor exceed the maximum occupancy.
- Tents, caravans, or hot tubs on the property are prohibited without permission.

5. PETS

- Bringing a pet must be notified at the time of booking. Pets are only allowed in properties where they are specifically permitted.
- Bringing more than one pet requires prior approval.
- A surcharge of €39 applies for bringing a pet.
- The customer is responsible for any damage or extra cleaning caused by the pet.

6. DAMAGES AND COMPLAINTS

- The customer must compensate the owner directly for any damage caused to the property or its contents.
- Any issues regarding equipment, cleanliness, or condition must be reported immediately during the stay.
- Complaints must be made in writing within 14 days of the end of the booking. Late complaints will not be processed.
- If the complaint concerns damage or compensation, supporting documents (e.g., photos, receipts) must be provided within 14 days.

7. CANCELLATIONS

- Cancellations must be made in writing and are considered effective when Lapland Villas has received the notice.
- More than 60 days before arrival: cancellation fee €100.
- Less than 60 days before arrival: the full rental amount will be charged.
- Changes to the date or property are treated as a cancellation and a new booking.

8. LAPLAND VILLAS' RIGHT TO CANCEL

- In force majeure situations (e.g., natural disasters, official regulations, epidemics, strikes, or other unforeseeable events preventing the booking), Lapland Villas may cancel the booking. The customer will be refunded the amount paid, but indirect costs (e.g., travel expenses) will not be compensated.
- No refund will be given if the stay is terminated due to disruptive behavior.
- Failure to pay may result in cancellation without notice.

9. DATA PROTECTION

- Lapland Villas processes customer personal data to fulfil the booking and manage the customer relationship in accordance with applicable data protection laws. Further details can be found in Lapland Villas' privacy policy.

10. RESTRICTIONS ON USE

- The property may not be used for commercial purposes (e.g., parties, events, photo shoots) without written permission from Lapland Villas.

11. LIABILITY AND INSURANCE

- The customer is responsible for having travel insurance that covers cancellation, illness, damages, and other unforeseen circumstances.
- Lapland Villas is not liable for the customer's personal belongings, damages, or losses unless caused by Lapland Villas' negligence.
- The customer is liable for all damages caused to the property, its contents, or third parties by the customer or their guests.

Lapland Villas reserves the right to amend these terms and conditions. The latest version is always available on Lapland Villas' website.