BOOKING TERMS AND CONDITIONS

Levin Hiihtogreeni, Levi

These terms are effective from 8 November 2026 and apply to bookings made on or after that date of Levin Hiihtogreeni apartments A and B and their related rooms (conference and dining room, ski maintenance room) at Puttipolku 4, 99130 Sirkka (Levi). Version 1.5. Bookings made before that date are governed by the terms in force when they were made.

1. SERVICE PROVIDER

The accommodation is provided and invoiced by Levin Hiihtogreeni Oy (business ID 1908552-6), Puttipolku 4, 99130 Sirkka, Finland. Email: info@levifinland.fi, phone: +358 500 633 744.

2. BOOKING AND CONFIRMATION

A booking request sent through LeviFinland.fi, by email or by phone is an inquiry, not yet a booking. We reply within three (3) days. When we accept the inquiry, the customer receives a link by email to confirm the booking. We then send the invoice for the advance payment, or for the full price if arrival is less than sixty (60) days away (section 5).

The selected dates are held while we handle the inquiry. If we do not accept it within five (5) days, or the customer does not confirm an accepted booking within 48 hours, the dates are released and the customer is told by email. The deadline can be extended by agreement.

The booking is binding on both parties once the customer has confirmed it and the advance payment has been paid by its due date.

The person who makes the booking must be at least 18 years old and is responsible for everyone staying in the apartments.

3. GUEST REGISTRATION AND IDENTITY CHECK

The Finnish Accommodation and Food Service Act (308/2006, section 6) requires the accommodation provider to register every guest. The person who made the booking fills in and signs one joint registration form for the whole group on their booking page. We send the request by email seventy-four (74) days before arrival or, if the booking is confirmed later, straight after the confirmation. If the group is not yet known, guests can be added later. The form must be completed no later than seven (7) days before arrival. If it has not been done, we send a reminder by email.

The form asks for the information required by law: name, Finnish personal identity code or, if there is none, date of birth, nationality, address, and the dates of arrival and departure. Guests living outside Finland are also asked for the country from which they entered Finland, and guests who are not citizens of a Nordic country for their travel document number. For a spouse and minor children, the name and identity code or date of birth are enough. The purpose of the trip can be given voluntarily. Giving false personal information is punishable under the Finnish Criminal Code.

The person who made the booking agrees to prove their identity on our request by showing a valid passport or identity card on a video call (WhatsApp, Microsoft Teams or Google Meet). If they live outside Finland, the law requires the identity check. No copies of the identity document are taken or stored.

The door codes are not given until the registration form has been completed and, if we have asked for it, the identity has been verified. If the information is still missing after the reminder, we will contact the customer. If we still do not receive it, we may cancel the booking; the cancellation terms in section 7 then apply as if the customer had cancelled.

4. PRICES

All prices are in euros and include value added tax (VAT): 13.5% on accommodation, the final cleaning, bed linen and towels and made-up beds, and 25.5% on the conference and dining room and the ski maintenance room when they

are charged separately. The price shown in the form is calculated from the current price list. The total price is stated in the booking confirmation and the invoice.

The price list has a weekly price and a nightly price for each season. Every full week from Saturday to Saturday in the booking is priced at the weekly price, and all other nights at the nightly price. Final cleaning is always included and is charged for each booked apartment as a separate line. Bed linen and towels, and made-up beds, are priced per person. When both apartments are booked in one booking, the conference and dining room is included.

A booking can also be made for fewer than three (3) nights, but the accommodation is charged for at least three (3) nights for each booked apartment. The missing nights are charged at the nightly price of the last night of the booking, and the minimum charge is shown as a separate line in the price breakdown.

The confirmed price does not change, except where a change in taxes or other public charges decided by the authorities after the confirmation directly affects it. We may correct obvious errors in price information before the booking is confirmed.

5. PAYMENT

- The advance payment is 30% of the total price and is due on the date stated on the invoice.
- The remaining 70% is due no later than sixty (60) days before arrival.
- If the booking is made less than sixty (60) days before arrival, the full price is invoiced at once and must be paid by the due date on the invoice, and always before arrival.

Payments are made by bank transfer according to the invoice. If a payment is not received by its due date, we will send a reminder with a new deadline of at least seven (7) days, or a shorter one if arrival is near. If the payment is still not received, we may cancel the booking; the cancellation terms below then apply as if the customer had cancelled. Simply leaving an invoice unpaid is not a cancellation.

6. NO RIGHT OF WITHDRAWAL

Under the Finnish Consumer Protection Act (chapter 6, section 16) and EU consumer law, there is no 14-day right of withdrawal for accommodation booked for specific dates. The booking can be cancelled only according to these terms.

7. CANCELLATION BY THE CUSTOMER

Cancellations must always be made in writing by email to info@levifinland.fi. The cancellation takes effect when we receive it, and we confirm it by email.

- Cancellation more than sixty (60) days before arrival: the cancellation fee is 30% of the total price (the advance payment). Any amount paid above that is refunded.
- Cancellation sixty (60) days or less before arrival, or not arriving: the full price is charged.

The cancellation fees apply even if the apartment is rented to someone else for the same dates.

We recommend travel insurance. Depending on its terms, it may help if you have to cancel, for example because of illness. Please check the cover with your insurer.

Arriving later, leaving earlier or coming with fewer people than booked does not entitle the customer to a refund.

8. CANCELLATION BY THE SERVICE PROVIDER

If we cannot provide the accommodation because of force majeure or another obstacle beyond our control (for example fire, water damage or an official order), we may cancel the booking. If we cancel for any reason other than non-payment, the customer gets a full refund of all payments within fourteen (14) days. This does not limit the customer's other rights under mandatory law.

9. ARRIVAL, DOOR CODES AND DEPARTURE

The apartment is available from 5:00 PM (17:00) on the day of arrival and must be vacated by 11:00 AM on the day of departure. Early check-in can be requested but cannot be guaranteed. Late check-out is not possible.

Check-in is self-service with door codes. The door codes for the booked rooms appear on the customer's booking page 24 hours before check-in, once the full price has been paid, the registration form has been completed and, if we have asked for it, the identity has been verified (section 3). We send an email when the codes are available. If a code does not appear for some reason, you can ask Aavalevi for it (info@aavalevi.fi, +358 10 200 8150). The door codes must not be shared with anyone outside your party. Extra services not agreed in advance are charged according to our price list; we tell you the price beforehand.

10. STAYING IN THE APARTMENTS

Each apartment may be used by at most fourteen (14) people, including children. Overnight guests beyond the booked number need our prior consent.

The price includes water, electricity, heating, the sauna, pillows and duvets, tableware and kitchen equipment, toilet paper, and the necessary cleaning equipment and supplies. The indoor temperature is normally 20–22 °C. Bed linen and towels are included only if they were ordered and appear in the booking confirmation. Otherwise the customer brings their own sheets, duvet covers, pillowcases and towels. Bed linen and towels ordered on the day of arrival have a €50 delivery fee on top of the normal price. Sleeping bags may not be used in the beds.

The customer must read the guest information folder in the apartment and follow its instructions and the safety instructions of the property. Do not heat the fireplace for more than two (2) hours at a time, and do not heat the sauna for more than two (2) hours at a time, as the stove can be damaged. Never leave a fire in the fireplace unattended.

Pets are welcome in apartment A. We try to keep apartment B pet-free. Smoking, including e-cigarettes, is not allowed indoors. Pitching tents or parking caravans or camper vans on the property is not allowed without our permission.

Please respect the peace of other guests and the neighbours, especially at night. If the customer or their party seriously disturbs others or puts people or property at risk and does not stop after a warning, we may end the stay immediately. In that case, the price is not refunded, and reasonable costs caused are charged to the customer.

11. CLEANING AND DEPARTURE

Final cleaning is always included in the price. Even so, the customer leaves the apartment in normal tidy order: furniture and equipment intact and back in place, dishes washed or in the dishwasher, and rubbish taken to the bins.

If the apartment is left in clearly worse condition than this, the actual extra cleaning costs are charged. If someone smokes indoors, the actual cleaning and odour removal costs are charged; these are typically at least €300.

12. DAMAGE

The customer is liable for damage to the apartment, its furniture and equipment caused intentionally or through negligence by the customer or their party. Normal wear and tear is not charged. Any damage must be reported to us immediately. We will send the customer a written account of any costs charged.

We are not responsible for the customer's belongings, except for loss or damage caused by our own negligence. Pets are allowed in apartment A, and we cannot guarantee that either apartment is completely free of allergens.

13. DEFECTS AND COMPLAINTS

If something is wrong with the apartment or its equipment, please tell us immediately (+358 500 633 744 or info@levifinland.fi) so that we can fix it during your stay. If a problem is not reported during the stay, it may be impossible to fix it, and that can reduce any compensation.

If the problem cannot be solved during the stay, please send a written complaint within a reasonable time, preferably within two (2) weeks of departure. If a defect substantially affects the stay and is not fixed within a reasonable time, the customer is entitled to a price reduction under Finnish law.

We are not responsible for weather, natural conditions, insects, construction work on neighbouring plots, or short interruptions in water, electricity, internet or TV caused by third parties, such as the network company. We do our best to have any fault fixed as quickly as possible.

14. DISPUTES AND APPLICABLE LAW

These terms are governed by Finnish law. They do not limit the rights that a consumer has under mandatory law. We aim to settle any disagreement through negotiation. A consumer may also contact the Finnish consumer advisory services (kkv.fi/en) and take the dispute to the Consumer Disputes Board (kuluttajariita.fi). Customers living in another EU country can get help from the European Consumer Centre Finland (kuluttajaneuvonta.fi/en/ecc).

15. DATA PROTECTION

We process the customer's personal data to handle the booking, invoicing and communication, as described in the privacy policy at levifinland.fi/en/privacy.

The guest registration data is stored encrypted and kept for one (1) year from the signing of the form, after which it is deleted automatically (Accommodation and Food Service Act, section 8). The registration form of a cancelled booking is deleted at once. The registration data is not used for marketing or customer service. As the law requires, the data of foreign guests is given to the police on request.

WELCOME TO LEVI AND HAVE A PLEASANT HOLIDAY!

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