

BOOKING & CANCELLATION POLICY

ARRIVAL AND DEPARTURE

Rooms are available from 15:00 on the day of arrival. The room will be held on the day of arrival until 18:00, unless a later arrival time has been agreed.

The room must be vacated no later than 12:00 on the day of departure, unless otherwise agreed. For later deliveries we charge extra.

MODIFICATION OR CANCELLATION OF A RESERVATION

You can change or cancel your accommodation reservation free of charge no later than 18:00 (local time) on the day before arrival. Thereafter, the hotel reserves the right to charge the first night's share of the reservation if the reservation is subsequently canceled or the guest does not arrive at all.

If you leave before the agreed departure date, you must notify the hotel of your departure no later than 18:00 the day before. In the case of multi-night stays, you will have to pay the agreed price for the unused time. Departure before the agreed time may also cause a change in the total price of the accommodation.

Advance payments are non-refundable in case of cancellation or change of value. If you wish to postpone your prepaid booking, please contact the hotel directly. For group bookings, the hotel follows the group booking conditions.

BOOKING GUARANTEE

An international credit card can be used to confirm the booking. We will keep the room booked after 18:00, without you having to notify us of a late arrival. To do this, we need the following information from you: your name, card number and expiration date, address, telephone number and email address. We request this information in writing or orally.

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ROOMS

The room rate includes breakfast and an evening sauna. For smoking in the room we charge a min cleaning fee of € 200 (max. € 1000). Customers are responsible for their own luggage unless it has been handed over to us for storage. We are not responsible for damage to or loss of a vehicle in the car park or property inside it. Always find out where the emergency exits and initial fire extinguishing equipment are located

ECIAL SITUATIONS - ACCIDENT OR ILLNESS

In case of serious illness or accident, cancellations must be reported without delay and an official medical certificate must be submitted, in which case we will charge an office fee of 35 € / room. Cancellation must be made before the start of the accommodation. In order to pay the refund, a medical certificate or other reliable statement must be submitted to Korpi Enonkoski within 14 days of the cancellation. No refund will be made on the basis of certificates submitted later. Cancellations made during the stay or interruption of your stay will not entitle you to a refund. It is a good idea to check the coverage of your travel insurance in case of trip cancellation.

FORCE MAJEURE

In case of force majeure or an obstacle independent of Korpi Enonkoski, Korpi Enonkoski may cancel the reservation. In this case, the customer is entitled to a full refund of any booking fee paid. If payments for the reservation are not paid on time, Korpi Enonkoski has the right to cancel the reservation. For compelling reasons, the hotel reserves the right to transfer the reservation to another accommodation of at least the same level. The hotel will reimburse the

KORPI
Enonkoski

KORPI
Guesthouse

KORPI
Bistro

KORPI
Maitolaituri

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subscriber for the direct costs of the transfer. Hotel reservations are subject to the Accommodation and Catering Act.

CHANGE

We reserve the right to change our booking and cancellation conditions. Before booking, the customer must read and accept the current booking and cancellation policy. Korpi Enonkoski treats all customer information completely confidentially. To the extent that the terms and conditions of Korpi Enonkoski do not specify otherwise, MaRa ry's general booking and cancellation conditions are followed.

These booking and cancellation policies apply to bookings made directly through the hotel's website.

Korpi Bistro & Guesthouse Oy

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