

Terms and conditions / Satumaiset Matkat

RESERVATIONS AND BILLING

Reservations made via the booking calendar, e-mail or telephone are confirmed in writing to the subscriber's e-mail. The confirmation must indicate the program chosen by the subscriber, the timetable, the date and the number of participants. Any revisions or changes to the booking must be notified at least one week (7 days) before the booking or at least 24 hours (1 day) before by e-mail or telephone to Satumaiset Matkat. Satumaiset Matkat uses online, e-mail or telephone booking as the basis for invoicing, unless otherwise agreed with the customer.

In the event of a delay in the confirmed schedule for reasons beyond the control of Satumaiset Matkat, a charge of € 35 per hour or part thereof per employee will be made for the half-hour (30 min) of excess time. Employees are defined as all persons required to carry out the order.

Satumaiset Matkat requests payment for its services either in advance by online payment or by bank transfer against invoice or on the spot in cash.

CANCELLATIONS

Cancellation fee for day trips for a confirmed service:

- A cancellation fee of 100.0% will be charged if the booking is cancelled 7 days before or after the activity.
- A cancellation fee of 45.0% will be charged if cancelled 14 days or less before the activity.
- 25 € office fees if cancelled less than 14 days before the activity

Cancellation fee for overnight trips:

- A cancellation fee of 100.0% will be charged if cancelled 7 days or less before the activity
- A cancellation fee of 15.0% will be charged if cancelled 30 days or less before the activity.
- 25 € office fees if cancelled less than 30 days before the activity

If the client cancels a hotel room reservation made in connection with an excursion day reservation, the same cancellation conditions apply as for the hotel room reservation.

If the customer has paid in advance for the cancelled day trip, Satumaiset Matkat will refund the customer the amount according to the booking conditions within 14 days of the notification of cancellation and its confirmation.

CANCELLATION OF GROUP BOOKINGS

The booking and cancellation conditions for groups are agreed separately at the time of booking. Reservations for accommodation, catering and program services are subject to partners' and subcontractors' booking and cancellation conditions. In the event of cancellation of group bookings, Satumaiset Matkat will charge the costs incurred for arrangements and cancellation.

CHANGES IN THE NUMBER OF PERSONS

A confirmed booking is valid for the number of persons indicated at the time of confirmation. If a change in the final number of participants is notified less than one week (6-0 days) before the order, or not notified at all, the seller is entitled to charge the number of persons indicated at the time of confirmation.

SATUMAISET MATKAT CANCELLATION RIGHTS

In case of force majeure, Satumaiset Matkat and/or its subcontractor may cancel or suspend the service. In this case, the customer is entitled to a full refund of any sums paid by Satumaiset Matkat, or the price of the unrealised part.

PROGRAMME SERVICES

The Customer is obliged to follow the instructions provided. In the event of any breach of the instructions given, the Client shall be liable for compensation for any damage caused. It is the Customer's responsibility to notify in advance any illness or other cause which may affect the performance of the Program Service. The guide or driver has the right to interrupt the excursion program if the client endangers safety, behaves in a threatening or otherwise inappropriate manner.

If the guide determines that the client is intoxicated or under the influence of any other intoxicating substance, the guide has the right to refuse the client's participation in the program. In this case, the client will be liable for the full cost of the program ordered. The guide has the right to change the duration or content of the program service due to weather conditions in order to ensure the safety of the client. The client is responsible for the validity of personal insurances.