

Booking and Cancellation Terms

Hiekka Booking Vacation Rental Terms and Conditions

These terms apply to all apartments rented through Hiekka Booking for continuous rental periods of less than three months.

The reservation becomes binding for both parties once the seller has sent a booking confirmation to the customer by email. Hiekka Booking does not make preliminary reservations; all confirmed reservations are binding.

The seller will charge the customer the full accommodation fee at the time of booking. The customer can modify or cancel their reservation up to one day before the accommodation begins.

For online bookings, there are no service fees if the entire accommodation fee is paid at the time of booking. Online payments are processed through Paytrail services. If the full reservation is paid by invoice, a €15 service fee applies. The due date for the invoice is 14 days before arrival, or immediately if the reservation is made less than 14 days before the start of the stay.

Last-minute booking: If the accommodation is booked within one day of the start date, no right of cancellation applies.

Reservation Changes and Cancellation Terms

Changes to reservations are allowed as follows:

The cancellation must always be made in writing to the seller. Failure to pay the invoice is not sufficient to cancel a reservation.

The reservation can be changed or canceled earlier than one day before the accommodation begins. In this case, the customer will be refunded the pre-paid amount minus a €15 service fee.

If the cancellation is made less than one day before the start of the accommodation or during the stay, the customer will be charged the full amount (100% of the fee), and no payments will be refunded.

The customer must be of legal age. Minors staying without a guardian require written consent from a guardian, which must be provided to the seller before the start of the accommodation.

Minimum Reservation Periods

During holidays and events, there may be exceptional minimum booking periods.

Seller's Right to Cancel the Reservation

In the event of force majeure, the seller may cancel the reservation. In this case, the customer will receive a full refund of the amount paid to the seller.

The seller has the right to cancel the reservation if the customer fails to pay the invoice by the due date.

Access to the Apartment and Services Included in the Price

The apartment key is located in an electronic key safe. The location and code for the key safe will be provided to the customer by email on the day the accommodation begins. The code opens the key safe, allowing the customer to access the apartment key. The code is valid only for the reserved accommodation period and stops working afterward.

It is recommended to store the key in the key safe during the stay to minimize the risk of losing the key or locking it inside the apartment. Upon departure, the key must be returned to the key safe.

At the Marina Chalets location, doors operate with a PIN code, which is valid for the reserved accommodation period. There is no physical key for these apartments.

If a door needs to be opened (because the key was left inside the apartment or lost), the following fees apply:

- Weekdays 7 AM – 5 PM: €50
- Outside these hours: €75

If the key is lost, the customer agrees to cover the full cost of ordering new keys, as well as any costs for rekeying the locks of the building if necessary.

The apartment is available for use from 4 PM on the arrival day until noon on the departure day. Earlier check-in or later check-out may be possible depending on availability. For special arrangements, contact info@hiekkabooking.fi or call +358 50 5415431.

The apartment rental includes free use of the apartment for the reserved period.

The rental does not include:

- Final cleaning
- Bed linens

Final cleaning and bed linens, as well as other additional services, can be purchased through the Hiekka Booking website at the time of booking or later by contacting info@hiekkabooking.fi or +358 50 5415431. **In the Marina Chalets apartments, bed linens and final cleaning are always included in the price.**

If final cleaning has not been ordered separately, the customer is responsible for cleaning the apartment following the provided cleaning instructions at the end of the stay. The apartment contains the necessary cleaning equipment and supplies for this purpose. If the apartment is not cleaned according to the instructions, the customer is required to pay a cleaning fee of €150 plus a €15 billing charge. Even if final cleaning is ordered or included, the apartment must be returned in a reasonable condition, with garbage taken out and dirty dishes placed in the dishwasher.

The apartment includes the following:

- 3 rolls of toilet paper per toilet
- Hand soap
- Necessary cleaning supplies and equipment for the final cleaning
- Dishwashing detergent and dishwasher tablets

If additional toilet paper or other supplies are needed during the stay, the customer must provide them.

The apartment can accommodate no more than the number of people indicated by the available beds.

Bringing pets into the apartment is prohibited unless explicitly allowed. A "no pets" designation does not guarantee the apartment is suitable for allergy sufferers.

All apartments are non-smoking. Smoking, including electronic cigarettes, and the use of sauna fragrances are prohibited inside the apartment. Smoking is also prohibited on glazed balconies and terraces. A minimum cleaning fee of €200 will be charged for smoking inside the apartment. If smoking causes damage to the apartment's furniture or fittings, the guest is responsible for covering the cost of the damages.

The customer is responsible for covering the full cost of any damages caused to the apartment or its furnishings during their stay. If the customer or their guests cause disturbance or danger to others in the same building or neighborhood, the seller and its representative have the right to terminate the accommodation agreement immediately, and the customer must vacate the premises. In such cases, no refunds will be given for used or unused accommodation nights or for any additional services purchased.

The customer is also responsible for covering any costs incurred due to disturbances, including extra cleaning and repair costs.

In case of a false fire alarm or violation of the house rules, the customer is liable to cover all related costs, including extra cleaning or repair fees.

Quiet hours are from 10 PM to 7 AM in all properties. During this time, all noise and disturbances are strictly prohibited. If guests fail to comply with this rule, the seller has the right to remove them from the property immediately. For disturbance issues, contact emergency services at 112.

All complaints related to the condition or equipment of the apartment must be reported immediately to the seller or its representative at info@hiekkabooking.fi or +358 50 5415431. Our customer service is available 24/7. Complaints made afterward will not be considered, and any potential compensation will be forfeited. Hiekka Booking is not responsible for any inconvenience or costs caused by natural conditions, insects, unexpected weather changes, disturbances from neighbors, or unexpected interruptions in water, electricity, or TV networks.

Hiekka Booking is not responsible for any lost property left in the apartments. Lost items found in the apartments will be kept for three months and can be inquired about via email at info@hiekkabooking.fi. The customer agrees to pay for the postage and a €15 service fee for returning lost items.

According to consumer protection law, an incorrectly listed price does not bind the seller if the price is so clearly incorrect that the customer should have understood it to be an error.

We reserve the right to change prices.

Use of Personal Information

The personal information of the person booking the service will be added to Hiekka Booking's marketing register, which is used to send arrival instructions and other relevant information regarding the reservation. You will also receive future emails or text messages with updates on reservations, door codes, marketing, and communication.

Your information will be processed according to the company's privacy policy, and you can withdraw the above-mentioned consent at any time. The information will not be shared for any other purposes.

Hiekka Booking

Hiekka Apartments Oy

info@hiekkabooking.fi

050 5415431