

Booking terms

Tokka Safaris Oy's apartments rental, hereinafter referred to as Tokka Apartments, will comply with these terms and conditions for booking and cancellation of apartments. These terms and conditions come into force when the customer makes the reservation and is therefore responsible for compliance with the terms and conditions.

Booking and payment

After the booking enquiry, the customer will receive a payment link, which will be charged 10% of the total holiday price as a deposit. The deposit is non-refundable and in the event of cancellation, the deposit will be retained as a cancellation fee.

The remaining 90% of the holiday is payable no later than 30 days before the start of the holiday. A payment link for the remaining balance will be sent to the customer by e-mail. If there are less than 30 days before the arrival date, the total amount of the booking will be paid in one payment after the booking has been made.

When making a payment via the payment link, the customer must ensure that the payment is completed. Tokka Apartments is not responsible for failed payment and the customer should contact Tokka Apartments by email if there are any problems with the payment.

The payment service provider and processor is Zettle by PayPal. More information about Zettle: <https://www.zettle.com/gb>. In case of complaints, the customer should contact Tokka Apartments.

Cancellations

Cancellation of a reservation must always be made in writing by e-mail. The reservation will not be cancelled automatically if the payment is not made. The cancellation is deemed to have taken place when Tokka Apartments has been informed of the cancellation. All cancellations are non-refundable.

Please note that reservations made through different booking channels (such as Booking.com) will be subject to the booking conditions set by that channel.

We recommend that our customers take out travel insurance to cover any exceptional circumstances. Tokka Apartments is not obliged to accept cancellations, for example with a medical certificate.

In the event of force majeure or an event beyond the control of Tokka Apartments, such as fire or water damage, Tokka Apartments may cancel the customer's reservation. In this case, the customer will be refunded in full.

If the customer wishes to change an existing booking, the original booking will be considered cancelled. The transfer of the reservation can be agreed on a case-by-case basis.

Responsibilities and obligations

During the winter season, the cleaning of the apartment is included in the price of the accommodation, but the client is nevertheless expected to leave the apartment in a state of normal occupancy. Before leaving, the client must ensure that furniture and belongings are in their original places, rubbish is taken to the collection point, dirty dishes are put in the dishwasher, which is left on when the client leaves, empty bottles and cans are collected in the hallway, windows and doors are closed and locked. Tokka Apartments is not

responsible for lost property left in the apartment, so please ensure that all your personal belongings are with you when you leave.

Smoking is strictly prohibited. Cleaning costs due to smoking will be charged to the client, with a minimum of EUR 500. If the next client must be transferred to another accommodation due to smoking damages, the client will be liable to pay for the lost accommodation days.

The client is liable to compensate Tokka Apartments for any damage caused to the apartment or its furniture during the period of stay, whether intentional or unintentional. Liability for damage shall be determined in accordance with the general principles of compensation for damages and the amount of the costs of purchase and installation of the damaged furniture.

Please note that pets are only welcome in one of the apartments. It is the customer's responsibility to inform us at the time of booking if they are accompanied by a pet.

If client does not stop causing disturbance or danger to others in the same or neighboring property, despite a warning from Tokka Apartments or its representative, Tokka Apartments has the right to terminate the tenancy immediately. The costs of any of the above measures will be charged to the client.

Other important

The apartment is available to check-in on the day of arrival at 16.00. On the day of departure, the apartment must be checked-out by 11.00 at the latest.

Only the number of persons booked in advance is allowed in one apartment. The maximum number of people staying in the apartment is five.

For events exceeding this number of persons, please contact Tokka Apartments separately and in advance.

Camping with a tent, caravan or camper is prohibited in the yard of the apartments.

Linen and towels are always included in the price of accommodation during the winter season, and at other times the client is obliged to bring their own linen and towels or order them as an additional service. It is forbidden to stay in the apartment without proper linen.

Complaints

The customer should immediately contact Tokka Apartments if he/she notices any deficiencies in the equipment, condition or booking related matters. Comments will be made by e-mail. Upon receipt of a comment, we will do our best to rectify the situation immediately so that your holiday can continue in the best possible way.

Welcome to stay at Tokka Apartments!