



TERMS OF RESERVATION

Himosmajoitus follows these terms concerning reservations and cancellations. These terms are binding after the customer has made the reservation.

RESERVING

Booker has to be 18 years or older and capable to prove their age. Reservation is binding after booking has made. The advance payment is half of the cottage price. The advance payment due 7 days after the reservation is made. The second part of the payment due 14 days before the beginning of the reservation. If reservation is made less than 14 days before the reservation begins, payment needs to be paid directly. When reserving from online, pre-payment is 50% of the total payment and must be paid when reserving. Service fee 20€ is added to the reservation from all channels. Only the number of persons mentioned in the cottage's description is allowed to stay in the cottage. Extrapersons have to be informed beforehand. Fee from extraperson is 30€/person. During winter-weekends minimum stay 2 days.

CHECK IN & CHECK OUT

Check-in to the cottage is at 4 p.m on arrival day, check-out is at 12 a.m. on departure day.

Our reception is located in Restaurant Rinne under the west-slopes. Address: Länsikeskuksentie 6, 42100 Jämsä. Tel. +35820 7871170

Few days before arrival you will get arrival info e-mail where is more information about arriving and information about checking in while our reception is closed.

If customer loses key while accommodation, price of lock change will be charged from customer. Door openings 50€ mon-fri 9-17. During weekend, evening or night 80€. While checking out key will be returned to reception or to mailbox outside the reception.

TERMS OF CLEANING

Cottages must be cleaned at the end of reservation. Final cleaning can be made by clients themselves or can be reserved from Himosmajoitus. Ordered final cleaning price is 70€-150€ depending on the cottage. When client cleans the cottage, they must take garbage to garbage container, vacuum and mop the floors, wash the dishes, clean all stains and dirt and make the beds. Also outside area of cottage needs to be clean. Cottages have basic cleaning equipments. Even final cleaning is ordered from Himosmajoitus, cottage needs to be left after normal living, including all furnitures in their own places, garbage taken, stains and dirt removed and outside area clean. More detailed instructions you will get while checking in.

If final cleaning is not ordered from us and cottage is not cleaned and ready for next customer, Himosmajoitus will charge unordered final cleanings 1,5 x normal cleaning price of cottage. Normal cleaning prices 70/90/130/150€ depending on cottage. If cottage needs extensive cleaning or clearing price doesn't cover expenses Himosmajoitus will charge 50€/hour/cleaner from extra working hours.

If there is snuff-bags found from cottage we charge minimum 50€ extra of cleaning them and checking cottage. If customer has not taken garbage to the garbage container, we charge minimum 25€ of taking out garbage.

TERMS OF CANCELLATION

Cancellation fee is 98€ and it's valid directly after reservation is made. Cancellation can be made by phone or e-mail, unpaid invoice is not sufficient act for cancelling. If the cancellation is made earlier than 14 days before the beginning of the reservation, the advance payment is refunded. Check exceptional times below. The cancellation fee and possible credit card/bank fees will be charged from the advance payment before refund. If the cancellation is made less than 14 days before the beginning of the reservation, Himosmajoitus will not refund the payments. Himosmajoitus will charge 50€ if the reservation is changed. We recommend insurance in case of sickness or force majeure. Terms of cancellation don't change in case there are changes in weather, slopes, or ski tracks for example. Himosmajoitus is not responsible for construction site noises or distracts on the surrounding area or equipment changes made by cottage owner, if changes has not been informed to Himosmajoitus.

Himosmajoitus has the right to cancel a reservation that is not paid by the due date, or when the client does not follow our terms. In case of force majeure Himosmajoitus has the right to cancel even a paid reservation. Force majeure cases include eg. unexpected damage to the cottage or sale of the cottage. Himosmajoitus will notify the customer of cancellation as soon as possible. Himosmajoitus will offer another cottage or the customer is entitled to a full refund of the payment made to Himosmajoitus.

Exceptional times:

During festivals and new year-reservations cancellation policy is following: If the cancellation is made earlier than 30 days before the beginning of the reservation, the advance payment is refunded. The cancellation fee and possible credit card/bank fees will be charged from the advance payment before refund. Under 30 dates to arrival date cancellations are non-refundable.

SMOKING, PETS

Smoking is forbidden inside the cottages. Penalty of smoking inside is minimum 250€ ventilation fee. Outside the cottage smoking is allowed, considering collecting cigarette ends to ashtray. Bringing pets to cottage must be informed to Himosmajoitus beforehand, cause some of cottages pets are not allowed. Pet fee is 30 €/pet/reservation. In case Himosmajoitus notices pet staying in the cottage afterwards without informing Himosmajoitus about it, pet fee will be charged 1,5 x price. Himosmajoitus is not responsible of animal dust or forbidden smoking caused allergies or other problems.

COTTAGE EQUIPMENTS

All cottages: pillows and blankets, cutlery, dining set, most common cooking utensils (pans, kettle) and basic cleaning equipments. Reservation price includes starter-pack of toilet paper, dishwash liquid and dishwasher tablets. That's how you get your holiday started. If you need more of these during holiday you should buy them yourself. Hand soap, household paper and sauna seat-covers should be brought by customer. Detailed information of every cottages equipments you find from our website.

Bedlinen

Bedlinen and towels are not included in the price. Bedlinen and towels should be reserved from Himosmajoitus (15€/person delivered, 20€/person made bed) or brought by clients themselves.

Grill

In the cottage description you will find information if cottage has gas, electric or charcoal grill. Charcoal or disposable grills might have been left from previous customers, cottage descriptions do not have information about those. For charcoal grill customer needs to buy own charcoals. Please be careful with using the grill and never leave grill unguarded. Grills are on use during summer season (May-September).

Outdoor hot tub/Jacuzzi

In the cottage description you can find the information if the cottage has an outdoor hot tub or jacuzzi. Some cottages have an transferable outdoor hot tub option, ask about them from our sales service +358 20 787 1170 beforehand. If you have booked outdoor hot tub or jacuzzi you will get instructions while checking in.

Firewood

Firewood is not included to cottage price, but you can buy them from our reception 10€/package.

Electric car charging

The outdoor power or heating sockets in the cottages are not meant for electric car charging. There are car charging stations meant for electric cars in West-Himos parking lot. Also in Jämsä (7km from Himos) there are charging stations on some parking lots of grocery stores and gas stations. (K-citymarket, S-market, Neste Jämsän Portti, Patalahden liikenneasema). Himosmajoitus will charge 100€ for car charging without permission.

DAMAGE CAUSES AND RECLAMATION

All complaints concerning cottage or the reservation should be made immediately to Himosmajoitus, that they can be fixed according possibilities during stay. Complaints have to be made immediately by call to our servicenumber +35840 7642111. Servicenumber is open 24/7. In case customer has not been informing servicenumber about lacks of cottage, they lose opportunity to refunds. If solution to problem or lack of cottage can't be offered during stay customer can write reclamation to Himosmajoitus one week after end of accommodation and send it to info@himosmajoitus.fi.

Customer is responsible about cottage and it's personal property. Customer is responsible to inform Himosmajoitus immediately about caused damage and pay them to Himosmajoitus. If damage has been caused on purpose, we preserve right to charge caused costs and 500€ vandalism fee.

OnSeason Oy (2939202-8) is responsible for taking care of most of jacuzzis. Himosmajoitus has permission to hand over contact information of customer to OnSeason in case of caused damage or vandalism to jacuzzi. Customer is responsible to pay costs to OnSeason Oy.

Quiet time in Himos is 23-07. Customers are liable following these times. During this time all excess noise and disturbance is forbidden. If customer or their party cause disturbance to other customers or neighborhood, they can be removed from the area. In this case the customer must check-out immediately without refund of paid accommodation. We preserve the right to charge 500€ vandalism fee from the customer. Possible disorder in area must be reported to police. Emergency number is 112.

FORGOTTEN ITEMS

Himosmajoitus is not in charge for customers belongings, that are kept in cottages or other Himosmajoitus premises or are forgotten there. Ask about forgotten items from Himosmajoitus office: info@himosmajoitus.fi / +35820 787 1170. Price for mailing forgotten items is min. 20 € + postal and packaging costs.

The right to price changes is reserved. All prices include value-added tax.

PAYMENTS (Visa, Visa Electron and MasterCard)

Paytrail Oyj (2122839-7) acts as an implementer of the payment handling service and as a Payment Service Provider in cooperation with Finnish banks and credit institutions. In payments made with Visa, Visa Electron or MasterCard Paytrail Oyj will be shown as the recipient in the invoice and Paytrail Oyj will forward the payment to the merchant.

Paytrail Oyj is an authorized Payment Institution.

Paytrail Oyj, business ID 2122839-7

Innova 2

Lutakonaukio 7, 40100 Jyväskylä

Phone: +358 207 181830

Netbanks Paytrail Oyj (FI2122839) provides netbank related payment transfer services in co-operation with Finnish banks and credit institutions. For consumer the service works exactly the same way as traditional web payments.