



## **TERMS OF BOOKING AND CANCELLATION**

### **TERMS OF BOOKING**

These terms apply to room bookings made with Ellivuori Apartments. After a successful booking you receive an e-mail confirmation, which shows the payments and the apartments you have booked.

The room is at your disposal at 3pm on the date of arrival. Check-out by 12 noon on the date of departure.

Note that other special prices and campaigns are not valid for online bookings

### **TERMS OF CANCELLATION**

These terms of cancellation apply to room bookings made with Ellivuori Apartments. Always report a cancellation immediately to our customer services, tel. +358 40 188 1624.

We charge a cancellation fee of EUR 30 for cancelling a confirmed, paid booking. If you cancel the booking no later than 48 hours before the check-in date, the paid sum will be refunded to your bank account. If there is less than 48 hours to the check-in date, we will charge the entire booking price.

If the cancellation is due to an illness, serious accident or death of the person having made the booking or a person living in the same household, all executed payments will be refunded, except for the EUR 30 cancellation fee. A reliable document verifying the cause of the cancellation must be submitted, if requested.

### **PAYMENT SERVICE PROVIDER**

Paytrail Oyj (2122839-7) operates as the payment intermediary service provider and in cooperation with Finnish banks and credit institutions. Paytrail Oyj appears as the recipient of the payment on the bank statement or card invoice and forwards the payment to the merchant. Paytrail Oyj has a payment institution license. In cases of complaints, we ask that you first contact the supplier of the product.

Paytrail Oyj, business ID: 2122839-7  
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Lutakonaukio 7  
40100 Jyväskylä  
Phone: +358 207 181830

### **ONLINE BANKS**

The payment brokerage service related to online bank payments is implemented by Paytrail Oyj (2122839-7) in cooperation with Finnish banks and credit institutions. From the user's point of view, the service works just like traditional online payment.