



Booking Terms and Conditions

These terms and conditions apply to all of the houses, facilities and services that can be rented and booked via Kytäjä. Collectively, these are referred to as the “property”.

BOOKING

- The customer is responsible for familiarising themselves with the property’s description and instructions for use, as well as the terms and conditions associated with the booking.
- By making a booking either online or by telephone via the sales service, the customer agrees to adhere to these terms and conditions, as well as any other instructions related to the rental property and its use.
- The booking made by the customer becomes binding as soon as the customer has confirmed the booking online or by telephone with the sales service and paid the invoice for the rental.

CANCELLATIONS

- The date of cancellation is the date on which the Kytäjä Estate has received the information about the cancellation from the customer.
- Cancellations are free of charge, if the customer cancels their booking 14 days prior to the date of the booking.
- 50% of the rental price will be charged for bookings that are cancelled less than 14 days prior to the date of the booking.
- In the case of a cancellation, the Kytäjä Estate agrees to pay the refund without undue delay either into the account indicated by the customer or by transferring it via the Paytrail service.

THE OWNER'S RIGHT TO CANCEL THE BOOKING

- In the event of an insurmountable barrier (*force majeure*), Kytäjä Estate may cancel the booking. The customer will be informed about the cancellation without delay. In such occasions, the customer is entitled to receive a full refund of the rental price.
- If the booking is cancelled due to an insurmountable barrier (*force majeure*), any other costs incurred by the customer will not be refunded by Kytäjä Estate.



KEYS

- The keys for the rental property are kept in a key safe, which is unlocked with a PIN code.
- Prior to the scheduled booking, the customer will receive the PIN code via email or text message, to the email address or mobile phone number supplied by the customer during the booking process.
- The PIN code is only assigned to bookings that are valid and have been paid for.
- The PIN code may not be disclosed to third parties.
- At the end of their stay, the customer must return the keys in accordance with the instructions provided. Unless otherwise stated, the keys are returned to the same key safe from which they were initially retrieved.
- The customer will be charged 150€ for each key that goes missing.

THE USE OF THE PROPERTY

- The details of the property are defined in the property description.
- During the rental period, the customer has access to the property and is entitled to the use of its equipment, as well as any other services that might have been added to the rental agreement separately.
- The customer takes care of the general cleanliness of the property as well as waste disposal, both during and at the end of the rental period. The customer is also responsible for disposing of any bottles or beverage cans. Additionally, the customer is responsible for washing the dishes at the end of the rental period.
- Standard cleaning at the end of the rental period, apart from the aspects referred to above, is included in the rental price. The cleaning is performed by the Kytäjä Estate.
- If a more thorough cleaning is required because the property has been left in a state that is considered more untidy or dirty than normal, the customer will be responsible for bearing the costs of the additional cleaning. The charge for any additional cleaning is 50€ per hour.
- The property can only be used by the customer during the dates and times that have been specified in the booking confirmation.
- Since the property is located in a residential area, no noise is to be made outside between the hours of 10pm and 7am.
- Smoking is only allowed outdoors.
- At the end of the rental period, the customer is responsible for making sure that every door of the property is locked, the lights are switched off and the keys are returned to the key safe.



- Pets are subject to the following conditions:
 - The customer is fully responsible and liable for any damage caused by pets that are brought to the property.
 - Pets are not allowed to be left in the property alone without supervision.
 - Customers with pets should pay special attention to the cleanliness of the property, particularly at the end of the rental period. The Kytäjä Estate will always inspect the property after customers with pets have been in attendance and the facility will be cleaned more thoroughly if deemed necessary. If a more thorough cleaning is required because the property has been left in a state that is considered more untidy or dirty than normal, the customer will be responsible for bearing the costs of the additional cleaning. The charge for any additional cleaning is 50€ per hour.
 - Customers with pets are also required to follow any additional instructions that might be provided by the Kytäjä Estate.

COMPENSATION FOR DAMAGES

- The customer is obliged to fully compensate the Kytäjä Estate for any damage caused to the rental property. The customer is also responsible for any visitors brought to the rental property and is liable for any damage caused by them during the rental period.
- The Kytäjä Estate will not compensate the customer for any inconvenience or expense arising from environmental conditions such as insects, animals, difficult driving conditions or unexpected weather fluctuations.

COMPLAINTS

- The customer is required to give notice of defects and share any complaints they may have in relation to the rental property, or the rental agreement in general, as soon as any such issues arise.
- In the absence of a mutually satisfactory solution, or if the complaint includes a claim for compensation, the complaint must be sent in writing to the Kytäjä Estate within one (1) month of the end of the rental period.
- The Kytäjä Estate endeavours to handle the complaint as quickly as possible, and within one (1) month of the date of receipt.
- If the customer and the Kytäjä Estate cannot reach an agreement, the customer may refer the dispute to the Consumer Disputes Board.