

## **BOOKING TERMS AND CONDITIONS**

### **BOOKING AND PAYMENT**

The person making the reservation must be at least 20 years old at the time of booking. The guest must provide their contact details, including name, address, telephone number, and email address. The guest also agrees to complete the required traveler registration information.

The guest must pay a booking deposit of at least 20% immediately upon making the reservation. The remaining balance (80%) must be paid no later than one month before the rental period begins. If the reservation is made less than one month before the start of the rental period, the full rental amount must be paid at the time of booking.

Separate invoices for the booking deposit and the remaining balance will be sent in connection with the reservation.

The reservation is considered confirmed only after the booking deposit has been paid.

If the guest fails to make payments on time, the property owner reserves the right to cancel the reservation without prior notice.

### **CANCELLATIONS**

All cancellations must be made by email to: [leviplatinumaurora@gmail.com](mailto:leviplatinumaurora@gmail.com). A cancellation is considered effective at the moment the cancellation notice is received.

If the guest cancels the reservation, the booking deposit (20%) is non-refundable.

If the reservation is cancelled less than 30 days before the start of the rental period, no payments made by the guest will be refunded.

If the accommodation is not occupied, or if arrival is delayed, the guest is not entitled to any refund. If the guest terminates the stay and departs before the end of the rental period, no compensation or refund will be granted for the unused portion of the reservation.

### **LEVI PLATINUM AURORA'S RIGHT TO CANCEL A RESERVATION**

In the event of force majeure or circumstances beyond reasonable control, the accommodation provider reserves the right to cancel the reservation. In such cases, the guest is entitled to a full refund of all payments made.

If the guest fails to make payments on time, the reservation may be cancelled without prior notice.

### **KEY HANDOVER**

The guest will receive arrival instructions and a personal PIN code for the entrance door lock one hour before the reservation begins.

If the reservation must be terminated due to disruptive or inappropriate behavior by the guest, no refunds will be issued.

### **STAYING AT THE PROPERTY**

The accommodation is available to the guest from 4:00 PM on the arrival day (5:00 PM on Saturdays) until 11:00 AM on the departure day (10:00 AM on Saturdays).

Any exceptions must be agreed upon with **the property caretaker: Phone: +358 50 505 5594**

The rental price includes the right to use the accommodation for the reserved period, normal electricity and water consumption, and a starter supply of toilet paper and household paper products.

Bed linen and towels are not included in the rental price. They may be ordered separately when making the reservation.

Final cleaning is included in the rental price unless otherwise agreed. If additional cleaning services are required, they must be ordered no later than two days before the end of the rental period.

The accommodation may only be occupied by the maximum number of guests stated in the property description or otherwise agreed upon at the time of booking.

## **PETS**

Pets are not allowed on the premises.

## **DAMAGES**

The guest is responsible for any damage caused to the accommodation or its contents during the stay. Any damage must be reported immediately to the property owner. The guest is liable for compensating the owner for all damages caused.

The accommodation and its inventory are inspected after every rental period.

The guest is responsible for leaving the accommodation in a clean condition unless final cleaning has been ordered separately. Cleaning instructions are provided in the apartment. If the final cleaning is found to be unsatisfactory, a cleaning fee of €160 will be charged.

Lost ski lift passes provided with the accommodation will incur a replacement fee of €100 per pass.

## **COMPLAINTS**

Any comments, complaints, or issues concerning the accommodation must be reported immediately upon discovery and during the stay directly to **the property caretaker: Phone: +358 50 505 5594**

## **LIABILITY OF THE PROPERTY OWNER**

The property owner shall not be financially or legally liable for any consequences, damages, losses, or actions caused by the guest's own conduct.

## **ACCEPTANCE OF TERMS**

By paying the booking deposit and/or rental fee, the guest acknowledges and accepts these Booking Terms and Conditions.

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## **Levi Platinum Aurora**

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