



**THIS DOCUMENT IS DIVIDED INTO THREE PARTS. THE FIRST PART CONCERNS NAANTALI CAMPING'S GENERAL BOOKING TERMS, THE SECOND PART CONCERNS CARAVAN AND TENT PLACES, AND THE THIRD PART CONCERNS HOLIDAY AND CAMPING COTTAGES AND VILLAN TILA WEEKLY COTTAGES. READ THE TERMS AND CONDITIONS OF YOUR BOOKING CAREFULLY!**

**1. Naantali Camping's general booking terms and conditions, which apply to all customers**

- Minors cannot be accommodated in the area without an official guardian.
- The campsite is quiet between 11 p.m. and 7 a.m. Loud activities are prohibited during this time.
- FAMILY MIDSUMMER: During the Midsummer package, persons under the age of 35 can only stay with their own children. The Midsummer package is from Thursday to Sunday.
- Naantali Camping is not responsible if there are interruptions in the booking service or other problems that cause the booking to fail. Therefore, THE CUSTOMER MUST CHECK THAT THE RECEIPT OF THE PAYMENT HAS BEEN SENT TO THE EMAIL. The receipt must be presented when checking in.
- Damages caused by the customer are subject to Finnish legislation.
- Any complaints about the accommodation unit must be reported to the reception staff immediately so that appropriate corrective measures can be taken. The campsite is not liable for complaints reported retrospectively.
- If the customer behaves disturbingly or causes danger or otherwise acts in violation of the booking terms and conditions, and does not stop causing disturbance/danger despite the instructions of the staff, the campsite has the right to immediately terminate the reservation of a customer who violates the booking terms. In such a case, the actual costs incurred will be charged from the customer and they are not entitled to a refund of his accommodation costs.

- In case of disputes, Naantali Camping primarily strives to agree on the situation with the customer on a case-by-case basis. If the parties cannot reach an agreement, the customer may refer the matter to the Consumer Disputes Board.

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## **2. Booking and cancellation terms for Naantali Camping's caravan and tent places.**

### **2.1. Booking conditions for caravan and tent places**

- Camping day starts and ends at 3 pm (stopover spots at 12 noon).
- Check-in must be done by 10 pm. To reserved stopover spots it is possible to check in at any time.

The customer is obliged to take care of safety when staying at Naantali Camping. There must be a safety distance of 4 metres between accommodation units (motorhome, caravan tent).

Campfires are only allowed in the barbecue area. Any electrical equipment must be suitable for outdoor use.

### **2.2 Cancellation policy for caravan and tent places**

- The booking is binding.
- If the customer cancels their reservation and presents a doctor's certificate, they are entitled to a full refund of the amount paid, excluding the handling fee of 35 euros. For group bookings, one place can be cancelled with one doctor's certificate.
- If the customer cancels their booking and does not have a doctor's certificate, they are entitled to a full refund of the amount paid, excluding the handling fee of EUR 35, if the cancellation is made no later than 24 hours before the start of the booking. If the cancellation is made less than 24 hours before the start of the booking and the customer does not have a doctor's certificate, the customer is not entitled to a refund.
- Cancellation must be made in accordance with the conditions to our email address. Appropriate documents and a bank account number to which the payment can be returned must be attached.
- Naantali Camping is entitled to cancel the reservation in case of a force majeure. In this case, the customer is entitled to a full refund of the amount paid. The customer cannot claim any other compensation.

## **3. Booking and cancellation terms for Naantali Camping's cottages and Villan tila weekly cottages**

### **3.1 Booking terms for Naantali Camping's cottages**

- Check-in starts at 3 pm and check-out must be made by 12 noon.
- The key can be obtained from our reception between 15:00 and 22:00, where it must also be returned by 12:00 on the day of departure.

- Bed sheets must be used in the beds. You can bring your own or rent sheets from the campsite.
- The customer is responsible for the final cleaning of the cottage or buys the service from the campsite. If the final cleaning has been neglected, the campsite will charge the customer a cleaning fee afterwards.

### **3.2 Cancellation policy for Naantali Campig's cottages**

- The booking is binding.
- If the customer cancels their reservation and presents a doctor's certificate, they are entitled to a full refund of the amount paid, excluding the handling fee of 35 euros. In group bookings, one cottage can be cancelled with one doctor's certificate.
- If the customer cancels their reservation and does not have a doctor's certificate, they are entitled to a full refund of the amount paid, excluding the handling costs of 35 euros, if the cancellation is made no later than 7 days before the start of the reservation period.
- Cancellation must be made in accordance with the conditions to our email address. Appropriate documents and a bank account number to which the payment can be returned must be attached.
- Naantali Camping is entitled to cancel the reservation in case of a force majeure. In this case, the customer is entitled to a full refund of the amount paid. The customer cannot claim any other compensation.

### **3.3 Booking terms for Villan tila weekly cottages**

- Minors cannot be accommodated in the area without an official guardian.
- Check-in in weekly cottages starts on Fridays at 4 pm and ends on Fridays at 12 noon.
- The key can be obtained from Naantali Camping reception (Kopenkatu 20, Naantali) on Friday from 4pm to 10 pm. Key must be returned to Naantali Camping reception by 12 noon on Friday.
- Any complaints about the cabin should be made immediately. The campsite is not obliged to compensate for a retrospective notice.
- Bed sheets must be used in the beds. You can bring your own or rent sheets from the campsite.
- The customer is responsible for the final cleaning of the cottage or buys the service at the campsite (120 euros). If the final cleaning has been neglected, the campsite will charge the customer a cleaning fee of 180 euros afterwards.
- Damages caused by the customer are subject to Finnish legislation.

### 3.4 Cancellation policy for Villan tila weekly cottages

- If the customer cancels their reservation no later than 28 days before the start of the reservation, they are entitled to a refund of the rental price minus a cancellation fee of 50 euros.
- If the customer cancels the reservation 27–0 days before the start of the reservation, the full price of the cottage will be charged.
- In case of sudden illness, death or other compelling reason in the booker's immediate circle, the customer must ensure from their insurance company that their own insurance policies cover the costs of the reservation, if the incident leads to the need to cancel the reservation. Naantali Camping also complies with the above conditions in these situations.
- Naantali Camping is entitled to cancel the reservation in case of a force majeure. In this case, the customer is entitled to a full refund of the amount paid. The customer cannot claim any other compensation.
- Cancellation must be made to our email address. A bank account number to which the payment can be returned must be included.

#### Payment Service Provider

Paytrail Plc acts as a collecting payment service provider and is an authorized Payment Institution. Paytrail Plc will be shown as the recipient on your bank or credit card statement. Paytrail Plc will forward the payment to the merchant. For reclamations, please contact the website the payment was made to.

Paytrail Plc

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[paytrail.com/en/consumer/information-about-paying](https://paytrail.com/en/consumer/information-about-paying)

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