

# RESERVATION TERMS AND CONDITIONS

These terms and conditions below are applicable to Arctice Oy / Glass Resort accommodation reservations. The domicile of Arctice Oy is in Rovaniemi, Lapland, Finland.

## 1. Reservation & Confirmation

At the time of reservation, client indicates their name, group size, date and requested time of the visit. The reservation is binding once the client has received a written confirmation by email from Glass Resort. All reservations are charged 100% at the time of confirming the reservation unless stated otherwise. The reservation fee is charged from client's credit card (Visa/Master/Maestro/JCB/UnionPay) by Nets payment link or the reservation fee is invoiced upon request (additional 15€ invoicing fee applies). After payment client will receive a confirmation of the reservation/receipt of payment/service voucher.

## 2. Customer Arrival & Departure

The guest check-in time /reservation start time is stated in the confirmation sent to the client. Guest is entitled to inform the late arrival time to the reception. Check-in time is from 3pm until 9pm. Check-in takes place in the reception building of the Glass Resort, Tähtikuja 16, in Santa Claus Village. Guest must present the same credit card used to make the booking upon check-in (Visa/Master/Maestro/JCB/UnionPay). Check-out time is latest at 11am. If guest has not left the apartment by 11am, there is an additional overstay fee of 150€/start of every hour.

## 3. Cancellation & No arrival

Terms applicable to Non-refundable rate: The full reservation fee is charged on the day of confirming the reservation and in case of cancellation/no arrival there are no refunds.

Terms applicable to Flexible rate: The full reservation fee is charged on the day of confirming the reservation. Client has the right to modify or cancel the reservation free of charge according to flexible terms stated in the reservation confirmation. In case of no arrival, there are no refunds. Cancellation or modification must always be confirmed in writing by Glass Resort. Guest is entitled to inform the reception staff for any cancellation/late arrival. Glass Resort recommends for the client to have a travel insurance to cover for any unexpected cancellations. Glass Resort does not offer insurance services. In case the guest has not arrived on the day of arrival by 9pm and has not informed the Glass Resort of the late arrival time, Glass Resort holds the right to cancel the reservation without prior notice or refund to the guest.

#### **4. Guests Behavior & Liability**

The guests are obliged to follow good manners at the Glass Resort. The guests shall observe the Glass Resort terms and conditions and conduct themselves appropriately. If the guests break the Glass Resort terms and conditions or do not conduct themselves appropriately, the hotel reserves itself the right to remove the guests immediately from the hotel premises without any refund. The guests shall be liable for any damages caused to the service provider and must cover the incurred expenses in full. By confirming the reservation, the guests accept to pay for all damage caused directly to the host.

#### **5. Luggage**

Luggage service is available upon request (8am-9pm). Glass Resort is not responsible for damaged, destroyed or lost luggage or valuables in the accommodation unit. Lost luggage or stolen goods should be reported to the host and the local police department. Glass Resort recommends to store all valuable items in the safety deposit box provided in each apartment.

#### **6. Smoking indoors & Extra cleaning fees**

Smoking indoors is strictly forbidden. Should the guests smoke inside the accommodation unit, they will be charged a standard fee of 500€. Other circumstances necessitating the ventilation of the accommodation unit will also result in a 500€ fee. Cleaning after check-out is included in the price. Daily cleaning (change of towels, taking out rubbish) is available by request. The guest will be charged for any additionally required cleaning services, e.g. the removal of bodily discharge or the change of water in the hot spa due to misbehavior of the guest. The standard extra cleaning fee is up to 500€ depending on the extra cleaning services required, f.ex change of water in the hot spa. In case of vandalism, the guest is liable for all damages caused to the host and must cover all incurred expenses in full. Glass Resort holds the right to determine whether damages caused are considered vandalism towards the resort.

#### **7. Pets**

Pets are not allowed in Glass Resort premises.

#### **8. General silence**

General silence in the area is 12am to 7am. Disturbance in the area must be informed to Glass Resort reception from where it will be directed to local police department if necessary.

### **9. Use of outdoor Hot Spa**

The guest has the right to use the outdoor hot spa during hours of 7am to 12am. Between 12am and 7am the use of the hot spa is not allowed to maintain the general silence in the area. Guest is entitled to read the hot spa instructions provided in the apartment and to follow them in full. No soap/food/glass/no clothing/towels are allowed inside the hot spa. The security department of Glass Resort will check each spa at midnight to make sure all spas are turned off and closed appropriately.

### **10. Reclamations**

Any complaints or concerns about the reservation should be expressed to the reception staff immediately after they arise. Reception staff is available 24/7. Any dispute arising from or relating to the services offered by Arctice Oy/Glass Resort shall be subject to the exclusive jurisdiction of Finnish courts and will be handled in District Court of Lapland located in Rovaniemi.

### **11. Force Majeure and the Applicable Law**

Arctice Oy/Glass Resort reserves itself the right to modify or cancel the reservation to the guest in case of circumstances outside of the control of the service provider that are classified as Force Majeure situations by the government of Finland, or any circumstances beyond its reasonable control, preventing the rendering of the purchased services. Such Force Majeure situations include, but are not limited to: flood, earthquake, extreme weather conditions, war or acts of terrorism. The exclusive applicable law is the Law of Finland. Any dispute arising from or relating to the services offered by Arctice Oy/Glass Resort shall be subject to the exclusive jurisdiction of Finnish courts and will be handled in District Court of Lapland located in Rovaniemi.

### **12. Covid-19 actions and Safety Plan**

The Hotel agrees to change-of-date in the following circumstances: if client has been diagnosed with Covid-19 (official doctor's documentation required), if client has been placed under quarantine due to possible Covid-19 infection (official doctor's documentation required) or if the travel to destination is prohibited due to government issued travel restrictions. The change-of-date is possible within one year of the original travel dates, depending on the availability of the Hotel. The client is responsible for any price difference between the original booking dates and the new booking dates. If new booking dates are of less monetary value, there are no refunds from the Hotel. Arctice Oy / Glass Resort safety policy is accessible on our website [www.glassresort.fi](http://www.glassresort.fi). We recommend for all guests of Glass Resort to get to know the Safety Plan in advance.