

SNOWMAN WORLD IGLOO HOTEL TERMS AND CONDITIONS

1. Reservation and confirmation

At the time of booking, client indicates their name, contact information, time of arrival and departure and form of payment. The full amount of the reservation is charged at the time of booking. The reservation fee is charged from client's credit card (Visa or MasterCard) or the reservation fee is invoiced upon request. If the reservation is invoiced, there will be an additional invoicing fee of 15 eur.

The reservation is binding from the moment it is made. A written confirmation is sent to the client by email once the booking is received by Snowman World Igloo Hotel.

The agreement of the Igloo room reservation is binding on both parties. If either party breaches the contract, he is liable to pay compensation to the other party.

Ice and snow construction is dependent on weather conditions. If Snowman World Igloo Hotel is unable to provide the customer the reserved accommodation due to weather conditions, the hotel is obliged to return the full reservation fee to the customer.

At the time of reservation confirmation, the client receives Igloo Hotel sleeping instructions by email. The property does not recommend more than one night stay.

2. Customer arrival and departure

The customer check-in time is between 7pm and 9pm. If the customer arrives later than 9pm he is entitled to inform the late arrival time to the Igloo Hotel reception. If the reception staff is not notified of the late arrival time there is a risk of cancellation of the booking.

Check-out time is between 7.30am and 10am on the day of departure.

3. Cancellation and no arrival

Full amount of the reservation is charged on the day of reservation confirmation. In case of cancellation there will be no refunds.

If the Igloo Hotel stay is interrupted for any reason by the client or if the client is a no show, the Snowman World Igloo Hotel has the right to charge the full amount of the stay. We recommend taking an insurance that covers any cancellation fees.

For any cancellations submitted before the beginning of the reservation due to any illness or accident, the Igloo Hotel is to be notified immediately. Provided with a valid doctor's certificate, the Snowman World Igloo Hotel will return the full reservation fee and charge administrative fees of 40€ /person.

Any cancellations must always be done in writing to the Snowman World Igloo Hotel by mail or email, Snowman World, Joulumaantie 5, 96930 Rovaniemi, Finland or info@snowmanworld.fi. The cancellation is in effect at the time when the Snowman World Igloo Hotel receives the information of the cancellation.

4. Customer behaviour in the accommodation facilities

The customer is obliged to follow good manners and the hotel code of conduct. If the customer breaks these rules, the hotel has the right to remove the customer immediately from the hotel premises without any refund. Should the customer not follow the hotel code of conduct, the customer is liable for caused damage and must cover the expenses. By confirming the reservation, the customer accepts to pay for all damages caused directly to the host.

5. Luggage

Snowman World Igloo Hotel is not responsible for damaged, destroyed or lost luggage or valuables in the accommodation unit (a safety deposit box is available for valuables) Lost luggage or stolen goods should be reported to the host and the local police department.

6. Smoking and pets

Smoking indoors is strictly forbidden. Smoking in the Snowman World area is forbidden outside of assigned smoking areas. Pets are not allowed in the Snowman World premises.

7. Complaints

Any complaints during the stay should be expressed to the Igloo Hotel reception staff immediately after they arise. We aim for 100% customer satisfaction.

Snowman World Igloo Hotel reserves the right to change or modify a reservation in case of circumstances caused by conditions beyond its control that cannot be predicted or avoided (force majeure).

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