

SNOWMAN WORLD IGLOO HOTEL TERMS OF RESERVATION

1. Reservation and confirmation

At the time of reservation the client indicates their name, residential address, time of arrival and departure and form of payment. The full amount of the reservation is charged on the day of reservation.

A reservation is binding from the moment it is made. A written confirmation is sent to the client after the reservation.

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.

For group bookings 50% amount of the reservation will be charged one month before the beginning of the reservation and the remaining 50% balance is due two weeks before arrival date. The entire reservation must be paid before the arrival to the Snowman World.

2. Customer arrival and departure

The customer check-in time is between 6pm 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.

For group bookings, the arrival and departure times will be agreed in advance.

3. The cancellation and no arrival

The full amount of the reservation is charged on the day of the booking.

Any cancellations must always be done in writing to the Snowman World Igloo Hotel by mail or email, Snowman World, Joulumaantie 5, 96930 Rovaniemi or info@snowmanworld.fi.

The cancellation is in effect at the time when the Snowman World Igloo Hotel receives the information of the cancellation.

Cancellation fee is 50% of the reservation if the cancellation is made earlier than 31 days before arrival. The difference between first payment and cancellation fee is refunded. If the cancellation is done less than 30 days before arrival, cancellation fee is the whole amount of the reservation, no payments are refunded.

For any cancellations done 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.

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 out an insurance that covers any cancellation fees.

With group bookings (minimum 10 persons) the cancellation terms are as follows:

- no cancellation fees when the cancellation is done latest 31 days before the beginning of the reservation
- cancellation fees are 50% of the total amount of reservation when the cancellation is done between 14-30 days before the beginning of the reservation
- if the cancellation is done 14 days or less before the beginning of the reservation, Snowman World Igloo Hotel has the right to charge the full amount of the reservation if the Igloo rooms are not re-sold for the cancelled period

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 (the use of a safety deposit box is recommended). 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. Reclamations

Any complaints about the reservation or the condition of the Igloo Hotel property should be expressed to the Igloo Hotel reception staff immediately after they arise.

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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