

Tahko Spa Hotel

BOOKING TERMS AND CONDITIONS FOR RESERVATIONS

These conditions are binding, when the reservation is completed. An automatic confirmation will be sent by e-mail after a successful reservation. The confirmation includes a summary of reserved rooms and completed payments.

- *All reservations are to be made by an adult (over 18 years of age).*
- *Any client under the required age and wishing to make a reservation must first produce a written authority from their legal guardian and give this authority to Tahko Spa Hotel prior to the arrival.*
- *All check-in times are from 16.00 (4 pm) on the day of arrival until 12.00 (noon) on the departure day.*
- *The accommodation is only available to the amount of persons mentioned in the reservation*
- *Any pets arriving to Tahko Spa Hotel must be informed when making the reservation. Extra charge for pets is 45 euros/stay.*
- *Any possible complaints regarding the accommodation and/or its removable property must be made immediately. All possible damages to the apartment or its removable property, done on purpose or by negligence, will be charged from the client.*

Payment

- *A deposit of 30 % of the booking value is due in 10 days from the time the booking is made.*
- *The remaining 70 % of the booking value is due 14 days before the booking will take place.*
- *In case the booking is made less than 14 days prior to arrival, full payment is due instantly.*

Terms of cancellation

- *If the cancellation is made, at the latest, 14 days prior to arrival, the deposit minus the cancellation and service fee of 46 euros, will be returned to the client.*
 - *If the cancellation is made later than 14 days, the payment will be charged in full.*
 - *If the cancellation is due to serious illness, accident or death of the client or immediate family, Tahko Spa Hotel will refund the total payment except for the cancellation and service fee of 46 euros. In this case a reliable document e.g doctors certificate will be required by Tahko Spa Hotel.*
- *Cancellation must be made in written to Tahko Spa Hotel reception: info@tahkospa.fi*