



## Booking terms

Booking and cancellation terms are applicable to packages and accommodation offered by Lammin Taika Ltd (Magical Pond) and Lammitupa Ltd (dining and activities). These terms are applicable only for individual customers, unless a special agreement has been made. Booking terms are binding as soon as they have been issued to the customer.

### Online booking:

All reservations made via online has to be paid at once in connection with reservation.

### Last minute reservations:

Last minute reservations mean reservations made 4 weeks prior arrival. In this situation we can't guarantee activities' availability, meaning that prices and packages' contents can be different than the ones mentioned on our webpage. In this matter we will compensate serviced we are not able to provide.

### Cancellations:

If reservation is cancelled more than 10 weeks before arrival, we will charge 50% cancellation fee of the reservation value. If reservation is made less than 10 weeks before arrival, cancellation fee will be charged in full (100% of reservation value). Cancellations have to be made in writing to our email [sales@magicalpond.fi](mailto:sales@magicalpond.fi)

If the cancellation is made prior to the start of the booking period due to a severe illness or death of the customer or their close relatives, the full amount of booking will be returned to a customer excluding cancellation fee of 10%.

### Reservation changes:

Changes to packages or accommodation dates can be made whenever before the arrival day in case booking situation allows it. The reservation can be moved to another date in case booking situation allows it. In case the change is made for more expensive option, the price difference is to be paid in connection with change in full. In case the change is made for the inexpensive package or accommodation period we will not return the price difference.

### Cancellation right of the service provider:

The service provider keeps the right to cancel the reservation in case of force-majeure. In this case we will return 100% reservation fee.

The service provider keeps the right to cancel the reservation in case customer didn't pay the invoice by the due date.

### Reclamations:

Reclamations regarding to our services has to be made before departure.

Reclamations made afterwards shall not to be considered.

Reclamations regarding to issues in the igloo has to be made immediately and directly to the service: +358 50 321 0262.

Customer's responsibility:

Any damage caused to igloo have to be compensated by the customer.

Customer is responsible him- or herself to be on time for the activities and dining. We will not compensate services in case of no-show.

A 500€ compensation fee will be charged for smoking in the igloo.