

Terms of Reservation

Reservation and payment

Bespoke Holiday Solutions follow the following terms regarding orders, reservations and cancellations of services. These terms shall be binding to both parties when the customer has paid the deposit mentioned in these contractual terms.

A reservation has been confirmed when the customer has paid the deposit by the due date. If a reservation is made later than ten (10) weeks before the beginning of the stay, no separate deposit is charged. The final payment shall be made ten (10) weeks before the beginning of the stay at the latest. If the amount has not been paid on the due date, the reservation is regarded as cancelled. A payment reminder will be issued by e-mail twelve (12) weeks prior to the beginning of the stay. Shortly after receipt of the final payment a welcome pack will sent out to you confirming your booking details and providing more information about your accommodation and the resort.

Deposits

A reservation may be made by paying a deposit as long as there are at least twelve (12) weeks before the start of the stay. To confirm a booking a deposit of 20% of the invoice cost or £250 whichever is the greater is required. The deposit includes a **non-refundable element of £100**. Provisional bookings pending receipt of a deposit will be held for strictly no more than 7 days.

Transaction Charges

There are no transaction charges associated with any payments made by cheque, cash or electronic funds transfers to either the UK or Finnish bank accounts of **Bespoke Holiday Solutions**. Credit and Debit card payments are processed using a secure online PayPal business account. **A 4% transaction fee will be applied to all credit and debit card payments.**

Cancellations

A cancellation shall always be made in writing or by electronic mail to **Bespoke Holiday Solutions**. If the customer cancels the reservation more than twelve (12) weeks prior to the start of the stay, the client shall be refunded their deposit less the £100 administration fee and any credit card processing administration fee. If a cancellation is made between twelve (12) weeks and five (5) weeks prior to beginning of the stay a 50% refund of the invoice total will be made. If a cancellation is made less than five (5) full weeks (35 days) prior to the start of the stay no refund will be made. A cancellation is regarded as valid on the date that written cancellation is received by **Bespoke Holiday Solutions**.

Insurance

Bespoke Holiday Solutions do not provide holiday insurance. It is the responsibility of the client to ensure that sufficient and appropriate insurance is in place to cover personal and third party loss and injury as well as potential loss incurred through short notice holiday cancellation.

Bespoke Holiday Solutions do not at this time make any air travel arrangements on behalf of clients and shall not be liable for any delays or losses incurred during air travel to the resort. Any travel arrangements referred to in correspondence by **Bespoke Holiday Solutions** are meant only as an aide to assist the client when researching their travel options. With the exception of airport transfers where booked, it is wholly the responsibility of the client to source transport to the holiday destination country and any contracts entered into for the provision of transportation are done so with the carrier and are not the liability of **Bespoke Holiday Solutions**.

Right of suppliers to cancel a reservation

In cases of force majeure, **Bespoke Holiday Solutions** can give notice on the agreement in which case they must inform the client of the cancellation as soon as possible. In this case the customer has the right to a full refund.

Keys

The keys to the cabins are available to the client from 4 p.m. (1600 Hours) on the day of arrival and must be returned by 12 noon (1200 Hours) on the day of departure unless informed otherwise by **Bespoke Holiday Solutions** prior to the start of the stay. If transfers have been pre-booked keys will be with the taxi driver that collects the clients from the airport / station. Providing return transfers are booked for departure before 12 noon on the departure day keys should be handed to the taxi driver. Clients required to vacate the properties prior to the arrival of their taxi transfer will be given instructions as to the return of keys and storage of luggage when they receive their welcome packs.

Clients are responsible for the keys during their stay, any loss of the keys or failure to return them prior to departure will result in a charge of €100 for their replacement.

Stay in the premises

Rent of the apartment or cabin includes final cleaning, the tableware, and the fuel for heating, lighting and cooking. Bed linen and towels are charged separately if required unless the client is informed in the original quote that linen and towels are included. Extra mattresses, cots and highchairs are not automatically provided with the properties but can be provided at additional cost if booked in advance. The customer is obliged to pay for the possible damages to the apartment or cabin or their contents, fixtures and fittings directly to **Bespoke Holiday Solutions**.

All properties are strictly non-smoking and pets are not allowed.

Number of guests

The maximum number of persons allowed to stay in the apartment has been mentioned in the invoice, and it may not be exceeded. It is forbidden to have a tent or a trailer on the grounds without permission of **Bespoke Holiday Solutions**.

Complaints

All complaints regarding the reservation or condition of the apartment shall be made immediately to the management company in resort, our representatives or in writing to **Bespoke Holiday Solutions** within one week from the end of the reservation.