

PIHLAS RESORT

22.6.2022

Terms and conditions

RATES

Rates relative to the reservation are indicated during the reservation process. VAT taxes will be applied to the rates according to the EU-taxation regulations. The aforementioned taxes have been paid within the rate. Rates are only valid for the period indicated. All rates are displayed and charged in the local currency EUR. When justifiable reasons exist, the hotel reserves the right to amend these rates without prior notice. Price lists for additional items, such as food, beverage and other services are on display at relevant locations within the Resort and are available on request. All outstanding charges must be paid for in full on check-out from the Resort.

CONFIRMATION AND PAYMENT

Your booking shall be treated as confirmed when you have received the confirmation letter from us. The accommodation as well as all the pre-booked services are paid at the Resort upon arrival. All outstanding charges must be paid for in full at the end of your visit.

CANCELLATION POLICY AND CHANGES

Your booking can be canceled or moved without extra charges at the latest 2 weeks before your visit. We charge 50% of the booking's price if cancellation is made after that. All changes in the reservations shall be made in writing by e-mail (stay@pihlasresort.fi). The receipt must be acknowledged by the hotel.

CHECK-IN AND CHECK-OUT REQUIREMENTS

In the interests of security and to prevent fraud, at the time of check-in, the guests are required to confirm their identity by providing their booking reference; their passport/identity card/driving license and a valid credit or debit card which will be swiped in the presence of the cardholder. The information above may be requested for each member of your party over the age of 15 and we reserve the right to refuse entry to persons who cannot provide the information set out above.

Guests may check-in at any time from 15:00 on the scheduled day of arrival. We kindly ask all guests to vacate their rooms by 12:00 in the morning when departing. Earlier check-in and later check-out times are negotiable.

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THE SUITES AND VILLAS

The customer does not acquire any claim for the availability of a particular accommodation, unless the hotel confirmed the availability of a particular accommodation in writing. The booking is for a type of accommodation and does not guarantee that you will be able to stay in a specific Suite or Villa seen on in promotional pictures. The maximum number of guests per Forest Suite is 2 and for the Garden Villa 4 + 2.

Facilities included in the Forest Suites:

- An open concept suite 33 m² with a queen-size bed
- A small "kitchenette" and minibar
- A sauna, shower, bathrobes, and natural cosmetics
- A patio with a fireplace and lounge set
- Parking lot

Facilities included in the Garden Villas:

- A two-storey villa 77 m²
- Two separate bedrooms with double-size beds
- Possibility of extra bed for two in the living room
- An open concept living and dining room with a fireplace
- A well-equipped kitchen
- A sauna, shower, bathrobes, and natural cosmetics
- A terrace with a grill, a dining and a lounge set
- A private garden and carport

ACCESSIBILITY AND SPECIAL NEEDS

One of our Garden Villas as well as our restaurant, lakeside sauna and clubhouse are accessible. Most of our pathways are easy to take but you can also request our golf carts for your use during your stay. Please contact us on stay@pihlasresort.fi to discuss specific individual requirements and the availability of appropriate accommodation. Inform us also about your special diets and allergies before your visit – preferably when making your reservation. We will do our best to accommodate your needs. We reserve the right to have an additional charge when the needs or wishes are outside of our service scope.

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FOOD AND BEVERAGE

Every booking includes breakfast and lunch which both are served at our premises. Booking includes also the content of the minibar and welcome drinks served in the Winter Garden. No refund is issued if the guest does not attend the breakfast or lunch during its operational time.

PARKING

Every Suite and Villa has its own parking space. There are also 3 common parking areas and 8 charging station for electric vehicles at the Resort's premises. Please contact the PihlasResort staff directly for more information. Cars and their contents are left at the guest's own risk. We do not accept responsibility for loss or damage (save as may not be excluded or restricted by applicable law).

NO SMOKING

Guests are not permitted to smoke in rooms or public areas, except the designated areas which are appropriately marked.

CHILD FRIENDLY

Children over 10 years are welcome to stay at our Resort in the company of an adult.

PETS

Pets are welcomed guests to some of our Villas and Suites. However, please notice that they are not allowed inside our restaurant, lounge, or clubhouse. Contact our staff for additional information regarding your stay with a pet.

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CUSTOMER'S LIABILITY FOR DAMAGE

The customer is liable for any damage that they, their guest or their pet intentionally or negligently cause to the suite or villa or other Resort premises, furniture or other equipment, or to other hotel customers or their property. Liability for damage is determined in accordance with general damage liability principles.

FORCE MAJEURE

PihlasResort accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, acts of terrorism, fire or failure of electric power, gas, water, or other utility services, plant machinery, computers, vehicles or any collapse of building structures.

LIMITATION OF LIABILITY

The Company will not be responsible for the loss or damage of any property left in the Resort other than as required under the applicable law. Nothing contained in any document between the guest and PihlasResort shall be read or construed as excluding any liability for death or personal injury caused by the Company's negligence or liability for fraud or fraudulent misrepresentation.

LEGAL NOTICE

The law of Finland applies exclusively. Should individual provisions of the accommodation or event contract or individual provisions of these general terms and conditions for hotel accommodation and for holding events be or become ineffective, the effectiveness of the remaining provisions will remain unaffected by this. Guest records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime.