

## METSÄHALLITUS NATURAL HERITAGE SERVICES TERMS OF GROUP RESERVATIONS

Effective 1 February 2017

### 1. Terms of reservation

These terms of reservation concern group reservations and shall apply to the contractual agreement between the customer (tenant) and Metsähallitus (landlord) regarding the reservation and use of the rental property. These terms of reservation enter into effect at the moment a reservation is made. The reservation information, group size, services ordered and their prices are specified in the reservation confirmation. All prices include the VAT valid at that time. We reserve the right to make changes to prices.

### 2. Acceptance

By making a reservation, the customer assures that he/she has carefully read these terms of reservation and hereby accepts the terms herein.

### 3. Making a reservation

A reservation can be made at a Metsähallitus customer service point, by telephone, by email or as an online reservation. The customer must be of legal age. All reservations made by a customer are binding, and any changes made to a reservation shall be done in the manner specified in section 4. All customer information is stored in the Metsähallitus customer management system. The customer is entitled to decline the receipt of Metsähallitus marketing materials when making a reservation.

### 4. Payment and terms of payment

Payments are set as follows:

Total amount is to be paid no later than 14 days after the event.

Catering, guides and programme services as well as equipment rental shall be billed 48 hours before arrival, depending on the number of persons registered.

Prices include the VAT valid at that time. Metsähallitus reserves the right to make price changes.

Interest on late payment shall be paid, as stipulated in section 4 of the Interest Act (633/1982).

### 5. Changes

Changes to a reservation shall be made either in writing (letter, email) or by calling a customer service point during business hours. If a reservation is changed (date/time, number of persons, extra services) Metsähallitus reserves the right to charge a change fee of 13 €/change (incl. VAT). If the change is made more than 60 days before the beginning of the event, no change fee shall be charged.

If the invoice has not already been paid, any changes to the reservation payment will be taken into account in the invoice.

If the invoice has already been paid, a supplementary invoice for additional charges shall be sent. If the change reduces the reservation amount and the change is made after payment of the invoice and more than 14 days before the scheduled start date, the excess amount shall be refunded to the customer. The cost of changes shall be deducted from the refund amount. However, refunds less than 20 € (incl. VAT) shall not be given.

If the change is made less than 14 days before the beginning of the event and the change increases the reservation amount, this shall be added to the total amount or, if the invoice has already been paid, an additional invoice will be sent to the customer. If the change reduces the reservation amount, the excess amount will not be refunded.

Changes made by email shall be deemed as having been received when it is available on a receiving device or in the information system at a Metsähallitus customer service point during business hours so that the message can be processed. If the electronic message arrives after business hours, the change shall be deemed as having taken place on the following open day.

### 4. Cancellations

Cancellation of a reservation shall be made either in writing (letter, email) or by calling a customer service point during business hours. A cancellation is deemed as having taken effect at the moment Metsähallitus has received the information of the cancellation. A cancellation made by email shall be deemed as having been received as received when it is found on a Metsähallitus receiving device or information system at a customer service point during business hours so that the message can be processed. If the electronic message arrives after business hours, the cancellation shall be deemed as having taken effect on the following open day.

Reservations are not cancelled automatically if a customer fails to pay an invoice; the customer must always cancel a reservation if he/she does not intend to use it. If the invoice is not paid despite demands for payment, Metsähallitus reserves the right to cancel the reservation and charge the customer a cancellation fee in accordance with these terms of reservation.

If a reservation is cancelled before the scheduled start date by the customer or his/her relative or group leader due to sudden illness, accident or death, the customer is entitled to a full refund of his/her reservation payment of 13 € (incl. VAT), minus service fees. In case of illness or accident, the customer shall provide Metsähallitus with a medical certificate within 14 days of the cancellation. If a reservation is cancelled for any of the above reasons during the reservation period, the reservation payment shall not be refunded.

If the customer cancels his/her reservation at least 60 days before the scheduled start date, no cancellation fee shall be charged. If the customer cancels his/her reservation less than 60 days, but more than 14 days before the scheduled start date, a cancellation fee, which is 30% of the reservation amount, but no less than 20 € (incl. VAT), shall be charged. If the customer cancels his/her reservation within 14 hours of the scheduled start date, the full reservation amount shall be charged. For cancellation of guide reservations only, see section 6.



### 5. Metsähallitus' right to cancel a reservation

In cases of force majeure, Metsähallitus reserves the right to cancel a reservation. In such cases, the customer shall receive a full refund of the reservation amount. Any other costs incurred by cancellation of the reservation contract shall not, however, be refunded.

Metsähallitus reserves the right to cancel a reservation if, in cases involving Programme Services, there is a sudden change in weather or another factor affecting operational safety changes. In such cases, the customer shall receive a full refund of the reservation amount. Any other costs incurred by cancellation of the reservation contract shall not, however, be refunded.

Metsähallitus reserves the right to change the excursion route, date/time or product if safety considerations so demand.

Metsähallitus reserves the right to cancel a reservation if the customer has not paid the reservation invoice by the stated due date. The customer shall, in any event, be required to pay the full reservation amount.

Metsähallitus reserves the right to cancel a customer reservation if said customer has not complied with the rules and regulations for staying in rental facilities during previous visits and if said customer has otherwise acted in violation of the contract concerning the use of rental facilities.

### 6. Guide reservation terms of reservation

primarily comply with the recommendations of the Suomen Opasliitto Ry (Finnish Association of Tourist Guides):

- Guided tours shall be reserved in advance.
- Guided tours may be cancelled without penalty no later than 2 days before the reserved time. If cancellation is made later than 2 days before the reserved time, the total amount shall be charged.
- The guide shall be at the designated meeting point 15 minutes before the reserved time, and he/she shall wait for the group for no more than 30 minutes after the reserved time.
- If the group would like to have the guide wait for a longer period of time, a fee of 50 . The guide shall wait only in the event that he/she has no other commitments.

### 7. Please take the following values into consideration when organising an event:

- *Ensure that nature values are preserved and activities are not in conflict with the values of nature conservation, the protected area or visitor centre (authenticity, responsibility, the element of surprise, inspiration and caring for the environment and people).*
  - Tourism shall not disturb nature. Marked trails are used wherever possible.
  - Activities shall always comply with the rules and regulations of the area in question and respect the purpose of its establishment.
- *There shall be minimal environmental impact.*
  - All activities shall be conducted on nature's terms. Every effort is made to prevent any unnecessary environmental impact.
  - The goal is to "leave no trace" when hiking. All waste shall be collected and taken to the appropriate disposal facility. Firewood shall be used sparingly. Emissions into the air and water shall be minimised and tourism activities shall make use of renewable energy sources.
- *Local culture and traditions shall be respected*
  - Wherever possible, local culture shall be included in the provision of information and experiential activities.
  - Guides who are knowledgeable about local traditions shall be used. Guides shall be well trained.
- *The opportunities for visitors to recreate in nature shall be improved*
  - All visitors in the area shall be taken into consideration. Peace and quiet shall be maintained.
- *Communications and marketing shall be of the highest quality and responsible*
  - All factual information provided shall be accurate. All information shall be continuous, open and interactive. Marketing shall not be in conflict with nature conservation.

### 8. Compensation for damages

The customer shall be obligated to compensate Metsähallitus for any damages that he/she has caused to the rental property or otherwise to Metsähallitus.

### 9. Complaints

Any complaints to be lodged shall always be immediately submitted to Metsähallitus. If this is not possible, or there is no satisfactory solution, or a demand for compensation is involved, the complaint shall be submitted in writing within one month of the end of the reservation period to the following address: Metsähallitus, Customer feedback, P.O. Box 94, 01301 Vantaa. Metsähallitus reserves a one month processing period for all feedback received.

If the customer and Metsähallitus cannot reach a mutual understanding, the customer may bring the matter before the Consumer Complaint Board for hearing.

As a last resort, disputes concerning the contract shall be resolved by a District Court.

### 11. Miscellaneous

The renter shall abide by all rules and regulations concerning use of the rental property. Metsähallitus is not obligated to provide compensation for any disturbances or costs caused by natural conditions.