

# Booking Conditions of Reservable and Rental Huts, Saunas, Reservable Campfire and Camping Sites and Other Facilities of Metsähallitus Parks & Wildlife Finland

Valid from 2 May 2022

Booking conditions

## 1. Applicability

These booking conditions apply to the contractual relationship between the customer (as the lodger) and Metsähallitus (as the landlord and service provider) regarding the booking and use of the rented property (reservable and rental huts, saunas, reservable camping sites, campsites and other facilities). A booking of reservable and rental huts will be regarded as a single booking even if it covers overnight stays at different huts/sites. The booking terms enter into force immediately as the booking is made and apply to the contractual relationship between the customer and Metsähallitus.

## 2. Acceptance

By making a booking, the customer affirms that they have familiarised themselves with these booking conditions and accept them.

## 3. Bookings

Reservations should be primarily made online in the Eräluvat wilderness permits online store. Reservations can also be made at a Metsähallitus customer service point, by telephone or e-mail. You can find reservation instructions for each hut at [nationalparks.fi/huts](https://nationalparks.fi/huts). The customer must be aged 18 years or over. A booking made by the customer is binding.

## 4. Payment and payment terms

The full price of the booking is paid in a single instalment. The booking fee must be paid by the due date indicated on the invoice (30 days before the start of the reservation). If the reservation is made less than 30 days before the start of the booking, the reservation must be paid immediately. The customer will receive information about the key and other necessary details with the order confirmation. The prices include value added tax at the current rate. Metsähallitus reserves the right to price changes.

## 5. Cancellation or changes in time, duration and place

### Unpaid reservation

An unpaid reservation made in the online shop can be cancelled before the due date (30 days) or on the due date by logging in to your customer account in the Eräluvut online store. A cancellation or change to the reservation can also be made before the due date by e-mail or by calling Metsähallitus' customer service point during opening hours.

Failure to pay for the reservation is not considered a cancellation. If the invoice has not been paid despite the reminder, the invoice will be transferred to collection.

### Paid reservation

Cancelling or changing a paid reservation must be done by e-mail or by calling Metsähallitus Customer Service during its opening hours.

The cancellation or change will be regarded as having taken place at the time when information of it has reached Metsähallitus. A cancellation or change made by e-mail will be regarded as having been received when the message is available to Metsähallitus during the opening hours of a customer service point in a receiving device or information system, enabling its processing. If the electronic message has been received by Metsähallitus Customer Service after opening hours, the cancellation will be regarded as having been received on the next working day of the Customer Service.

If the customer **cancels** a paid booking after the due date, the customer's payment will only be refunded in cases of a force majeure (sudden illness, accident or death of the customer or their family member). In case of an illness or an accident, a medical certificate must be sent within 14 days of the cancellation to the address indicated by Metsähallitus Customer Service. No refunds of less than EUR 20 (including VAT) will be made.

If a booking is cancelled due to the reasons listed above during the period for which the property has been booked, the booking fee will not be refunded.

The booking can be **changed** no later than 7 days before the start of the booking by e-mail or by calling Metsähallitus Customer Service during its opening hours. If the change increases the total price, a new invoice with the additional sum will be sent to the customer.

A change in the reservation less than 7 days before the start of the reservation is considered to be a cancellation of the previous reservation and a new reservation. No refund will be made for the previous reservation.

## 6. Metsähallitus' right to cancel a booking

Metsähallitus may cancel the booking in case of a force majeure. In this case, the customer will receive a full refund of the booking fee. However, any other costs incurred by the customer due to the cancelled booking contract will not be reimbursed. Metsähallitus has the

right to cancel the booking if the customer has not paid their booking invoice by the due date. The customer must nevertheless pay the booking invoice in full.

Metsähallitus reserves the right to cancel a customer's booking if the customer in question has, when making previous bookings, not complied with the instructions for staying at the rental properties, or otherwise violated the contract on the use of rental properties.

## 7. Keys

The customer will collect the key against the payment receipt from the designated location. The customer will return the key to the hut or other rental property they have booked immediately at the close of the booking period, and at wilderness sites, no later than one week after the booking period has ended, following the instructions given to them. A fee of EUR 100 (including VAT) will be charged for failure to return the key.

## 8. Staying at the rental property

During the booking period, the customer has the right to use the equipment of the hut or sauna they have booked as well as the beds specified in their booking, or the right to use any other facilities they have booked. The customer must bring a receipt of the payment and the booking confirmation to prove that they have made and paid for the booking. The customer must be prepared to show the booking confirmation and receipt to Metsähallitus staff or supervisory authorities.

In shared huts, consideration must be shown towards other users, and silence must be observed between 23:00 and 6:00. The customer is responsible for keeping the hut and its outside areas tidy for their part. Smoking and disruptive alcohol use at rental properties are prohibited. Each rental property has its specific rules regarding pets.

The rental period runs from 14.00 to 12.00 the following day

## 9. Hunting and fishing permits

Booking a reservable or rental hut or other facilities does not alone entitle the customer to hunt or fish within any hunting or fishing permit area of Metsähallitus at or in the vicinity of the rental property. Hunting and/or fishing permits required in Metsähallitus' areas must ALWAYS be purchased separately, for example in [Eräluvut online shop](http://eraluvat.online.shop) ([verkkokauppa.eraluvat.fi](http://verkkokauppa.eraluvat.fi)).

## 10. Liability for damage

The customer will be liable to compensate Metsähallitus for any damage they have caused to the hut or the facilities, its movable property or outside areas, as well as losses incurred by Metsähallitus from any damage sustained by other hikers or their inability to use the service.

## 11. Comments and complaints

Any comments and complaints should always be made directly to Metsähallitus without delay. If this is not possible, no satisfactory solution can be found, or the matter involves a claim for compensation, the complaint should be sent to the following address in writing within one month of the ending of the booking period: Metsähallitus, Customer feedback, P.O. Box 94, FI-01301 Vantaa. Metsähallitus reserves a period of one month to process the feedback.

## 12. Disputes and their resolution

An effort will be made to resolve any disputes between the parties concerning the contract by means of negotiations. If the customer and Metsähallitus cannot reach an understanding, the customer may contact the [Consumer Advisory Services \(kkv.fi\)](https://www.kkv.fi). Should they wish, the customer may refer the dispute to the Consumer Disputes Board. Ultimately, disputes concerning the contract will be resolved by Eastern Uusimaa District Court.

## 13. Other points

A certain accommodation capacity expressed as the number of beds that may not be exceeded is given for the huts on the website or otherwise.

Metsähallitus is not liable to compensate the customer for any damage or expenses caused by natural conditions such as insects, voles and mice or unexpected weather conditions.

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