BOOKING TERMS AND CONDITIONS

Chalet Nulkka, Levi

These terms are effective from 10 October 2026 and apply to bookings of Chalet Nulkka (Nulkkatie 6 A, 99130 Sirkka, Levi). Version 1.1.

SERVICE PROVIDER

The accommodation is provided and invoiced by Levin Hiihtogreeni Oy (business ID 1908552-6), Puttipolku 4, 99130 Sirkka, Finland. Email: info@levifinland.fi, phone: +358 500 633 744.

BOOKING AND CONFIRMATION

A booking request sent through our websites (LeviFinland.fi or experiencelevi.fi), by email or by phone is an inquiry, not yet a booking. When we accept the inquiry, the customer confirms the booking in writing (through the link we send or by email). We then send the invoice for the advance payment.

The selected dates are held while we handle the inquiry. If we do not accept it within five (5) days, or the customer does not confirm an accepted booking within 48 hours, the dates are released and the customer is told by email. The deadline can be extended by agreement.

The booking is binding on both parties once the customer has confirmed it and the advance payment has been paid by its due date.

The person who makes the booking must be at least 18 years old and is responsible for everyone staying in the chalet.

PRICES

All prices are in euros and include value added tax (VAT) of 13.5%. The total price is stated in the booking confirmation and the invoice. It consists of the accommodation price and the services listed there, such as final cleaning and bed linen and towels.

The confirmed price does not change, except where a change in taxes or other public charges decided by the authorities after the confirmation directly affects it. We may correct obvious errors in price information before the booking is confirmed.

PAYMENT

- The advance payment is 30% of the total price and is due on the date stated on the invoice.
- The remaining 70% is due no later than sixty (60) days before arrival.
- If the booking is made less than sixty (60) days before arrival, the full price is invoiced at once and must be paid by the due date on the invoice, and always before arrival.

Payments are made by bank transfer according to the invoice. If a payment is not received by its due date, we will send a reminder with a new deadline of at least seven (7) days, or a shorter one if arrival is near. If the payment is still not received, we may cancel the booking; the cancellation terms below then apply as if the customer had cancelled. Simply leaving an invoice unpaid is not a cancellation.

NO RIGHT OF WITHDRAWAL

Under the Finnish Consumer Protection Act (chapter 6, section 16) and EU consumer law, there is no 14-day right of withdrawal for accommodation booked for specific dates. The booking can be cancelled only according to these terms.

CANCELLATION BY THE CUSTOMER

Cancellations must always be made in writing by email to info@levifinland.fi. The cancellation takes effect when we receive it, and we confirm it by email.

- Cancellation more than sixty (60) days before arrival: the cancellation fee is 30% of the total price (the advance payment). Any amount paid above that is refunded.
- Cancellation sixty (60) days or less before arrival, or not arriving: the full price is charged.

The cancellation fees apply even if the chalet is rented to someone else for the same dates.

We recommend travel insurance. Depending on its terms, it may help if you have to cancel, for example because of illness. Please check the cover with your insurer.

Arriving later or leaving earlier than booked does not entitle the customer to a refund.

CANCELLATION BY THE SERVICE PROVIDER

If we cannot provide the accommodation because of force majeure or another obstacle beyond our control (for example fire, water damage or an official order), we may cancel the booking. If we cancel for any reason other than non-payment, the customer gets a full refund of all payments within fourteen (14) days. This does not limit the customer's other rights under mandatory law.

ARRIVAL AND DEPARTURE

The chalet is available from 5:00 PM (17:00) on the day of arrival and must be vacated by 11:00 AM on the day of departure. Early check-in can be requested but cannot be guaranteed. Late check-out is not possible.

Check-in is self check-in. The door code appears on your booking page 24 hours before check-in if the full price has been paid, and we let you know by email when it is available. Please do not share the door code with anyone outside your group.

STAYING IN THE CHALET

The chalet may be used by at most six (6) people, including children. Overnight guests beyond the booked number need our prior consent.

The price includes water, electricity, heating, the sauna, pillows and duvets, kitchen equipment, toilet paper and basic cleaning supplies. Bed linen and towels are included only if they were ordered and appear in the booking confirmation. Otherwise the customer brings their own sheets, duvet covers, pillowcases and towels.

The customer must read the guest guide (the online Nulkka guide; the link and password are provided before arrival) and follow its instructions, especially for the sauna, fireplace and heating. Never leave a fire in the fireplace unattended.

Pets are not allowed. Smoking, including e-cigarettes, is not allowed indoors. Pitching tents or parking caravans or camper vans on the property is not allowed without our permission. The property has parking for three (3) cars.

Please respect the neighbours' peace, especially at night. If the customer or their party seriously disturbs the neighbours or puts people or property at risk and does not stop after a warning, we may end the stay immediately. In that case, the price is not refunded, and reasonable costs caused are charged to the customer.

CLEANING AND DEPARTURE

Final cleaning is included in the price unless the booking confirmation says otherwise. Even then, the customer leaves the chalet in normal tidy order: dishes washed or in the dishwasher, rubbish taken to the bins, furniture back in place and the fireplace ashes emptied as instructed in the guide.

If the chalet is left in clearly worse condition than this, or final cleaning was not included and has not been done properly, the actual extra cleaning costs are charged. If someone smokes indoors, the actual cleaning and odour removal costs are charged; these are typically at least €300.

DAMAGE

The customer is liable for damage to the chalet, its furniture and equipment caused intentionally or through negligence by the customer or their party. Normal wear and tear is not charged. Any damage must be reported to us immediately. We will send the customer a written account of any costs charged.

We are not responsible for the customer's belongings, except for loss or damage caused by our own negligence. Pets are not allowed, but we cannot guarantee that the chalet is completely free of allergens.

DEFECTS AND COMPLAINTS

If something is wrong with the chalet or its equipment, please tell us immediately (+358 500 633 744 or info@levifinland.fi) so that we can fix it during your stay. If a problem is not reported during the stay, it may be impossible to fix it, and that can reduce any compensation.

If the problem cannot be solved during the stay, please send a written complaint within a reasonable time, preferably within two (2) weeks of departure. If a defect substantially affects the stay and is not fixed within a reasonable time, the customer is entitled to a price reduction under Finnish law.

We are not responsible for weather, natural conditions, or short interruptions in water, electricity, internet or TV caused by third parties, such as the network company. We do our best to have any fault fixed as quickly as possible.

DISPUTES AND APPLICABLE LAW

These terms are governed by Finnish law. They do not limit the rights that a consumer has under mandatory law. We aim to settle any disagreement through negotiation. A consumer may also contact the Finnish consumer advisory services (kkv.fi/en) and take the dispute to the Consumer Disputes Board (kuluttajariita.fi). Customers living in another EU country can get help from the European Consumer Centre Finland (kuluttajaneuvonta.fi/en/ecc).

DATA PROTECTION

We process the customer's personal data to handle the booking, invoicing and communication, as described in the privacy policy at levifinland.fi/en/privacy.

WELCOME TO LEVI AND HAVE A PLEASANT HOLIDAY!

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