

# The Folks Hotel Konepaja terms and conditions

## THE FOLKS HOTEL KONEPAJA (FOLKS HOTELS OY's) GENERAL RESERVATION AND CANCELLATION TERMS AND ORGANIZATION RULES (hereinafter "hotel" or "The Folks Hotel Konepaja")

These conditions apply to accommodation reservations made by individuals unless a special agreement has been drawn up. These conditions also apply to accommodation reservations made via the internet, which are made via the hotel's website.

### 1. BOOKING AND CONFIRMATION

When making a reservation, you must inform your name, residential address, email address, phone number, arrival and departure time and payment method. The reservation is binding on the hotel when it has been confirmed spoken, in writing or e.g. by e-mail and when you have received a confirmation number. The hotel can set rules as a condition for the reservation, payment of the reservation fee or confirmation of the reservation with a credit card as a condition for the reservation to be binding.

### 2. ARRIVAL AND DEPARTURE TO THE HOTEL

The room is at your use on the day of arrival at 15:00 and must be handed over by 12:00 (noon) on the day of departure. The hotel may have different check-in and check-out times. For security reasons, only the staff and those who have checked in to the hotel are allowed into the hotel rooms and other reserved spaces. The maximum number of persons per room and space must not be exceeded.

### 3. RESERVATION GUARANTEE

All reservations must be guaranteed by credit card upon confirmation\*. When confirming the reservation, the credit card information must be provided as a guarantee via the secure guarantee link sent to the e-mail, or a corporate guarantee from a company authorized to bill. We do not receive credit card information over the phone or directly by email. Invoicing guests can alternatively guarantee the reservation in the name of the company. As an alternative to a credit card or company guarantee, the hotel has the right, if necessary, to demand either a partial or full advance payment to guarantee the reservation. Advance payment and its payment schedule are always agreed upon with the guest in advance in writing.

\*The Folks Hotel Konepaja has the right to verify the credit card for the agreed amount if necessary.

#### 4. CANCELLATION AND NO SHOW

Free cancellation the day before arrival until 16:00, after which the first night's price including taxes and other possible additional services related to the reservation will be charged.

#### 5. DEPARTURE BEFORE THE APPOINTED TIME

If you leave the hotel before the agreed departure date, you must notify the hotel of your departure no later than 16:00 the day before. If it is a question of accommodation for several nights, you must pay the agreed price for the unused time. Departure before the agreed time may also cause a change in the total price of the accommodation.

#### 6. PAYMENTS

As a payment method, the hotel accepts the most common payment cards. However, the hotel is not obliged to accept payment cards that the hotel has not informed in advance that it accepts. If the room has not been paid for in advance, the hotel room must be paid at the time of check-in at the hotel. Please note that The Folks Hotel Konepaja does not accept cash payments.

In addition, the hotel reserves the right to charge the credit card used by the guest at the time of booking for purchases and/or broken items not reported by the guest.

#### 7. GUEST BEHAVIOUR IN THE HOTEL

We follow good manners and hotel rules at the hotel. In case of breaking these rules, you may be immediately removed from the premises. In such cases you are still obliged to pay for the accommodation and additional services ordered. You are not eligible to claim a refund for payments already made.

For safety reasons, only checked-in guests are allowed on private hotel premises such as hotel rooms and the maximum capacity translate per room may not be surpassed.

#### 8. RESPONSIBILITY FOR THE GUEST'S PROPERTY

You can store your valuables in the room's safe, or the hotel can store your valuables upon request. If the property to be left for safekeeping is of exceptional value, you must inform the hotel before leaving it in custody. The hotel may refuse to take custody of such property.

You are responsible for your own luggage unless the hotel has taken it for storage. If the hotel is not responsible for the luggage taken for storage, the hotel must separately inform about it. The hotel is not responsible for property in the room's locker or luggage left unattended in the lobby or at the breakfast area.

The hotel is not responsible for damage or loss of the vehicle in the hotel parking area or the property inside it.

## 9. THE GUEST'S RESPONSIBLE ON DAMAGE

As a guest, you are responsible for any damages you or your guests or your pets cause to the room or other premises of the hotel, to the furniture or equipment there, as well as to other guests of the hotel or their property, caused by your intention or negligence (such as smoking in the room). Liability for the damage is determined according to the additional costs caused by the damage.

## 10. ACCOMMODATION OF A MINOR

A room reservation can only be made by a person over the age of 18. The person booking a room for a minor is responsible for the minor, regardless of whether they stay with them or not. A minor staying alone must have a permission slip signed by the guardian and sent by the hotel, which shows the minor's name and date of birth and date of stay. The guardian's name and phone number are also required. Children under the age of 4 can get a baby cot free of charge in Duo, Family, Superior, Corner, Boutique, Loft and Atelier category rooms. There is a limited number of baby cots, so please let us know in advance if you need them. In addition to this, the hotel has interconnecting rooms.

## 11. PETS

Pets are welcome in certain Solo, Duo, Family, Superior, Corner, Boutique and Loft category rooms. We charge €20 for each pet per stay.

Since we have a limited number of pet rooms, please always inform us in advance about the accommodation of pets in the additional information when booking or by contacting the hotel either by phone or email.

The registered guest is responsible for the well-being of their pet and any damages and expenses it may cause. Pets must not cause disturbance to other hotel guests.

## 12. SMOKING

Smoking is prohibited in all hotel interiors. Smoking is allowed only in designated smoking areas outside the hotel. If the accommodated person smokes indoors, they are responsible for damages and expenses caused by smoking.

## 13. THE FOLKS HOTEL KONEPAJA'S RIGHT TO CANCEL THE BOOKING

If there is a force majeure or an obstacle beyond The Folks Hotel Konepaja's control (e.g. fire or water damage, regulations of the authority), The Folks Hotel Konepaja can cancel the reservation. In this case, the guest has the right to get the payment back in full.