

BOOKING CONDITIONS

GENERAL BOOKING AND CANCELLATION POLICY ACCOMMODATION IN HERMANN

These conditions apply to bookings made by groups and individuals, unless a specific agreement has been made.

1. RESERVATION AND CONFIRMATION

When booking, you must indicate your name, arrival and departure time. A reservation is binding on the accommodation once it has been confirmed orally or in writing. Majoitus Hermannin may make the booking subject to different conditions, payment of the booking fee or confirmation of the booking by credit card as a condition of the booking being binding.

2. ARRIVAL AND DEPARTURE

The room is available for you at 3 pm on the day of arrival and must be vacated by 12 noon on the day of departure. Accommodation may have different arrival and departure times. Unless otherwise agreed at the time of booking or the price or time you choose is not subject to any other conditions, the room will be reserved for you until 6pm on the day of arrival indicated on the booking. If you arrive later, you must confirm your late arrival time separately with the accommodation. Otherwise, the accommodation may resell the room. If you arrive at the accommodation according to its arrival times, but the booked room is not available, the accommodation must obtain the nearest possible room of the same level at no extra cost.

3. RESERVATION GUARANTEE

An international credit card can be used to confirm the booking. To do this, the accommodation will need the following information from you: your name, card number and validity period, address, telephone number and e-mail address. The accommodation may request this information in writing or orally.

4. CANCELLATION AND NON-ARRIVAL

Unless otherwise agreed at the time of booking or the price or time of booking you choose is not subject to any other conditions, cancellation must be made no later than 2 days before arrival by 18:00. If you do not arrive, the accommodation has the right to charge you one day's price including taxes and any additional services related to the booking.

5. DEPARTURE BEFORE THE AGREED TIME

If you leave before the agreed departure date, you must notify the property of your departure no later than 18:00 the day before. In the case of multi-night stays, you will have to 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. FEES

The accommodation accepts the most common payment cards. However, the accommodation is not obliged to accept foreign currency, coupons, checks or debit cards if the accommodation itself has not offered to do so. If the room has not been paid in advance, the room must be paid for in cash or by credit card upon arrival. The property reserves the right to charge and pre-authorize credit cards to international credit card holders upon booking. As a prepayment, the credit card

may be charged at the time of booking, as determined by the accommodation and deducted from the final invoice.

7. CUSTOMER PERFORMANCE IN THE ACCOMMODATION BUSINESS In accommodation, we follow good manners and rules of order. If you break these rules, you may be immediately removed from the accommodation. However, you will have to pay the price of your accommodation and any additional services you have ordered and you will not be able to claim a refund of any payment already made.

8. ACCOMMODATION'S RESPONSIBILITY FOR YOUR PROPERTY

You are responsible for your own luggage, unless the accommodation has taken it for storage. The accommodation is not responsible for damage to or loss of the vehicle in the car park or the property inside.

9. CUSTOMER LIABILITY FOR DAMAGE

As a customer, you are liable for any damage caused by your will or negligence (such as smoking in a room) caused by you or your guests or pets to the room or accommodation, other furniture or fittings there, and accommodation to other guests or their property. Liability for damage is determined in accordance with the general principles of damages.