

The following terms and conditions apply to all reservations made directly to Hotel Sorsanpesä by an individual and a private person, unless different terms and conditions have been agreed in writing. Separate conditions apply for groups reservations over 10 rooms. These terms and conditions do not apply to bookings made through third-party companies or other reservation systems rather than Sorsanpesä's own.

## **BOOKING AND CONFIRMATION**

When reserving a room, the guest's name, address, arrival- and departure and the payment method must be stated. Room reservations is binding once it is confirmed verbally, in writing or through email and once you have received the confirmation letter including the confirmation number. Sorsanpesä is entitled to apply different terms and conditions to all reservations, such as prepayments, reservations fees or credit card guarantee.

## **ARRIVAL AND DEPARTURE**

The check-in starts at 3.00PM on the day of arrival. The client must check-out on the departure day by 12:00 noon. The hotel may apply exceptions on check-in and check-out times.

The room will be reserved until 10:00 PM on the day of arrival unless no other agreement has been made at the time of reserving the room or if the confirmed rate of reservation period does not include any other special terms or conditions. If the guest arrives later than 10:00 PM, the reservation can be guaranteed with a credit card or other agreed method. Otherwise the hotel can release the reserved room for sale.

## **CHANGING OR CANCELLING THE RESERVATION**

You can change or cancel your reservation free of charge until 6pm on the day of your arrival. Otherwise, the hotel is entitled to charge the first night of the reservation. In case you fail to arrive without cancelling your reservation, Sorsanpesä will charge amount equal to the first night's stay including taxes and possible additional services per room in all guaranteed reservations to the credit card.

Prepayments are non-refundable in case of cancellation or other possible changes. Please, contact the hotel if you wish to change the time of booked service.

## **HOTEL ROOMS**

Room prices include breakfast, parking, WiFi, access to gym, sauna and swimming pool. Guest is responsible for all damages caused in the room or hotel property during his/her stay and agrees to cover the costs for repairs, replacements, or extra cleaning. All rooms at the hotel are non-smoking. We charge 200 € cleaning fee for smoking in the room. Customers are responsible for their own luggage unless they have been placed in the hotel storage. The hotel is not responsible for damage or loss of vehicle. The responsibility for caused damage is determined by general principles.

## 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.

## PAYMENT

Sorsanpesä accepts all the most common credit and debit cards. Sorsanpesä is not however obligated to accept foreign currency, vouchers, cheques or credit/debit cards unless volunteered to do so.

If the reservation has not been paid in advance, the room should be settled by cash or credit card at the hotel. Sorsanpesä reserved the right to charge or preauthorize a credit card before arrival as a prepayment. A reservation fee may be applied to the credit card as a prepayment. This will be deducted from the final bill.

A valid credit card must be presented upon arrival. In case the room is wished to be invoiced, a written agreement between the guest and Sorsanpesä must be made in advance. Sorsanpesä charges an invoicing fee of at least 3 €. Reservations made through third-party companies are at no time invoiced. If no preauthorization from guest's credit card has been made, the hotel has the right to require a deposit for additional services.



**HOTEL**  
**SORSANPESÄ**