



## BOOKING TERMS

### GENERAL BOOKING AND CANCELLATION TERMS FOR UHKUA'S NATURE ACCOMMODATION, EXPERIENCES, AND RENTAL ITEMS

These terms apply to reservations made by adult individuals, companies, or tour operators, as well as reservations included in a travel package sold by a tour operator. The service provider (Uhkua) may apply special terms on a case-by-case basis that differ from those stated here. These terms apply to rental and bookable products and services.

#### BOOKING AND CONFIRMATION

The customer is responsible for the accuracy of the information provided and for reviewing the description, instructions, and terms related to the reserved service or product.

##### **Online bookings**

Prices displayed in the online service include VAT. The customer pays for the reservation using the selected payment method, following its respective terms. The booking system sends an order/payment confirmation to the customer's provided email address, making the reservation binding. If the booking fails, the customer must contact the service provider immediately to resolve the issue.

##### **Email bookings**

Accommodation, experiences, and equipment rental bookings can also be made in writing via email. The booking is binding for both the service provider and the customer once it has been confirmed in writing via email and the payment terms have been agreed upon. The service provider will invoice the customer based on the valid price list upon confirmation unless otherwise agreed.

For group reservations, the customer must provide the service provider with the contact details of the responsible person and the number of participants. Arrival and departure times will be agreed upon separately. The customer must ensure that all payments are made before arrival unless otherwise agreed. For larger bookings, an advance payment may be required, which will be deducted from the final invoice.





## CANCELLATION AND CHANGES

All cancellations and change requests must be made in writing to the service provider. Urgent matters affecting other reservations (e.g., late equipment return) must be communicated by phone or message.

If the customer does not arrive at the booked service, the service provider is entitled to charge the full price of the reserved service. Paid reservations cannot be changed or canceled without written consent.

The service provider reserves the right to cancel an experience if the minimum required number of participants is not met by the agreed date. Minimum participant numbers and deadlines are specified in product descriptions.

### **Individual bookings (accommodation, experiences, and rental equipment)**

- To receive a full refund, cancellations must be made at least 30 days before check-in, rental, or service commencement.
- For cancellations made between 7 and 30 days before check-in, rental or service commencement, 50% of the agreed/paid amount will be refunded.
- If canceled less than 7 days before check-in, the full booking amount will be charged.
- A full refund is also available if the reservation is canceled within 48 hours of booking and when the cancellation occurs at least 14 days before check-in, rental, or service commencement.
- The reservation may be rescheduled upon request, when the change is made at least 7 days before the original booking date.
- If a rescheduled booking is later canceled, the full rental price will be charged regardless of the cancellation timing.

### **Group bookings / custom products (experiences, package deals)**

- To receive a full refund, cancellations must be made at least 30 days before the service commencement.
- For cancellations made between 7 and 30 days before service commencement, 50% of the agreed/paid amount will be refunded.
- If canceled less than 7 days before service commencement, the full booking amount will be charged.
- Reservations may be rescheduled upon request, when the change is made at least 7 days before the original booking date.
- If a rescheduled booking is later canceled, the full price will always be charged regardless of the cancellation timing.





A processing fee of 30 € will be charged for all cancellations.

#### CHECK-IN AND CHECK-OUT FOR ACCOMMODATION

The service provider guarantees that accommodation facilities will be ready for check-in at 3:00 PM on the arrival date. Check-out time is no later than 12:00 PM on the departure date. Check-in and check-out times may be adjusted based on situation and availability. A late check-in fee of 25 € (incl. VAT) applies after 10:00 PM.

#### SAFETY AND TRAVEL INSURANCE

By booking our services, the customer acknowledges that all activities (guided and self-guided) and specialty accommodations carry some risk. The customer must ensure they do not have medical conditions that could affect their ability to enjoy these experiences without assistance or challenges. We recommend obtaining travel insurance that covers cancellations and other contingencies. For water sports equipment (canoes and rowboats), the customer must confirm that they are a competent swimmer and have prior experience using such equipment.

#### SERVICE PROVIDER LIABILITY FOR PROPERTY

The customer is personally responsible for their belongings unless the service provider has agreed to store them. The service provider is not responsible for damage or lost property unless the damage results from the provider's negligence. The service provider ensures that facilities, equipment, and rental items are in good condition upon handover. The service provider provides instructions and guidance on equipment use upon request.

#### CUSTOMER LIABILITY FOR DAMAGES

The customer must act respectfully and follow the service provider's instructions, with particular attention to environmental preservation. Accommodation rules are available in the accommodation facilities and on our website.

The customer and each member of their group are responsible for their behavior and any damages they intentionally or negligently cause to facilities, furniture, equipment, rental items, other guests, or their belongings. Rental equipment must not be transferred to third parties.





## FORCE MAJEURE

The service provider may need to make changes to a program or service due to uncontrollable circumstances. If an activity is deemed unsafe (e.g., due to weather conditions), the provider reserves the right to modify or reschedule the program. In extreme cases, the service may be rescheduled or canceled. The provider will inform the customer as soon as possible and communicate any additional costs. The provider is not responsible for expenses incurred by the customer. In case of cancellation, the provider will attempt to arrange an alternative accommodation or activity upon request.

**These terms are intended to ensure smooth co-operation between the customer and the service provider while clarifying liability and cancellation policies. Liability for damages follows general principles of compensation law. We reserve the right to change prices and booking terms and are open to negotiating terms when necessary.**

## Service provider:

**Uhkua Oy**  
Suurlahdentie 3189  
52360 Someenjärvi  
Suomi - Finland  
Business ID: 3271081-6

Asta Aalto  
[asta@uhkua.fi](mailto:asta@uhkua.fi)  
+358 40 744 7631

## Online Payments:

Online payments are processed via Visma Pay.  
Visma Pay contact details:  
Visma Payments Oy (Business ID: 2486559-4)  
Email: [helpdesk@vismapay.com](mailto:helpdesk@vismapay.com)  
Phone: +358 9 315 42 037 (Mon-Fri 8:00 AM - 4:00 PM)  
Address: Brahenkatu 4, 53100 Lappeenranta





The merchant does not store bank or credit card information. The customer agrees to comply with the terms of the selected payment method.

**Invoice Payments**

Invoices must be paid by the due date. Late payments incur additional fees. If late fees have accrued, they will be invoiced separately.

