

BREDVIK BASTU & INN

TERMS AND CONDITIONS FOR BOOKING ACCOMMODATION AND SAUNA FACILITIES

1. PARTIES AND SCOPE OF THE TERMS

These general terms and conditions apply to the rental of accommodation and sauna facilities.

By making a reservation, the Customer (hereinafter “**Customer**”) agrees to comply with these general terms and conditions. Once a reservation is made, the Service Provider (hereinafter “**Service Provider**”) confirms the reservation by sending a written reservation confirmation.

The Customer may be either a private individual (consumer) or a business entity (entrepreneur).

If the Finnish and English versions of these terms differ or conflict, the Finnish text shall prevail.

2. DEFINITIONS

In these terms, the following terms have the meanings below:

Service Provider	The owner of the property or the entity having the right of control over the accommodation or sauna facility, offering it for rent.
Customer	Individual or business entity entering into a rental agreement with the Service Provider under these terms.
Accommodation Facility	A property, building, or dwelling used wholly or partly for accommodation, leisure, or similar purposes.
Rental Period	The agreed period during which Customer and/or Guest stay at the Accommodation Facility in return for rental payment.
Guest	Person(s) under Customer’s responsibility spending time at the accommodation or sauna facility during the stay.

3. RESERVATIONS

Reservations can be made via email or the online reservation system. The Customer must be at least 25 years old or a legal entity.

When making a reservation, the Customer must provide the required details including contact information, number of Guests, arrival and departure dates and times, and payment method.

The quoted rental price includes the right to use the facility for the booked period, use of furniture, equipment and movables shown in the property presentation, and normal utilities (reasonable electricity, water, gas). The maximum number of Guests and the features and facilities of the accommodation/sauna are disclosed during reservation.

Any additional chargeable services or products will be listed separately.

By booking accommodation via the online store, the Customer accepts these reservation terms and confirms that both they and other Guests have read and will comply with usage instructions (including hot tub and sauna).

The reservation system sends a confirmation to the Customer's email.

The Customer must contact Bredvik Bastu & Inn (email info@bredvikbastu.fi or phone +358 50 534 0299) regarding arrival time and keys no later than two business days before the rental period begins.

4. PAYMENT TERMS

The rental price for the accommodation/sauna is disclosed at reservation.

A pre-invoice for 30% of the accommodation cost is issued, with the final invoice due 30 days before the rental period starts.

If booking is made less than 30 days in advance, only a final invoice is issued, payable immediately upon reservation. The full rental fee must be paid before the rental period begins.

The reservation payment is deducted from the total rental price. Failure to pay by the due date is treated as a cancellation by the Customer per Section 10. The Service Provider may also charge statutory late payment interest. Please note that non-payment is not the same as cancellation.

Payment provider

The payment provider is Paytrail Oyj (business ID 2122839-7), working with Finnish banks and credit institutions. Paytrail Oyj is listed as the payee on bank statements and invoices and forwards payment to the merchant. Paytrail Oyj is licensed as a payment institution. Please address any claims or complaints primarily to the product supplier.

Paytrail Oyj, business ID: 2122839-7

Innova 2

Lutakonaukio 7

40100 Jyväskylä

<https://www.paytrail.com/kuluttaja/maksupalveluehdot>

5. DURING THE RENTAL PERIOD

Access to the accommodation begins at 16:00 on the arrival day. Unless otherwise agreed, departure must happen by 12:00 on the departure day.

The rental includes the accommodation, sauna (with one firewood basket per day), sauna bench cover, blankets and pillows, bed linens, bath towels, basic kitchen utensils, water, electricity, toilet and kitchen paper, cleaning equipment, dishwashing liquid and general cleaning detergent. If additional supplies are needed, the Customer must procure them. Use of the hot tub must be booked separately and is charged extra.

Sauna rental is booked separately.

It includes usage, firewood (one basket), sauna bench cover, bath towels, water, electricity, toilet and kitchen paper, cleaning equipment and dishwashing liquid and general cleaning detergent. The hot tub is included as part of sauna rental.

Information about key collection and check-in/check-out times is provided at reservation. The Customer must not hand over keys or premises to third parties or sublet the property.

Bredvik Bastu & Inn may charge for lost keys (e.g., lock re-keying and new keys). Bredvik Bastu & Inn is entitled to charge a fee, in accordance with its current price list, for key delivery or other services not agreed upon beforehand.

Camping tents, motorhomes, or caravans on the property are prohibited without the owner's permission.

Only the number of people specified at reservation may stay on site; extra occupants incur an additional fee.

The Customer must treat the rented premises with care and ensure all Guests comply with these terms and the property's rules and regulations. The premises are not intended for parties.

Customers and Guests are required to comply with the law, general standards of good conduct, and all rules of the premises during their stay. Smoking and use of snus are prohibited in all facilities. Unauthorised indoor smoking results in a €300 air-refresh surcharge per rental facility.

5.1 HOT TUB

Use of the hot tub incurs an extra fee according to the price list if not included in the rental price.

Hot tub instructions are found in the Bredvik Bastu & Inn Customer handbook.

Failure to comply may result in a minimum €250 surcharge for extra maintenance or cleaning.

5.2 SAUNA

Sauna rental is charged per the price list.

Instructions for use are found in the Bredvik Bastu & Inn Customer handbook.

Violation of the instructions may incur a surcharge of at least €250 for extra maintenance or cleaning.

5.3 ELECTRIC VEHICLE CHARGING

Electric vehicle charging is not currently available.

6. INTERRUPTION OF THE RENTAL

Bredvik Bastu & Inn reserves the right to interrupt the rental if the Customer or Guests cause serious disturbances or breach these terms/rules, or if Bredvik Bastu & Inn has reason to suspect danger to persons or property. The Customer must be informed immediately if the rental is terminated. Bredvik Bastu & Inn shall not be held liable for compensation in such cases.

If the Customer terminates the rental and leaves the property before the end of the rental period, no refund will be given for the unused time, and they are not entitled to any reimbursement. In addition, if the Customer arrives late or fails to arrive at all, no compensation will be provided for the unused time, and the Customer is not entitled to a refund.

7. LIABILITY AND DAMAGES

The Customer must compensate to the owner of the accommodation for any damage caused intentionally or negligently to the property or its contents during the Rental Period. Damage must be reported immediately to the caretaker and Bredvik Bastu & Inn.

Complaints about defects should be made to Bredvik Bastu & Inn as soon as possible. Bredvik Bastu & Inn has the primary right to rectify issues within a reasonable time before a price reduction.

Bredvik Bastu & Inn accepts no liability for damages to the Customer's or Guest's belongings kept at the property, including those resulting from burglary, unless such damage is caused by the Service Provider's intentional misconduct or gross negligence.

Force Majeure

Bredvik Bastu & Inn nor the Customer are liable for non-performance due to force majeure—events that render performance impossible or unreasonable, such as war, mutiny, pandemic, epidemic, natural disaster, general interruptions of energy supply or transportation, disturbances in public communication networks, labour disputes, fire, essential restrictions imposed by authorities, or any other similarly significant, extraordinary, unforeseeable, and force majeure causes beyond the control of the parties.

Bredvik Bastu & Inn shall not be responsible for defects or delays by its subcontractors arising from force majeure events. We shall notify the other party as soon as force majeure becomes known.

8. DEPARTURE CLEANING

Although final cleaning is included in the rental price, the premises must be left in a normal, tidy condition: furniture and equipment in place and intact, dishes cleaned and placed in the drying closet, waste in the waste basket, major stains cleaned, bed linens and towels placed on the hallway floor, and outdoor areas cleared.

If the premises are completely unclean or require extensive cleaning beyond normal usage, Bredvik Bastu & Inn may invoice cleaning costs based on actual expenses.

A pet-free listing does not guarantee suitability for individuals with allergies.

9. END OF RENTAL PERIOD

Customers and Guests must vacate by the agreed time and take personal belongings. The premises must be left clean and tidy.

Customers must take care of the following: waste removal, dishwashing, vacuuming, stain cleaning, grill cleaning, putting items back in place, clearing trash from the yard, returning keys and locking the doors.

A minimum €250 cleaning fee may be charged by Bredvik Bastu & Inn, if the premises are left extremely untidy. The rental price includes final cleaning, but the accommodation must be left in a condition consistent with ordinary living.

The customer must ensure that the doors of the property are locked upon departure, and that the sauna, lights, and other devices are properly turned off.

If keys are not returned or are lost due to negligence, the Customer will incur lock replacement costs.

10. CANCELLATION POLICY

Cancellations must be made in writing.

Consumers may cancel free of charge if done more than 14 days before the rental start — Bredvik Bastu & Inn will refund any reservation deposit. If cancellation is made after that time without a valid reason, Bredvik Bastu & Inn may charge the full rental price.

In case of sudden illness, death in close family, or other exceptional circumstances preventing travel, Customers must ensure that their travel and accident insurance policies cover the costs of the reservation in the event that cancellation is required. Bredvik Bastu & Inn must be notified of the cancellation without delay. Even in these cases, the renter must adhere to the aforementioned booking terms.

Cancellations should be sent to info@bredvikbastu.fi, specifying cancellation date and property in the email subject.

11. LIABILITY FOR DAMAGES

The Customer is responsible for the accommodation property during the Rental Period. The Customer is liable for any damage to the property or its contents caused by themselves or their Guests, whether intentional or negligent. The Customer is required to immediately report any damage caused to the property or its contents and to compensate for such damage to Bredvik Bastu & Inn.

If property is deliberately damaged during the Customer's Rental Period, in addition to repair costs, a €500 vandalism surcharge may be applied. Bredvik Bastu & Inn is not responsible for Customer property kept in the accommodation or other premises or left on-site.

All remarks concerning the equipment or condition of the accommodation must be reported directly to Bredvik Bastu & Inn immediately after the issue arises. Complaints must be made promptly during the rental period, or the right to compensation may be forfeited. If issues cannot be resolved during the stay, they must be sent in writing before the rental period ends. Disputes unresolved through negotiation between the Customer and Bredvik Bastu & Inn may be brought before the Consumer Disputes Board.

Damage due to natural conditions, insects, rodents, unexpected weather conditions, neighbouring construction, modifications made by the owner to the furnishings or facilities without prior notice, or third-party disruptions (temporary interruptions in water supply, electricity, or television service) are not compensated.

Any issues with the internet connection must be reported immediately to the property caretaker and will be addressed as soon as possible. Bredvik Bastu & Inn does not offer refunds on the accommodation price due to possible disruptions or unavailability of the internet connection.

An incorrect price does not bind Bredvik Bastu & Inn if the error is so obvious that the customer should have reasonably recognised it. This applies, for example, in cases where there is a significant difference between the stated price and the actual price, or if the incorrect price is exceptionally low compared to the general market level.

Bredvik Bastu & Inn is also not liable for any errors or delays caused by its subcontractors if they result from a force majeure event. We will inform you of any such event as soon as reasonably possible after becoming aware of it.

12. DATA PROTECTION

The Customer must provide personal data required for reservation. Data is processed to fulfil the obligation, including communication and billing, securely and in compliance with this agreement, privacy policy, and applicable data safety legislation.

13. APPLICABLE LAW AND DISPUTE RESOLUTION

Finnish law applies, excluding conflict-of-law rules. Parties seek to resolve any disputes by negotiation. If no agreement is reached, disputes shall be brought before the District Court of Länsi-Uusimaa, unless mandatory rules require otherwise.

Consumer Rights

If disputes cannot be resolved through negotiation, consumers may bring the matter to the Consumer Disputes Board <https://www.kuluttajariita.fi/fi/>. Prior to filing with the Board, the consumer should contact Consumer Advisory Services <https://www.kkv.fi/kuluttajaneuvonta/>. If the dispute concerns a service purchased online, a complaint may also be filed through the EU ODR platform.

Bredvik Bastu & Inn reserves the right to change prices and reservation terms.