

Group booking & cancellation terms

These booking and cancellation terms are applied to group reservations if anything else hasn't explicitly been agreed on.

1. BOOKING AND CONFIRMATION

When making a booking, we will ask you to provide complete contact information on the booker, the travel agency, or company, arrival and departure hours, desired room types and their amount and possible other additional service needs. The booking is preliminary, and the last confirmation shall arrive 1 month before date of arrival. If the booking is made under 1 month from the arrival date, the booking has to be confirmed right away. The complete rooming and name list of the group is expected 14 days prior to the group's arrival.

2. ARRIVAL AND DEPARTURE

In principle, your room is made available at 2pm on your arrival day and it is to be handed back by 12pm on your departure day. The hotel might have varying arrival and departure times from the before stated. For security reasons only the hotel staff and checked-in customers are allowed on hotel room floors and other booked areas as the maximal amount of guest per room or bookable area cannot be surpassed.

The group leader gets the group's room keys and hands them out according to the rooming list provided to the hotel. The group leader is responsible for ensuring the group's members fill in the passenger cards and that they are returned to the reception IF a complete file with all the necessary information on each guest hasn't been given directly to the hotel reception (full names of each group member, birth date, address, and for guests travelling from outside of Scandinavia, passport numbers). The group leader returns all keys to the reception on departure day or comes to check that all keys have been left at the reception by members of the group.

If for some reason the confirmed booked room/s is/are not available, the hotel is to provide another accommodation option of same stature without additional costs to the customer.

3. CANCELLATION AND NO-SHOW

A group reservation is to be cancelled a minimum of 30 days prior to planned arrival. After this, the hotel is entitled to charge 50% of the totality of booked services if the cancellation is made up to 2 weeks prior to the arrival date. If the cancellation is done under 2 weeks prior to arrival, the hotel is entitled to charge 100% of the booked services.

4. DEPARTURE BEFORE AGREED UPON DATE

If the group leaves the hotel before the agreed upon departure date, the hotel is entitled to charge 100% of the booked services.

5. PAYMENTS

The hotel bills all the booked services in advance. The amount due on the preliminary invoice is to be on the hotel's account according to the due date before the arrival day. The booker is to provide a copy of the receipt of payment by e-mail to the reception. The booked services can also be charged in cash or by credit card beforehand if this is agreed upon during the booking.

All our hotels accept the most common credit cards as well as cash payments in EURO. The hotel is not obliged to accept foreign currency, coupons, checks or other payment cards that the hotel has not agreed upon beforehand on accepting. If the room has not been settled beforehand, the room and or other services are to be paid by cash or credit card at the hotel. Billing is only available for agreed contract customers.

6. GENERAL CONDUCT ON HOTEL PREMISES

In our hotels we follow good behavioral etiquette and general order. If a group member breaks these rules, they can immediately be escorted out of the hotel. The group leader is responsible of all of their group members and is expected to settle any possible extra fees entailed by the acts of group members.

For security reasons only checked-in customers are allowed on hotel room floors or other booked areas. The maximal capacity of a room or booked space cannot be surpassed.

7. LIABILITY FOR CUSTOMER PROPERTY

The hotel can accept customers' personal belongings to be attended to for short periods of time and the hotel has a right to ask for compensation for this. If the customer belongings asked to be attended to by the hotel are particularly valuable, you are expected to inform the hotel of this before leaving the said belongings to the hotel. The hotel can deny attending to the belongings in case of high value. Group members are in charge of their belongings if the hotel has not accepted to attend to the said belongings.

The hotel is not responsible for possible damage to a vehicle and the belongings inside of it when located on the hotel parking lot. The parking lot area is not surveilled, and it is provided as a free service with no charge even for the use of electrical power sockets located on the parking lot.

8. CUSTOMER LIABILITY FOR DAMAGE ON HOTEL PREMISES

As a customer you are responsible for damage caused voluntarily or by negligence (such as smoking in the room) that you, your guest or your pet cause to the hotel room or the hotel's other premises, the furniture and the other equipment situated on those premises and to other customers and their property located on the premises. The liability for damages is defined by common indemnity principles.

The group leader is to settle any extra fees entailed by the acts of group members before leaving the hotel.

9. BOOKING BY UNDERAGED CUSTOMERS

Our hotel rooms and services can only be booked by adults of the minimum age of 18-years-old.

10. PETS

Pets are welcome to our hotels. If needed, we will charge a small pet fee for the stay. The hotel is to always be informed in advance about a possible pet companion. The booker of hotel services is themselves liable for the well-being of their pet, possible damages caused by it and other possible additional fees generated by the pet's presence.



Pets cannot disturb other customers. We dispose of a limited number of pet friendly rooms, which is why we recommend for you to book your accommodation early enough to ensure their availability.

11. SECURITY

When staying with us, always find out the location of the nearest emergency exits, fire extinguishers and alarm buttons. You will find more detailed emergency exit instructions on the door of your hotel room or at the hotel reception.

12. PROCESSING OF PERSONAL DATA

The personal data of clients who booked Peerâ Hotels & Cottages' services is processed by the hotel in which the booking was made. We process personal data according to our personal data procession terms based on the European GDPR. You can get to know our terms on personal data procession by reading our Personal Data Registry and Privacy Statement, so that you are aware of how and why your personal data is processed, and so that you know your rights on the subject.



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