

## GENERAL CONDITIONS FOR GUESTS - PRIVATE ACCOMMODATION 2024

These general terms and conditions apply to persons (hereinafter referred to as the customer) who book accommodation or stay in private apartments or rooms provided by Visit Pori Oy (1519270-3) during the following major events: the SuomiAreena and the Iskelmä Festival from Mon 24 to Sun 30 June 2024 or Pori Jazz festival from Wed 17 to Sun 21 July 2024.

### BOOKING AND PAYMENT

Accommodation is booked and paid for in the online shop of the private accommodation using the payment methods it offers. Invoicing is possible for persons with a Y-identification directly in the online shop of the private accommodation.

When making a reservation, the names of all guests and the contact details (telephone number or e-mail) of at least one guest for each accommodation booked must be provided.

### PRICE OF ACCOMMODATION RESERVATIONS

The price of the accommodation is determined by the type of accommodation (full apartment or room) and the number of beds available. A bed up to 120 cm wide is counted as a bed for one person and a bed over 120 cm wide is counted as a double bed, i.e. two beds. Beds and sofa beds are counted as beds. A service charge of €11 (incl. VAT 24%) per booking is always added to the price of the accommodation.

#### Price in full apartment accommodation:

90 €/bed/apartment with a minimum of 2 beds/night  
135 €/apartment with 1 bed/night

#### Price in room accommodation:

65 €/bed/room with a minimum of 2 beds/night  
75 €/room with 1 bed/night

#### What is included in the price?

Accommodation includes a bed, bed linen and bedding (blankets, pillows, sheets, pillowcases and towels). The accommodation also includes washing facilities (toilet and shower). Some of the apartments are Pori homes, others are rented apartments. Cooking facilities vary from place to place. Visit Pori Oy is not responsible for the condition, furnishing or location of the apartment. Please note that as these are private apartments, they are of different standards and are furnished and equipped in different ways.

#### What is not included in the price?

The price of private accommodation does not include intermediate cleaning during the stay, final cleaning, meals or food items. Not all accommodation automatically includes facilities such as a coffee machine, TV, parking space or sauna, which vary from property to property. Please check the photos and read the property description carefully before booking.

### ARRIVAL AND DEPARTURE TIMES

The property is available to guests from 14:00 on the day of arrival.  
Check-out is by 12 noon on the day of departure.

### DETAILS AND KEYS TO THE APARTMENT

The guest will receive the exact address of the accommodation and the contact details of the host after booking when the booking is confirmed. The contact details of the person making the reservation will also be forwarded to the accommodation provider with the confirmation of reservation.

The key(s) to the accommodation can be obtained directly from the owner/keeper of the accommodation or from another place arranged by the accommodation provider, e.g. R-Kioski during its opening hours, see <https://www.r-kioski.fi/palvelut/muut-palvelut/> for more information. If the keys have been provided by the owner on the spot, the

handover of the keys and the time of arrival will be agreed between the host and the guest. The guest should contact the owner at least 1 week before arrival. Visit Pori Oy is not responsible for any arrangements related to the handover of keys.

#### **CLEANING**

The customer commits to take care of the cleaning of the accommodation during and at the end of the stay. The customer shall hand over the accommodation on the day of departure with the dishes cleaned and the rubbish taken. Final cleaning is made with the equipment available in the accommodation.

#### **CANCELLATIONS AND CANCELLATION CHARGES**

Cancellation is deemed to have taken place at the time when Visit Pori Oy receives written notice or a telephone call of the cancellation. The service fee is non-refundable.

In case of cancellation of confirmed or paid accommodation:

At least 30 days before the start of the booking	A cancellation fee of EUR 15 / bed / night will be charged
15–29 days before the start of the booking	A cancellation fee of 1 night's price will be charged
0–14 days before the start of the booking	The fee is non-refundable

#### **FORCE MAJEURE**

In the event of cancellation due to force majeure, the full amount paid will be refunded to the guest minus a €11 cancellation fee. Force majeure is defined as an unforeseen event beyond the control of the parties and not due to the negligence of the parties (e.g. war, natural disaster, pandemic, prohibition or order by a public authority).

#### **OTHER EXCEPTIONAL CIRCUMSTANCES**

In the event that the accommodation already booked by the customer is completely withdrawn by the accommodation provider, Visit Pori Oy is obliged to find a replacement accommodation for the customer. All accommodation is different and therefore Visit Pori Oy does not guarantee that the replacement accommodation will fully correspond to the original choice. We will suggest a replacement accommodation as close as possible to the original and approve it with the customer. If no suitable accommodation is available at the same price, the customer will either be refunded the extra charge or charged the difference between the price of the accommodation and the higher price. If no suitable new accommodation can be found, the fee will be refunded.

#### **DAMAGES**

The customer is liable to pay any damage caused by him/her directly to the owner/keeper of the accommodation.

#### **PETS**

Pets are not allowed in the accommodation without the permission of the owner. Pet-friendly accommodation can be filtered separately in the search results.

#### **AGE RESTRICTIONS**

Accommodation is provided for adults, children under 18 years of age are welcome with an adult.

#### **NUMBER OF GUESTS**

The accommodation is priced according to the number of beds available and may not be used by more than the number of persons indicated without the permission of the accommodation provider. The additional bed space must be agreed directly with the accommodation provider and, if necessary, Visit Pori Oy may act as a billing agent between the parties.

#### **CHANGES**

Any changes to the booking must be made by contacting Visit Pori Oy. Any changes will be notified by e-mail to [yksityismajoitus@pori.fi](mailto:yksityismajoitus@pori.fi).

**COMPLAINTS**

If there are any complaints about the apartment or its condition, the customer must immediately contact Visit Pori Oy, tel. +358 44 701 7908. Visit Pori Oy is not obliged to provide the customer with alternative accommodation to replace the object of the complaint, but will endeavour to rectify the cause of the complaint as a matter of priority. Complaints received after the accommodation has been used will not be processed.

**VISIT PORI CONTACT DETAILS**

The on-call number for private accommodation 24/7 during the weeks of stay is +358 44 701 7908  
Private accommodation is available by e-mail: [yksityismajoitus@pori.fi](mailto:yksityismajoitus@pori.fi)