

GENERAL CONDITIONS FOR GUESTS - PRIVATE ACCOMMODATION 2025

These general terms apply to parties (hereinafter referred to as the customer) who book accommodation or stay in private apartments mediated by Visit Pori Oy (1519270-3) during the following major events: SuomiAreena/Aito Iskelmä Festival Mon 23rd - Sun 29th June 2025 or Pori Jazz Festival Wed 16th - Sun 20th July 2025.

BOOKING AND PAYMENT

Accommodation is booked and paid for in the private accommodation online store using the payment methods it offers. Invoicing is possible for entities with a business ID directly in the private accommodation online store. Multiple apartments can be booked in one shopping cart. When making a reservation, the names of all guests and the contact details (phone number or email) of at least one guest per accommodation must be provided. The booker agrees to convey these accommodation terms to all guests.

ACCOMMODATION PRICES

The price of accommodation is determined by the number of bed places in the accommodation. A bed place is counted as a bed up to 120 cm wide for one person, and a bed over 120 cm wide is counted as a double bed, i.e., two bed places. Beds and sofa beds are counted as bed places. A service fee of €12 (incl. VAT 25.5%) per reservation is always added to the accommodation price.

The price for apartment accommodation (incl. VAT 14%):

€140/1 bed place apartment/night

€95/bed place/at least 2 bed place apartment/night.

What is included in the price?

The accommodation includes a bed place, bed and linen (blankets, pillows, sheets, pillowcases, and towels). Additionally, the accommodation includes washing facilities (toilet and shower). Some apartments are homes of Pori residents, some are rental apartments. Cooking facilities vary by location. Visit Pori Oy is not responsible for the condition, equipment, or location of the apartment. Please note that since these are private apartments, they vary in level and are furnished and equipped differently. The accommodations are located 0-6 km from the center of Pori, from the North Market Square.

What is not included in the price?

The price of private accommodation does not include interim cleaning during the stay, final cleaning, meals, or food supplies. Not all accommodations automatically have, for example, a coffee maker, television, parking space, or sauna, as equipment varies by location. Check the apartment photos and read the apartment description carefully before making a reservation.

CHECK-IN AND CHECK-OUT TIME

The accommodation is available to the customer from 2:00 PM on the day of arrival. The accommodation must be vacated by 12:00 PM on the day of departure.

APARTMENT DETAILS AND KEYS

The customer receives the exact address of the accommodation and the contact details of the host after making the reservation in the reservation confirmation. The customer's contact details are also forwarded to the host with the reservation confirmation. The customer receives the key(s) to the accommodation directly from the owner/holder of the accommodation or from another place arranged by the host, e.g., R-Kioski's R-storage during its opening hours, read more at <https://www.rkioski.fi/palvelut/muut-palvelut/>. The handover of the keys and the arrival time are agreed upon between the host and the customer. The customer must contact the host at least 1 week before arrival. Visit Pori Oy is not responsible for the arrangements related to the handover of the keys.

CLEANING

The customer agrees to take care of the cleaning of the accommodation during the stay and upon departure. The customer hands over the accommodation cleaned, with dishes washed and trash taken out. Cleaning is done using the cleaning equipment found in the accommodation.

CANCELLATIONS AND CANCELLATION FEES

A cancellation is considered to have occurred at the moment when written information or a phone call about the cancellation has been received by Visit Pori Oy. The service fee is non-refundable. If the confirmed or paid accommodation is canceled:

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| At least 30 days before the start of the booking | A cancellation fee of EUR 20 / bed place/ 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

If the accommodation has to be canceled due to force majeure, the paid accommodation fee will be refunded in full to the customer, minus a €12 cancellation fee. Force majeure refers to an unexpected event that the parties could not influence and that is not due to the parties' negligence (e.g., war, natural disaster, pandemic, or prohibition or order given by an authority).

OTHER EXCEPTIONAL SITUATION

If the accommodation already booked by the customer is completely removed from the mediation, Visit Pori Oy is obliged to find a replacement accommodation for the customer. All mediated accommodations are different, so Visit Pori Oy does not guarantee that the replacement accommodation will fully correspond to the original choice. We propose a replacement accommodation as similar as possible to the original and get the customer's approval for the new accommodation. If an accommodation of the same price is not available, the customer is either refunded the extra payment or charged the difference for a more expensive apartment. If a suitable new accommodation cannot be found, the payment is refunded.

DAMAGES

The customer is obliged to compensate for any damage caused directly to the owner/holder of the accommodation.

PETS

Pets are not allowed in the accommodations without the separate permission of the host. Pet-friendly accommodations can be filtered in the search results of the private accommodation online store.

AGE RESTRICTIONS

Accommodations are mediated to adults; minors are welcome in the company of an adult customer.

NUMBER OF PERSONS

Accommodations are priced according to the number of bed places in them, and the accommodation may not be used by more people than stated without the permission of the host. Additional bed places must be agreed upon directly with the host, and if necessary, Visit Pori Oy can act as the billing party between the parties.

CHANGES

All changes related to the reservation must be made by contacting Visit Pori Oy. Changes are notified to the email address yksityismajoitus@pori.fi.

COMPLAINTS

If there is any issue with the apartment or its condition, the customer must immediately contact Visit Pori Oy, phone +358 44 701 7908. Visit Pori Oy is not obliged to offer the customer another accommodation instead of the one being complained about, but the cause of the complaint is primarily attempted to be corrected. Complaints received after the stay will not be processed.

VISIT PORI CONTACT INFORMATION

The 24-hour phone service number for private accommodation during the accommodation weeks is +358 44 701 7908 (from Mon 23rd June at 9:00 AM to Sun 29th June 2025 at 12:00 PM and from Wed 16th July at 9:00 AM to Sun 20th July 2025 at 12:00 PM). Other details of the private accommodation and customer service: www.visitpori.fi/en/private-accommodation. Private accommodation serves by email: yksityismajoitus@pori.fi