

Booking Terms and Conditions – Arctic Design Villa Levi

The following terms apply to all reservations made through the Arctic Design Villa Levi sales service. The sales service is operated by **Tuftebakken Oy** (Business ID 1635595–7), hereafter referred to as *Arctic Design Villa*, which acts as the responsible provider for all bookings made through this channel.

PAYMENT TERMS

Unless otherwise agreed in writing at the time of booking, the following payment terms apply:

To confirm a reservation, the guest is required to pay a booking fee of **0–30% of the total rental amount, depending on the timing of the reservation**. The exact percentage will be specified at the time of booking. A reservation is considered confirmed only once this payment has been received in full. Upon receipt of the booking fee, Arctic Design Villa will issue a written confirmation to the guest.

The **final payment (remaining 70-100%)** must be paid no later than:

- **60 days before arrival** for stays between **December 1 – January 15**, or
- **30 days before arrival** for stays at any other time.

If the booking is made **less than 60 days before arrival** (for December 1 – January 15 reservations), or **less than 30 days before arrival** for other periods, the **full rental amount** must be paid at the time of booking.

By paying the booking fee, the guest accepts these terms and conditions.

METHOD OF PAYMENT

Payments can be made by **bank transfer** to Tuftebakken Oy's account or by **credit/debit card** (Visa, MasterCard).

The guest is responsible for any additional fees related to the chosen payment method.

Online payments are processed securely via **Stripe** or by invoice.

CANCELLATION POLICY

Unless otherwise agreed in writing, all cancellations must be made **in writing by email** to

 sales@arcticdesignvilla.com.

The date of cancellation is considered to be the date on which Arctic Design Villa receives the email.

For stays between December 1 – January 15:

- If cancellation is made **earlier than 60 days before arrival** and the 70% balance has **not yet been paid**, the guest is not required to pay the remaining amount.
- If cancellation is made **earlier than 60 days before arrival** and the 70% balance **has already been paid**, Arctic Design Villa will refund this 70% payment.
- If cancellation is made **less than 60 days before arrival**, no payments will be refunded.

For stays between January 16 – November 30:

- If cancellation is made **earlier than 30 days before arrival** and the 70% balance has **not yet been paid**, the guest is not required to pay the remaining amount.
- If cancellation is made **earlier than 30 days before arrival** and the 70% balance **has already been paid**, Arctic Design Villa will refund this 70% payment.
- If cancellation is made **less than 30 days before arrival**, no payments will be refunded.

The **booking fee (30%)** is **non-refundable** under all circumstances.

Arctic Design Villa is not responsible for refunding any transaction or payment processing fees.

These cancellation terms apply in all cases, including situations where illness, accident, or death occurs within the guest's travel party.

Guests are strongly advised to ensure they have valid **travel insurance** covering cancellations, accidents, and other unforeseen events. Arctic Design Villa does not provide or sell insurance coverage.

CHANGES TO BOOKING DATES

Changes to the reservation dates after confirmation are possible only with Arctic Design Villa's approval and subject to availability.

Original payment and cancellation terms remain valid unless otherwise agreed in writing.

Changes to booking dates may also affect the total rental price according to the current pricing schedule.

ARCTIC DESIGN VILLA'S RIGHT TO CANCEL

Arctic Design Villa reserves the right to cancel a booking in cases of **force majeure**.

The booking may also be cancelled without prior notice if the guest fails to make the required payments by the agreed due dates.

If a booking must be cancelled due to **disturbing behaviour** during the stay, no payments will be refunded.

If Arctic Design Villa cancels the booking for reasons other than force majeure, the guest will receive a **100% refund** of all payments made.

No additional financial compensation will be provided beyond this refund.

LIABILITY, DAMAGES & FORCE MAJEURE

Guests are fully responsible for any damage caused to the property or its contents during the rental period and must compensate Arctic Design Villa in full.

All house rules and instructions must be followed during the stay. Violations may result in claims for compensation.

Arctic Design Villa is not liable for damages caused by **force majeure** events or exceptional circumstances beyond its control, including but not limited to:

government restrictions, airspace closures, acts of war, civil unrest, health threats (e.g. epidemics), natural disasters, or severe weather conditions.

The property owner is not responsible for malfunctions of mechanical equipment (pumps, boilers, pool systems, Wi-Fi, etc.) or public utilities (water, gas, electricity).

All valuables left at the property are at the guest's own risk. Arctic Design Villa assumes no responsibility for loss or theft.

USE OF THE PROPERTY

Only the persons listed in the booking form are permitted to use the property.

The **maximum number of occupants**, including children, must not be exceeded unless agreed in advance.

The owner reserves the right to terminate the rental immediately without refund if this limit is exceeded.

External Service Providers

Arctic Design Villa is a professionally managed high-quality accommodation. To ensure the quality, safety and seamless guest experience of the villa, only service providers approved in advance by the property owner are permitted to operate anywhere on the property or its grounds.

The property owner reserves the right to approve or decline any external provider at their sole discretion. All approved providers must meet the professional, insurance, hygiene, and safety standards applicable to private high-quality accommodations.

Guests remain fully responsible for any external service providers they engage and for any damages, liabilities or disruptions caused by them.

Catering and Chef Services

For quality assurance, operational coordination, and liability management, all catering, private chef, and food-related services at Arctic Design Villa must be arranged exclusively through Arctic Design Villa.

External catering providers are not permitted unless expressly approved in writing by Arctic Design Villa in advance. Unauthorized catering services may be denied access to the property.

Arctic Design Villa collaborates only with carefully selected professional partners to ensure the highest service standards, food safety, and a seamless guest experience.

Failure to comply with this policy may, if necessary, result in the immediate termination of the accommodation agreement without any obligation for a refund.

Any **commercial use** of the property (e.g. photoshoots, filming, or events) must be clearly stated before booking.

Parties and events are strictly prohibited.

Guests must treat the property and all furnishings with care and return everything in the same condition as upon arrival.

Any damages or breakages must be reported to Arctic Design Villa as soon as possible.

Guests are responsible for all losses or damages, and Arctic Design Villa reserves the right to charge the guest accordingly.

Use of the **outdoor hot tub** is at the guest's own risk. Children must always be supervised. Arctic Design Villa is not liable for hot tub usage.

Guests must follow the **agreed check-in and check-out times**.

Early arrivals or late departures must be approved in advance, and any extra costs are the guest's responsibility.

Pets are not allowed.

Arctic Design Villa or its representatives must be granted reasonable access to the property for urgent maintenance or inspection when necessary.

INFORMATION

All prices published on Arctic Design Villa's website are subject to change and may contain typographical or technical errors.

While every effort is made to ensure the accuracy of descriptions and photographs, minor differences between the materials shown and the actual property may occur.

Arctic Design Villa reserves the right to make functional or design adjustments without prior notice as part of continuous improvements.

ACCOMMODATION AND ENVIRONMENT

Arctic Design Villa is located in Finnish Lapland, where guests may encounter local wildlife and nature (e.g. reindeer, mosquitoes, wasps, ants, etc.).

Construction or road work may occur nearby at any time of year, which is beyond Arctic Design Villa's control and does not entitle guests to compensation.

If known in advance, Arctic Design Villa will inform guests, but such work may start without prior notice.

COMPLAINTS

Any issues with the property must be reported **immediately** to Arctic Design Villa's contact person to allow sufficient time for resolution.

Guests must give Arctic Design Villa the opportunity to find a suitable solution.

If a problem remains unresolved, a **detailed written complaint** must be submitted.

Complaints received **more than 48 hours after the rental period ends** will not be considered.

Guests who leave the property early without notifying Arctic Design Villa forfeit any right to compensation.

APPLICABLE LAW

These booking terms are governed by **Finnish law**.

Any disputes arising under these terms shall be settled in accordance with the laws and procedures of Finland.

By paying the first booking fee, the guest fully accepts these booking terms and conditions.

These Terms and Conditions apply to all bookings made on or after October 14, 2025.