

Booking and cancellation terms

These booking and cancellation terms for Kruunupuisto apply to group reservations made for **January to June and August to December**. Separate cancellation terms apply for July. A group is defined as a reservation for at least 10 people and/or 5 rooms.

BOOKINGS

Bookings should be made through the sales service at +358 44 763 9130 or myyntipalvelu@kruunupuisto.fi.

Bookings, as well as the related booking and cancellation terms, become binding for both the customer and Kruunupuisto once the booking has been confirmed in writing.

CANCELLATIONS

All cancellations must be made via email to the sales service. The booking and cancellation terms apply to Kruunupuisto's accommodation services and other services (e.g., restaurant services, venue bookings, program services). The cancellation terms apply to all services associated with the reservation.

The customer can cancel the reservation/services free of charge up to 30 days before the reservation date. If the reservation is canceled:

- 29–20 days before the reservation date, 25 % of the total reservation value will be charged.
- 19–14 days before the reservation date, 50 % of the total reservation value will be charged.
- 13–7 days before the reservation date, 75 % of the total reservation value will be charged.
- Less than 7 days before the reservation date, 100 % of the total reservation value will be charged.

If the group reservation is made less than 30 days before the reservation date, the sales service will inform the customer of the applicable cancellation terms.

If the customer does not cancel the reservation or fails to show up, Kruunupuisto will charge the full amount for the reserved services.

If the customer is more than 30 minutes late from the confirmed schedule for reasons beyond Kruunupuisto's control, Kruunupuisto reserves the right to charge for the time exceeding the half-hour delay at a rate of €35 per hour per employee. Employees refer to the personnel required to fulfill the order.

ROOM ALLOCATION

Kruunupuisto will agree with the customer on the room allocation and its release, as specified in the offer/booking confirmation. Unless otherwise agreed, room allocations will automatically be released for general sale 30 days before the reservation date. After that, rooms are available for booking at the daily rate, depending on availability.

NAME LIST/ROOMING LIST

The group's name /rooming list must be provided to the hotel 14 days before arrival at myyntipalvelu@kruunupuisto.fi.

If the customer cancels rooms from the confirmed number less than 14 days before arrival, the above-mentioned cancellation terms will apply.

Regarding meals, the customer must confirm the number of attendees and any special dietary requirements at least one week (7 days) before the event. The confirmed number of attendees (7 days prior) will be the basis for invoicing.

EXTRA BED

Extra beds must always be reserved in advance, no later than when the group rooming list is provided. Extra beds are not available for all room types. The prices for extra beds for adults (over 12 years old) and children will be confirmed by the sales service according to the current price list.

CHILDREN

Children aged 0–4 years stay free of charge in the same room with an adult without an extra bed, and breakfast is also complimentary.

Children aged 4–12 years are charged 50% of the room/accommodation rate.

FREE ACCOMMODATION FOR DRIVER/TOUR LEADER

The group's driver or tour leader can stay free of charge only if this has been agreed upon in advance with the sales service. Restaurant services or other services associated with the group booking are not complimentary for the driver or tour leader. One free accommodation is granted for every 30 paying guests in the group unless otherwise agreed in the offer/booking confirmation.

PAYMENT TERMS

For individual room reservations, payment by credit card, a billing agreement, or a credit card guarantee is required in advance. For group reservations, the hotel will invoice 50–100 % of the reservation value in advance as agreed. The customer must provide the billing address and any reference information for the invoice. An additional fee of €10 applies to post-payment invoices. Payment terms are agreed upon with the sales service at the time of booking. If Kruunupuisto does not receive the agreed prepayment according to the payment terms, the hotel reserves the right to cancel the reservation.

We reserve the right to adjust prices if there are significant changes in production costs or statutory taxes or fees that could not have been foreseen at the time the offer was made or the reservation was confirmed.

The hotel operates in compliance with Finnish law, and the hotel is responsible for obligations under the law.

Booking and cancellation terms July

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CANCELLATIONS

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The customer can cancel the reservation/services free of charge up to 45 days before the reservation date. If the reservation is canceled:

- 44–28 days before the reservation date, 25 % of the total reservation value will be charged.
- 27–14 days before the reservation date, 50 % of the total reservation value will be charged.
- 13–7 days before the reservation date, 75 % of the total reservation value will be charged.
- Less than 7 days before the reservation date, 100 % of the total reservation value will be charged.

If the group reservation is made less than 45 days before the reservation date, the sales service will inform the customer of the applicable cancellation terms.

If the customer does not cancel the reservation or fails to show up, Kruunupuisto will charge the full amount for the reserved services.

If the customer is more than 30 minutes late from the confirmed schedule for reasons beyond Kruunupuisto's control, Kruunupuisto reserves the right to charge for the time exceeding the half-hour delay at a rate of €35 per hour per employee. Employees refer to the personnel required to fulfill the order.

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