

General booking, cancellation terms and regulations in Kiipula Guest House

1. Booking and confirmation

When making your reservation, please inform us your name, address, arrival- and departure times and payment method. Reservation is binding when it is done orally, written or i.e. via e-mail. Kiipula Guest House can hold it as a condition for a binding reservation to pay your reservation or confirming your reservation with a credit card.

2. Arrival and departure

The room is available to you at 14:00 p.m. on your arrival date and check-out time is at 12:00 p.m. on your departure date. Kiipula Guest House may have different timetables for arrival and departure dates. The reservation is booked until 18:00 p.m. If you arrive later than said time, please inform of it or your reservation may be cancelled.

If you arrive at Kiipula Guest House in time, but there are no rooms available anymore, then Kiipula Guest House is obligated to book you the closest, similar accommodation room without extra cost.

3. Warranty for Reservation

You can use an international credit card to verify your reservation. This way you can keep your reservation open after 18:00 p.m. without having to inform Kiipula Guest House of your possible late arrival.

Credit card holder must inform us of the following information: name, credit card number and period of validity, home address, phone number and e-mail address. Kiipula Guest House has the right to ask this information orally or in writing.

4. Cancellation and devolving your arrival

If you have not made arrangement beforehand, then you can cancel your reservation on the same day of your arrival at 18:00 p.m. at the latest. If you do not arrive for your accommodation, then Kiipula Guest House has the right to bill you (with taxes) the cost for one-night accommodation and for other additional services.

5. Departure before agreed date

If you leave before your departure / check-out day, you must inform Kiipula Guest House day before of your departure at 18:00 p.m. at the latest. We will charge for every accommodation day that which we don't get a notification.

6. Payments

You can pay your accommodation when you arrive or when you departure. If you haven't paid your accommodation in advance, then you can pay it at Kiipula Guest House with cash or with credit card.

Payment method in Kiipula Guest House is cash (euro) and most general credit cards. We do not accept foreign currency, checks or vouchers.

Payment Service Provider

Paytrail Plc acts as a collecting payment service provider and is an authorized Payment Institution. Paytrail Plc will be shown as the recipient on your bank or credit card statement. Paytrail Plc will forward the payment to the merchant. For reclamations, please contact the website the payment was made to.

Paytrail Plc
Innova 2
Lutakonaukio 7
40100 Jyväskylä
Phone: +358 207 181 830
Business ID 2122839-7

7. Presenting yourself while staying in Kiipula Guest House

We would ask you to behave yourself, maintain good manners and to consider the regulations of Kiipula Guest House. If you grievously break these rules, we are in our right to expel you from the premises. You are still obligated to pay for your accommodation and for other additional services and you cannot demand refund for payments already made for accommodations.

It is important to notice that Kiipula Guest House resides in a school area and therefore is under the same regulations as the school itself. The accommodation services in Kiipula has its own areas to operate inside this school area. Please respect these boundaries and regulations during your stay in Kiipula Guest House.

8. Responsibility of clients' properties

As a guest of Kiipula Guest House you are responsible of your own property, i.e. luggage. Kiipula Guest House has a locked luggage room, where you can temporarily store your property.

Kiipula Guest House has its own parking areas for guests, but Kiipula is not in any way responsible for damages or loss to guests vehicles or property left within the vehicle.

9. Customers responsibility in damages

As a customer in Kiipula Guest House you are responsible in any damages you may have done in purpose or accidentally i.e. smoking in your room. This includes what you, your family, your guests or pet(s) may have caused to the room, other areas or buildings in Kiipula, to furniture, to equipment, to other guests of Kiipula Guest House or to their property and lastly to the staff, the school personnel and students.

The responsibility for damages is determined by the principle of common reparations.

10. Pets

Kiipula Guest House has five (5) accommodation rooms in where you can stay with your pets, these rooms have their own front door and are located near the forest. If you require a pet room, then please inform of it when making your reservation. The cost for the pet is additional 20,00 € to your room price, but the cost is for the whole stay. You may bring several pets at once, but it is good to check about it when making the reservation.

As a guest in Kiipula Guest House you are personally responsible for the wellbeing of your pet(s) and for any kind of damages or expenses they may cause. Please refrain your pet(s) for causing any unnecessary trouble to other guests. It is prohibited to bring pet(s) inside the buildings.