

BOOKING AND CANCELLATION

Booking in advance and contact information

You can book a room or contact us for further questions either by:

1. e-mail markku@harmala.fi or
2. phone straight to the innkeeper of Härmälä, +358 50 567 6766

Booking and payment information

You are requested to pay for your stay either with cash or debit card upon your arrival to Härmälä.

Arrival and departure

The rooms are available from 4 P.M. on the day of your arrival, unless agreed otherwise.
The check out must be done by 12 noon on the day of your departure, unless agreed otherwise.
Your booking is valid until 8 P.M. on the day of your arrival, unless agreed otherwise.

You are legally responsible and obligated of providing us with your correct and detailed personal information into passenger card.

Cancellation and change in your booking

Cancellation must always be done in writing either via e-mail or text message to Härmälä.

Cancellation has been done when the information of your cancellation has been received by the service provider. In case the customer is able to prove that the cancellation has been done and sent to the correct address in time, the cancellation is accepted even if it has been received late.

1. If the cancellation is received less than 14 days before the expected day of arrival you are charged 50% of your prepayment.
2. If the cancellation is received less than 5 days before the expected day of arrival you are charged with the full price of your expected stay. However, in case the accommodation will be booked for someone else for the same time period as your cancelled stay after your cancellation and they pay a price equivalent to your cancellations price, the whole price of your stay will be returned to you except for possible bank service commissions.
3. If the customer or a member of his/her family gets sick, is involved in an accident or passes away, the customer is entitled to full refund of the payment they have made in advance. In this case, the customer has to contact Härmälä immediately and prove their proposition by reliable way such as a medical certificate. If a cancellation of this kind is being made during your stay in Härmälä no refund will be made.

Härmälä reserves all rights to cancel your booking

If there is a force majeure considering your booking, Härmälä reserves all rights to cancel or discontinue your usage of the services provided by Härmälä. In this case the customer has the right to get a full refund of their prepayment or the equivalent of the money lost from the cancelled time spent in Härmälä.

The customer's responsibility

The customer is obligated to follow the rules and regulations set by the service provider. He/she is also responsible of all the possible damage done within the Härmälä premises and the loss of keys. All the cases of this nature will be evaluated individually and charged accordingly by Härmälä.

Notifications and settlement in case of a conflict

The customer is obligated to note the service provider or their representative immediately in case they spot a deficiency that can be fixed within their stay in Härmälä. The requests for refund or other notifications of the services ordered, that couldn't have been fixed during the customer's stay, have to be made in writing to Härmälä within 2 weeks from the day his/her booking has ended.

In case the parties involved can't come to an agreement, the customer can take the matter to The Consumer Disputes Board. If they still can't get to an agreement, the matter will be taken to District Court. The agreement will be made according to the Finnish law.

We also provide catering to your meeting upon request.

Ask for more information - contact details in "Booking in advance and contact information".

We welcome you as a guest to our home

Since the guest rooms of accommodation are located in the second floor of the host family's house, we are happy to help you and provide you with information and tips regarding places worth visiting and local events.

The house will quiet down and go to sleep from 11 P.M. to 7 A.M. during which time you are kindly asked to take others into consideration and avoid making unnecessary noise. Your room is available from 4 P.M. on the day of your arrival and has the check out has to be done by 12 noon on the day of your departure.

- Smoking is strictly prohibited inside all the buildings.
- Pets can't come inside the house due to allergies.
- Because of the stairways the accommodation is not suitable for people with moving disabilities.

The innkeeper of Härmälä reserves all rights to change these terms and conditions.