



Specific Conditions

Terms of Sales

The general conditions have been agreed between the Association of Finnish Travel Agents and the Finnish Consumer Ombudsman. These conditions apply to contracts concluded on or after 1 July 2018.

These conditions are based on the mandatory provisions of Directive (EU) 2015/2302 of the European Parliament and of the Council on Package Travel and Related Travel Arrangements, as well as the Combination Travel Services Act (901/2017).

Specific Conditions of Sale

NAALI TRAVEL Oy, a Finnish company domiciled in Saarisiulantie 16, 97900 Posio, Finland, manages the Naali Lodge and its related activities and offers stays in Finnish Lapland. It has defined its particular conditions of sale as follows. Any purchase of a stay implies their acceptance.

1. Registration and payment

1.1. Registration :

The registration to one of the stays formalized by the signature of a registration form, implies the acceptance of the general conditions of sale agreed between the Association of Finnish Travel Agents and the Finnish Consumer Ombudsman applying to contracts concluded with effect from 1 July 2018.

These conditions are based on the mandatory provisions of Directive (EU) 2015/2302 of the European Parliament and of the Council on Package Travel and Related Travel Arrangements, as well as the Law on combinations of travel services (901/2017) as well as these special conditions.

The technical sheets are the pre-registration offer and their reading is essential. They are provided on request at the following address: contact@naalilodge.com. You will find on these datasheets all the necessary information: price, dates, description and activities of the stay.

Your decision taken, the tourist package sales contract is sent to you. You have to return it completed and signed by email or post mail.

To be considered final, your registration must be accompanied by payment of the **administrative fees (€250.00 / person)**. These costs, included in the total amount of the stay, **will not give rise to any refund even in the event of cancellation.**

1.2. Payment :

All registrations must be accompanied by payment of the administrative fee of € 250.00 / person. Payment for the stay must be made on the day of arrival at the latest.

You can pay the administrative fees and the balance of the stay:

- by bank transfer (free of charge)
- on site by credit card (fees of 2% of the amount apply)

NAALI TRAVEL Oy can send you an invoice on request.

2. Insurance

2.1. Individual insurance:

We advise you to take out an individual accident insurance including assistance / repatriation, medical expenses, luggage guarantee and cancellation with your insurer or to take out a travel insurance.

We draw your attention to the fact that if you take out a personal insurance, it is really necessary to check the guarantees.

2.2. Terms of cancellation :

It is more than advisable to be covered by a cancellation assistance insurance. In the event of cancellation by you, the invoice of your trip must be fully paid before sending your application for reimbursement to the said insurance. We always do our best to ensure that insurance files are processed quickly, but we can not be held responsible for decisions and delays in the insurance response. If the customer is obliged to cancel his trip, he must inform NAALI TRAVEL Oy head office by email or registered letter with acknowledgment of receipt, as soon as possible: it is indeed the date of the mail or acknowledgment of receipt of this letter, which will be retained as cancellation date for the billing of cancellation fees. We draw your attention to the fact that the insurance company will appreciate, based on the documents you will communicate directly to it, the date of the event that caused your decision to cancel your trip to agree to reimburse the costs of cancellation fee.

2.3. Cancellation Fee Schedule:

In case of cancellation:

- From 90 days to 30 days before departure: 20% of the total amount of the trip.
- From 29 to 21 days before departure: 50% of the total amount of the trip.
- From 20 to 8 days before departure: 75% of the total amount of the trip.
- From 7 days to the day of departure: 100% of the total amount of the trip.

In the event that, for health reasons, the Finnish government closes its borders to tourists from your country of residence, or your country of residence does not authorize your exit from the territory, NAALI TRAVEL Oy undertakes not to charge any travel costs' cancellation. However, the administration fees of € 250.00 / person will not give rise to any reimbursement.

3. Administrative and health formalities

Before starting your journey you must check that each traveler is in possession of a passport or an identity card (for citizens of the European Union), valid and meets the requirements to enter Finland. It is highly recommended that the client verify all informations (administrative and health) with the concerned authorities. NAALI TRAVEL Oy can not, under any circumstances, be held responsible for the consequences of non-compliance by the client with police, customs or health regulations. A passenger who can not board a flight, failing to present the required documents (passport, vaccination book, visas...) can not claim any refund.

4. Cancellation of stay by NAALI TRAVEL Oy

If NAALI TRAVEL Oy has to cancel a stay, for any reason whatsoever, the customer would be reimbursed for all sums paid but could not however claim any compensation.

5. Stay rates

The prices mentioned in our technical sheets detail what is included and what is not: you do need to read them carefully. Unless otherwise stated, the accommodation is by default in double room and our prices do not include insurance, drinks, personal expenses.

6. Air services

NAALI TRAVEL Oy does not offer air ticketing.

Roundtrip transfers from Kuusamo Airport to Naali Lodge are included in our prices. For any transfer from another airport, a surcharge will be charged. A quotation will be sent to you on request.

7. Limitations of Liability

7.1 Administrative and health formalities:

NAALI TRAVEL Oy can not substitute its own responsibility for the individual responsibility of each participant. In particular, they must comply with police, customs and health regulations and formalities throughout the trip (see article 3 of this document).

7.2 Risks:

Each participant is informed that, given the characteristics of the trips organized by NAALI TRAVEL Oy, there may be certain risks related in particular to the distance from medical centers during the stay. Each participant must assume them with full knowledge of the facts and commits oneself, as well as his/her assigns, not to make the responsibility of the accidents which could arise and which would be related to the specificity of these trips, to NAALI TRAVEL Oy, to its guides or its different providers.

Each participant must follow the advice and instructions of the guide, representative of NAALI TRAVEL Oy that can not be held responsible for incidents, accidents or personal injuries that may result from a personal and reckless initiative. NAALI TRAVEL Oy reserves the right to exclude from a group, a participant whose behavior would be likely to endanger the other participants or to harm their well-being. In such a case of expulsion, no compensation would be due.

The supervisory staff, chosen by NAALI TRAVEL Oy to accompany the group of travellers, is the sole judge of the validity of the realization or the modification of the program, and this in order to ensure the safety of the travellers, good management of the travel and to cope with unforeseen circumstances (climatic reasons for example) without the participants being able to claim any compensation.

NAALI TRAVEL Oy can not be held responsible for the consequences of the following events:

- Loss or theft of airline tickets (airlines do not issue duplicates). Failure to present or present identity and/or sanitary documents that are out of date or insufficiently valid (identity card, passport, visa, vaccination certificate, etc) at the customs or police station recording. In the event of a failure to register, 100% of the total amount of the trip will be retained.
- Incidents or unforeseeable and insurmountable events of a third party involved during the trip such as: wars, political unrest, strikes outside of NAALI TRAVEL Oy, technical incidents outside of NAALI TRAVEL Oy, airspace congestion, inclement weather, delays, breakdowns, loss or theft of luggage or other effects.
- The delay(s) suffered as a result of the cases referred to above as well as any itinerary modifications that may result from it may not result in any compensation whatsoever, in particular as a result of the modification of the duration of the program initially planned. or delay to a connection. Any additional costs related to a disruption (plane, tax, hotel, parking...) will remain the responsibility of the customer.
- Cancellation imposed by circumstances of a nature of force majeure and/or for reasons related to the security of the customers and/or on the orders of an administrative authority.
- If NAALI TRAVEL Oy's guide considers that your physical condition does not match the level required in the technical file of the stay, he reserves the right to leave you at the lodge during the activity which you can not follow, even of refuse you on the stay once on the spot if your physical condition compromises the good progress, the program planned for the other participants, even the safety of everyone. You will not be able to claim any refund of your stay and the additional costs of accommodation, plane... will have to be paid by yourself. It is therefore very important to read the details of the stays and to inform NAALI TRAVEL Oy on the physical level requested if you have a doubt.

8. Complaints

Except in cases of force majeure and without prejudice to any possible legal remedy, any complaint must be addressed to NAALI TRAVEL Oy - Saarisuulantie 16 - 97900 POSIO - FINLAND by registered letter with acknowledgment of receipt no later than 20 days following the date return of the trip, accompanied by supporting documents. NAALI TRAVEL Oy will favor the amicable settlement of any litigation through mediation.

If a dispute regarding a package travel contract can not be settled between the parties, the consumer has the right to refer the matter to the Consumer Disputes Board (kuluttajariita.fi/en) for resolution. A consumer wishing to refer a case to the Consumer Disputes Commission must first contact the Consumer Affairs Department (kkv.fi/en/consumer-advice/). A traveler may also bring a civil action in the district court of his country.

Date

Signature and name in capitals: « I acknowledge that I have read and understand the specific conditions above »