

# Reservations and cancellations

## 1. Reservations and payment

When making a reservation customers must provide their name, address, arrival and departure times. Reservations are immediately binding. Identification must be provided and the reservation must be paid for when the key is picked up. Online reservations must also be paid for immediately in their entirety.

## 2. Arrival and departure times

The cottage will be available for use from 16.00 PM on the day of arrival to 12.00pm on the day of departure.

## 3. Cancellations and no-shows

Cancellations must always be informed **to: [info@campinglappeenranta.fi](mailto:info@campinglappeenranta.fi)**. Accommodation can be cancelled free of charge 30 days before the start of the booking. If cancelled up to 14 days before date of arrival, 50% of all nights will be charged. Cancellations made later than 3 days before the start of the booking will be charged full price.

## 4. Keys and cleaning

Keys can be picked up at the reception. If a key is lost, the cost of changing/serialising the lock will be charged from the customer. Sheets, linens and towels with extra charge. Customers are responsible for emptying the trash, doing the dishes and removing the linens. We expect that the accommodation will be left in normal condition after occupancy, with supplies and furniture in place and unbroken. Accommodation's yard and terrace must also be tidy. Extra cleaning charge 50€  
**SMOKING IS NOT ALLOWED INSIDE.**

## 5. Reimbursement for damages

The customer is responsible for the contents of the accommodation during the period of occupancy. Customers are liable for reimbursing the Camping Lappeenranta for the damage they have caused to the premises or its contents.

## 6. Number of guests

Cottages may not be used by more than the number of guests noted in the brochure. Pitching a tent or parking a caravan or car on the cottage property without the consent of the Camping Lappeenranta is prohibited. Additional guests by agreement.

## 7. Complaints

All complaints related to reservations or the condition of an accommodation must be made immediately at the Camping Lappeenranta reception.

## 8. Smoking and pets

Smoking inside is prohibited. A 100€ will be charged for smoking indoors. Pets must be informed while doing the reservation.