



Serena Booking Terms & Conditions

General Booking Terms

These terms and conditions are followed in bookings of Serena's services. In the case of online ticket sales, the online ticket store's own terms of sale shall be observed first and foremost, and secondarily, these general terms and conditions.

Offers are valid until the date of expiry. You can accept the offer by writing or by calling Serena. The offer will be binding on Serena when confirmed in writing by Serena.

Invoice payment term is 14 days net. An office fee of 25 € is added to cottage reservations made by e-mail. An invoicing fee of 6 € is added to other invoices. Default interest is 8 %, notice period of 8 days. Serena has the right to charge the price of the accommodation in advance as well as a reasonable booking fee for other services. If a booking fee is charged, the customer will be informed in advance. If the reservation is earlier than 14 days from the confirmation, the invoice payment time may then be shorter than the one mentioned above.

The facilities, meals and services reserved to the customer are available during the confirmed period and for the confirmed number of participants. If the actual number of participants is lower than was confirmed in advance, Serena has the right to change the confirmed price per participant according to the current price list or charge the full fee for the number of participants indicated in the confirmation. If the customer fails to arrive and does not cancel the reservation or the cancellation is made later than what has been specified below, Serena has the right to charge the customer in full or in part for the booked price.

Changing or cancelling a reservation

Cancellations must be done in writing (letter, email) to Serena. The date of the cancellation is the moment when the information of the cancellation has been received in Serena. Leaving the invoice unpaid on the due date is not a cancellation.

The customer must confirm the order and the number of participants according to the following schedule:

- Accommodation and activity services 14 days in advance
- Meals and other services 7 days in advance

Cancellations made after this will be charged according to the order confirmation.

Should the client cancel the reservation 14 days or more before the beginning of the rental period, the booking fee is returned to the client, with a 25 € cancellation fee subtracted from the booking fee. If the reservation is cancelled less than 14 days before the beginning of the rental period, the whole amount is invoiced from the client. The client has the



right of receive the amount paid to Serena if the client or a person living in the same household becomes ill, is involved in an accident, or dies. Serena must be informed of the cancellation without delay, and a medical report must be provided as an attachment with the cancellation. Should the cancellation occur during the rental period, the client gets no refunds. Should the client change a confirmed reservation, a 25 € office fee is charged from the client. All changes must be done no less than 14 days before the beginning of the rental period. Changes done later than 14 days before the beginning of the rental period are considered as a cancellation of the previous reservation and making a new one.

Serena's right to cancel the reservation

If a force majeure condition occurs, Serena may cancel the reservation. In such a case the client has the right to receive the amount paid to Serena in full. Serena has the right to cancel the reservation if the client has not followed the terms of payment.

Serena's rules

The customer must follow good manners and take into account the water park and ski resort Rules and Regulations, Booking Terms, Instructions for the Lessee, and Staff Instructions. The rules are announced in the park, cottages and in the website

- <https://www.serena.fi/en/waterpark-rules/>
- <https://serena.fi/en/ski-resort/rules/>

The rules and instructions for cottages are also informed in the cottage folders and on the info boards.

If the customer violates the above rules and guidelines or booking terms, he can be removed immediately from Serena. The customer cannot then claim a refund of the fee already paid, even though some of the reserved services would not be used because of the removal.

Park opening hours and entrance tickets

The cottages can be reserved all year round, regardless of the opening hours of the park (water park and ski center). The opening hours are announced on our website Serena.fi. It is the customer's responsibility to check the opening days before booking the cottage. Serena reserves the right to change the opening hours also afterwards. However, if the already published opening days are cancelled, Serena will directly contact the customers who are affected by the cancellation. Regarding the tickets included in the price of the cottage reservation, the practice is presented in our website and also in the 'Welcome to Serena cottages' instructions sent by email. The resale, passing on, or other misuse of the tickets included in the price of the cottage is prohibited under the threat of the tickets being invalidated.



Class trips and youth groups

The number of supervisors required for the groups is at least 1 supervisor per 20 children. Each required supervisor is given a free ticket. The supervisor's duty and prerequisite for the free ticket is that the supervisor 1) is acquainted with the instructions of the water park, ski resort and accommodation, 2) explains these instructions to the group in advance, and 3) supervises their observance during the visit.

The group is on the supervisor's responsibility in Serena. The supervisors shall: (a) act in accordance with Serena's rules and instructions; and (b) address possible problems.

Making a reservation and payment

Online reservation is payable upon booking. In case of a phone or email reservation, the client will receive an invoice containing all necessary information for making the payment. Also included are the area map (driving instructions to the cottages) and instructions for acquiring the access code for the gate and the cottage. All remarks regarding the invoice must be made within 10 days of the date printed in the invoice. You must always use the reference number printed in the invoice. The reservation is confirmed once the client has received the invoice. The amount due must be paid not later than 14 days before the beginning of the rental period. If the reservation is done less than 14 days before the beginning of the rental period, the whole amount must be paid immediately or latest on the due date. If the reservation is done via a travel agency, the client must hand in the voucher received from the agent upon arrival.

Online booking

Paytrail Oyj (2122839-7) acts as a payment broker and payment service provider in cooperation with Finnish banks and credit institutions. Paytrail plc will appear as the payee on the bank statement or card bill and will forward the payment to the merchant. Paytrail plc is licensed as a payment institution. In the event of a complaint, please contact the supplier first. Paytrail Oyj, Innova 2, Lutakonaukio 2, 40100 Jyväskylä, Finland. Phone: 0207 181830. www.paytrail.com

Passenger declaration form

All passengers must complete the passenger declaration form by the end of their stay at the latest. The passenger declaration form can be completed in advance electronically (a link will be sent to the booker's email approximately 5 days before the start of the booking) or on paper (forms are available at the cottage, the water park shop and ticket office, and the ski resort rental office).

Your stay in the cottage

The access code to the cottage is given to the client upon payment of the total amount. The cottage is at the client's disposal from 16:00 on the date of the arrival to 12:00 on the date of departure. If agreed in advance, the reservation time can be extended with a payment of 20 € / h (maximum 2 h, not available in summer season June-August). The



customer must leave the cottage and move vehicles outside the Serena gates latest at check-out time. The port code is valid after 30 min check-out time. If the customer stays at the cottage for more than the agreed check-out time, Serena has the right to charge an additional double check-out fee.

The customer must follow the Serena parking instructions notified to him. It is forbidden to drive vehicles on the lawns. These instructions also apply to the lawns next to the cottages. If the customer violates these instructions, Serena is entitled to charge the customer for the material, labor and possible machine work hours and costs that arise from incorrect parking/driving and from repairing the area and restoring the lawn to good condition.

Included in the rent of the cottage are linen, towels, kitchen equipment and furniture. Sauna and fireplace are also available to the client. The cottage is cleaned and the linen changed by Serena after the rental period. Included in the rent is the right to fish in the nearby Serena-lake.

The maximum number of people allowed to stay in the cottage is the number of beds shown in the brochure. A moderate number of extra visitors is allowed. Guests who exceed the number of beds must leave the cottage and Serena's premises by 22:00.

The general silence in the cottage area is 23-07. For example, playing loud music is forbidden.

Making a campfire in the Serena area is strictly forbidden, with the exception of separately marked official campfire sites. It is forbidden to bring own grills to Serena, to use disposable grills, or to use your own gas cylinders. Only grills and gases rented through Serena are allowed. The grills rented by Serena are always gas grills. If the customer violates these terms and conditions, Serena has the right to charge the customer the price of the corresponding Serena's service. The use of charcoal in the grill will result in the customer being billed for the price of a new similar grill plus shipping, assembly, and other costs.

Burning candles in the cottages and the terraces is prohibited for fire safety reasons. The use of a tent or caravan in the Serena area without the owner's permission is prohibited.

Hot tubs must be rented through Serena. It is forbidden to bring other hot tubs, mobile saunas or the like to Serena. If the customer acts contrary to these instructions, Serena has the right to charge the customer the price of the corresponding service acquired through Serena. The firewood available in the cottage is only for the use of the cottage fireplace or for heating the hot tub reserved via Serena. In addition, the cottage firewood can be used at the official campfire sites.

The cottage rental prices include linen. The use of beds without bed linen is prohibited. If the customer violates these instructions, Serena will charge the customer a laundry fee for all blankets, pillows and mattresses in accordance with the valid price list.

Serena is not responsible for the customer's property in the cottage storage compartment. If the property to be retained by the customer is exceptionally valuable, he / she must inform Serena in advance. Serena may refuse to hold such property. The customer is responsible for their own luggage unless they have been stored by Serena.

Serena Cottages, Tornimäentie 10, 02970 Espoo, Finland
+358 20 5010 300 info.serena@puuhagroup.com





Cleaning and household animals

Even though final cleaning by Serena is always included in the price of the cottage, the cottage must be left clean and after “normal use” at the end of the rental period. If, for example, a lot of dirt has gotten on the floor, or the floor has become sticky from spilled drinks, these must be cleaned by the customer. Furniture and other equipment must be in place and in good condition, trash brought to the outside bin, and any possible secretions such as vomit must be cleaned up. The yard area of the cottage must be tidy after booking. Also, during the rental period, the customer must keep the yard area of the cottage in a neat condition.

The customer must follow the instructions on the cottage's notice board in addition to these booking terms. If the condition of the cottage and its surroundings are not as required at the end of the rental period, and extra cleaning must be done to allow the next client's arrival, an extra charge of 52 € / hour is charged from the client. In addition, an extra fee of 52 € is charged from cleaning of vomit etc. A special cleaning fee (starting at 60 €) will be added if cleaning requires tools other than in a normal cleaning, such as the use of a textile washer to wash the sofa. There is a charge of minimum 40 € for opening a toilet seat blockage. If the opening of the blockage requires an external contractor or a suction truck, the cost will be increased accordingly. It is forbidden to smoke inside the cottage. Should the client however smoke inside the cottage, a 100 € fee is charged from the client, as well as in other similar kind of cases where it is necessary to ventilate the cottage due to misbehavior of the client. Bringing pets to the cottages must always be agreed in advance before making the reservation. We charge an extra cleaning fee for pets according to the valid price list. Should the client bring a pet into the cottage without prior notice, the client is charged 100 € / pet / reservation extra. Serena is not responsible for any health-related problems caused to the client by pets or unauthorized smoking.

Damages

The customer must follow good manners and to take into account the instructions given to him. If the Customer seriously violates these rules, he may be immediately removed from the property and from the Serena Area. However, in this case the Customer must pay the full cost of the accommodation and the additional services that he has ordered, and will not be able to claim any refund. The Customer is responsible for the furnishing of the cottage during the rental period. The Customer is obligated to compensate Serena for any damages caused by him or other cottage residents and must immediately notify Serena of any damage. Liability for damage is determined by material, labor and other costs. Repair work carried out by Serena is 52 € / starting hour, machine work hour (e.g. wheel loader) 75 € / starting hour. In addition, a possible travel time 52 € / starting hour will be charged, for example to purchase spare parts or new furniture. The cost of external service providers will be added accordingly. The customer then receives the breakdown of the costs. If due to the customer's reasons the cottage is not leasable to other customers after the departure time, the client will also be charged the cottage rent until the cottage is again rentable.

Office fees and extra cost of work on public holidays



An office fee of 25 € will be added to all additional invoices according to the booking conditions. If the damage to the cottages and / or furniture requires extra work from the management, for example due to the extent of the damages or to search for spare parts, an extra hourly fee of 60 € will be charged. If the repair or extra cleaning work has to be done on a public holiday, a 50 % extra fee will be added to all hourly charges.

Error in the service

If the cottage or its facilities or the arrangements or services ordered at the time of booking do not match what has been agreed or can be considered agreed, there is an error in the service. If the cottage is not available to the customer during the promised period, there is an error in the accommodation facility. However, a customer cannot claim any refunds due to an error if he or she does not notify the contact person at the reception or Serena in written on a reasonable time since he or she detected or should have detected the error. Serena will correct the error at its own expense. However, the Serena may refuse to rectify the error if it entails unreasonable costs or unreasonable harm. The customer may refuse the correction of the error if this would cause him or her a major disadvantage. If the error has not been remedied without delay at the expense of the establishment or if the error cannot be remedied, the customer is entitled to a price reduction corresponding to the error. In addition, the customer is entitled to compensation for direct damages to him.

Complaints

All notices and complaints regarding the reservation or the condition of the cottage must be addressed to Serena's office without delay.

Finnish law is applied to this contract

Both parties of this contract attempt to solve any disputes by negotiation. If the negotiations do not result in a satisfactory solution, disputes are solved in the court of Espoo. Finnish law is applied to this contract.

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Serena reserves the right to change information in the brochures without prior notice. Serena has the right to change the agreed price after the contract has been made, should taxes or other costs directly affecting the price of the rent change.

Language versions of this contract

The Finnish language version of this contract is always used to define the contract terms in case of any dispute, reclamation or other event.

Welcome to Serena Cottages!