

## **HOTEL OLOF - BOOKING TERMS**

### **1. MAKING A RESERVATION**

- Reservations can be made by phone, email, or through the hotel's website.
- When making a reservation, the booker's name, contact information, arrival and departure dates, room type, and any special requests (e.g., accessibility needs or special diets) must be provided.

### **2. CONFIRMATION OF RESERVATION**

- A reservation is confirmed via email, which includes the reservation details and confirmation number.
- The reservation is considered binding only after the confirmation has been sent and received.

### **3. PAYMENT TERMS**

- Credit card details or a prepayment may be requested at the time of booking to secure the reservation.
- The remaining balance is payable upon check-in unless otherwise agreed.

### **4. MODIFYING A RESERVATION**

- Reservations can be modified based on availability without additional costs if the change is made at least 24 hours before arrival.
- Changes made less than 24 hours before arrival may incur additional costs.

### **5. CANCELLATION POLICY**

- Reservations can be canceled without charges at least 24 hours before arrival.
- If the reservation is canceled less than 24 hours before arrival, the hotel reserves the right to charge the first night's rate.

### **6. CHECK-IN AND CHECK-OUT**

- Check-in begins at 3:00 PM.
- Check-out must be completed by 12:00 PM.
- Late check-out must be arranged separately and may incur additional charges.

### **7. ROOM USAGE**

- Rooms are intended only for the use of registered guests.
- The hotel is not responsible for valuables left in the rooms unless they are placed in the hotel's safe.

### **8. GUEST RESPONSIBILITY**

- Guests are responsible for any damages caused to the hotel property or third parties.
- Damages must be reported to the hotel staff immediately.

## **9. DISPUTE RESOLUTION**

- Any disputes will primarily be resolved through negotiation.
- If a resolution cannot be reached through negotiation, disputes will be settled in accordance with Finnish law.

## **10. CONTACT INFORMATION**

Hotel Olof

Hallituskatu 16, 95400 Tornio

Phone: 0500 690 980

Email: [info@hotelliolof.fi](mailto:info@hotelliolof.fi)

Hotel Olof reserves the right to amend these booking terms without prior notice. Changes take effect immediately upon publication.