

1 HOTEL

GENERAL BOOKING AND CANCELLATION TERMS

- Check-in starts at 3:00 PM on the day of arrival, and the room must be vacated by 12:00 PM on the day of departure.
- Please note that our reception is open only during the restaurant's opening hours. If you arrive after 6:00 PM, kindly inform us in advance!
- Remember to complete the electronic travel registration form in advance.
- A free parking area at the Marina is available for your use. If you arrive by boat, guest dock spaces are at your disposal.

PAYMENT TERMS

- The room reservation price is paid at the time of booking.
- We accept the most common payment methods via Paytrail.
- Free* cancellation is possible more than 7 days before arrival. If the cancellation is made 6–2 days before arrival, 50% of the reservation price will be withheld. Cancellations made less than 2 days before arrival will incur a 100% charge of the reservation price.
- Cancellations of accommodation bookings must be made in writing and can be done via email.
- *Please note that a handling fee of 15 €/booking is charged in connection with every cancellation.
- The service provider may cancel the service in the event of force majeure.
- For group bookings, free cancellation is possible 30 days before arrival. If the cancellation is made 30–15 days before arrival, 50% of the total booking amount will be charged. Cancellations made less than 14 days before arrival will incur a 100% charge of the total booking amount.

The payment service is provided by Paytrail Oyj in cooperation with Finnish banks and financial institutions. Paytrail Oyj will appear as the recipient of the payment on your bank statement or card bill and will forward the payment to Mathildan Marina. Paytrail Oyj holds a payment institution license. In case of complaints, we kindly ask you to contact Mathildan Marina as the primary point of contact.

Paytrail Oyj

Business ID: 2122839-7

Innova 2

Lutakonaukio 7

40100 Jyväskylä

www.paytrail.com/kuluttaja/tietoa-maksamisesta

OTHER TERMS

- Guests are responsible for their own luggage.
- We do not accommodate pets.
- Smoking is prohibited in the rooms.
- Free parking is available at Mathildan Marina's parking area.
- Mathildan Marina is not responsible for any potential damages or losses to vehicles.
- We reserve the right to make changes.
- By making a reservation, you accept these terms.

Mathildan Marina

Business ID: 2731519-2

Ruukinrannantie 4, 25660 Mathildedal

Phone: +358 2 2502 432

Email: info@mathildanmarina.fi

2 CARAVAN PARK

GENERAL BOOKING AND CANCELLATION TERMS

- The reservation is valid for the assigned numbered spot.
- Check-in begins at 12:00 PM on the day of arrival, and the spot must be vacated by 12:00 PM on the day of departure.
- Registration takes place at the restaurant or harbor office.
- If arriving after 6:00 PM, please inform us in advance.

PAYMENT TERMS

Mathildan Marina charges the full amount at the time of booking, and payments are non-refundable in case of cancellation.

We accept all major payment methods via Paytrail.

The payment service is provided by Paytrail Oyj in cooperation with Finnish banks and credit institutions. Paytrail Oyj appears as the recipient on bank statements or credit card invoices and forwards the payment to Mathildan Marina. Paytrail Oyj is a licensed payment institution. For any claims or disputes, please contact Mathildan Marina directly.

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OTHER TERMS AND CONDITIONS

- Quiet hours in the caravan park: 10:00 PM – 7:00 AM
- Electricity, showers, toilets, and a chemical toilet disposal point are available.
- Greywater disposal is strictly prohibited in the harbor area.
- Open fires are not allowed.
- Mathildan Marina is not responsible for any damage to or loss of vehicles.
- We reserve the right to make changes.
- By booking, you agree to these terms.

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