



1.7.2020

TERMS OF BOOKING – TOP STAR FINLAND LTD

Top Star Finland Ltd (hereinafter Top Star) applies the the following terms and conditions to the leasing of Glass Cubes in Saariselkä and Glass Cube in Viitasaari. These terms and conditions become binding to both parties once the client has paid the deposit mentioned in these contract terms to Top Star or paid both the deposit and the final payment together.

The person making the booking must be of legal age when doing so (18 years or older).

Booking

All our glass cubes can be booked online. Deposit and final payment: please check the terms below.

In Saariselkä can be booked 1 – 7 Arctic Glass Cubes (max 4 persons, no pets) and 1 Arctic Glass Cube (max 2 persons, pets allowed). In Viitasaari can be booked 1 Lakeland Glas Cube (max 4 persons, no pets).

We recommend bookings online, but you can also make the booking by e-mail (sales@topstar.fi or pekka.uotila@topstar.fi) or please give us a call +358 500 643 351.

Terms of payment

When booking online and after paying 30 % deposit or total amount, the client get automatically confirmation and receipt of the deposit payment to the client's e-mail. The deposit payment is 30 % from the total.

Invoice of the rest of the payment will be sent to the client's e-mail next working day (Mon-Fri).

The total amount for the reservation can be paid in full immediately online, in which case confirmation and accommodation instructions will be sent to the client's e-mail immediately.

If booking less than 14 days before check-in, the full payment must be paid immediately.

If the client makes a reservation by e-mail or by phone, deposit payment (30 % from the total rent) must be paid by the due date, or the reservation will be canceled by Top Star Finland Ltd. The final balance is due 14 days before check-in. If booking less than 14 days before check-in, the full payment must be paid immediately.

Terms of cancellation

All cancellations must be made in written. We kindly ask clients to send an e-mail to sales@topstar.fi or pekka.uotila@topstar.fi. Also cancellation information can be send by mail to the address: Top Star Finland Oy, Keskitie 4, 44500 Viitasaari.

If cancellation is made before the due date of final payment, deposit payment will be refunded less the amount of € 50 - office costs. If the booking is canceled after 14 days before the start of the booking, the deposit and the final payment will not be refunded.

If the cancellation occurs due to a serious illness or death of the client or his relatives before check-in, the deposit and final payment will be refunded. In this case, a medical certificate of the reason for the cancellation must be provided.

Top Star Finland Ltd has the right to cancel a reservation in the event of force majeure. In this case, the client will be refunded in full the amount paid by the client.

Changes

If the client changes the booking before the final invoice, Top Star Finland Ltd can charge 50 euros (change costs). If the client changes the booking after 14 days before check-in, this will be considered as a cancellation of the previous booking and a new booking. In such latter change situations, however, Top Star Finland Ltd wants to negotiate with the client and find the best possible solution.

Other information

The number of people using the glass cube must not exceed the number agreed on during booking.

Pets can be brought on holiday to glass cubes where pets are specifically mentioned.