

## Sirmakko Reindeer Farm

Perunkajärven itäpuolentie 981

FIN-96900 Rovaniemi



### Terms and Conditions

These terms and conditions apply to all services supplied by Sirmakko Reindeer Farm and are exercised in the cooperation partnership between Sirmakko Reindeer Farm (supplier) and the buyer. These terms and conditions come into effect immediately upon booking. Booking confirmation will state the details of the reservation, the size of the group, the services ordered and their prices. The prices of the products include the applicable VAT. Sirmakko Reindeer Farm reserves the right to change prices.

### Acceptance

By making a booking, you confirm that you have read and accepted these Terms and Conditions.

### Booking

All bookings must be made at least 7 days before the start of the program. Group bookings should always be made in writing to [sales@sirmakko.fi](mailto:sales@sirmakko.fi). (Customer must be at least 18 years of age. The reservation made by the customer is binding and any changes to the reservation must be made as described in the "changes to bookings" section.) The information provided by the customer upon booking is stored in Sirmakko Reindeer Farm's customer register. You have the right to deny Sirmakko Reindeer Farm marketing material at the time of booking.

### Child rate policy

Children (4-14 years old): during high season (December, January) -25% of full price

Children (4-14 years old): outside of high season -50% of full price

Children under 4 years old are free of charge with a parent

### Payment and payment terms

The payments are determined as follows:

The reservation is confirmed once the invoice has been fully paid. The prices include the applicable VAT. Sirmakko Reindeer Farm reserves the right to change prices. For any delayed payments, a delay charge will be charged in accordance with Article 4 of the Interest Act (633/1982) of the Finnish law.

### Changes to bookings

Changes should always be made in writing to [sales@sirmakko.fi](mailto:sales@sirmakko.fi). Once we send you an offer, the offer stands for two weeks and changes to it can be made at that time for free. After the booking has been confirmed, if the reservation is changed (time, number of persons, additional services) Sirmakko Reindeer Farm is entitled to a fee of 13 € / change (incl. VAT). If the original invoice has been paid, an additional invoice will be sent for the additional cost. The change is registered the moment the information has reached the sales staff of Sirmakko Reindeer Farm. If the information arrives after business hours, it is registered on the following business day. We will send a confirmation of the change to the email address provided by the customer at the time of booking.

### Cancellations

Cancellations must always be made in writing to [sales@sirmakko.fi](mailto:sales@sirmakko.fi). The cancellation is registered the moment the information has reached the sales staff of Sirmakko Reindeer Farm. If the information arrives after business hours, it is registered on the following business day. We will send a confirmation of the cancellation to the email address provided by the customer at the time of booking.

The reservation is not automatically canceled if the customer fails to pay the invoice, but the customer must always cancel the reservation which they do not intend to use. If the invoice has not been paid despite the payment request, Sirmakko Reindeer Farm has the right to cancel the reservation and to charge the customer the cancellation fee according to the terms of the reservation. If the booking is canceled before the start date due to a sudden illness, accident, or death of the client or a relative, or the team leader, the client will be entitled to a full refund of the booking fee minus administration fee of 13 € (incl. VAT). In the event of an illness or an accident, Sirmakko Reindeer Farm must be sent a medical certificate within 14 days of cancellation.

### Cancellation fee

Up to 7 days prior to the arrival – cancellation fee 10% of the total amount

7 – 1 days prior to the arrival or no show – cancellation fee 100% of the total amount

+358 (0)40 514 9813  
+358 (0)50 430 2998

[sales@sirmakko.fi](mailto:sales@sirmakko.fi)  
[www.sirmakko.fi](http://www.sirmakko.fi)

Laskutusosoite/invoicing:  
[laskut@administer.fi](mailto:laskut@administer.fi)

OVT-tunnus: 003725509815  
Operaattori: BasWare, BAWCFI22

Restaurant Sirmakko Oy  
00064 ADMINISTER

Y-2550981-5

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### **Sirmakko Reindeer Farm's right to cancel**

In case of force majeure, Sirmakko Reindeer Farm may cancel the reservation.

- Sirmakko Reindeer Farm reserves the right to cancel the reservation in the event of a sudden change of weather or otherwise affecting the safety of the program services.
- Sirmakko Reindeer Farm reserves the right to change the program itinerary, time etc. if safety considerations so require.
- Sirmakko Reindeer Farm reserves the right to cancel the reservation if the customer has not paid their reservation invoice by the due date.

The customer will then receive a full refund of the booking fee. However, any other costs incurred by the customer will not be reimbursed.

### **Guide booking terms**

All guided services must be booked in advance.

Guided services may be canceled up to 7 days prior to the scheduled service date. If canceled later than 7 days before the scheduled time, the full price of the tour will be charged.

The guide will be there 15 minutes before the scheduled time and will wait up to 30 minutes for the group to start.

If you need the guide to wait longer, you will be charged 50€ (incl. VAT) for each starting hour. The guide will wait only if they have no other commitments.

### **Group booking terms**

In group bookings we have a policy of

one tour leader free of charge for 1-10 paying customers

two tour leaders free of charge for 11-20 paying customers

three tour leaders free of charge for 21-30 paying customers etc.

### **Please note the following values when organizing events**

Nature values are preserved and there is no conflict with nature conservation and values (authenticity, responsibility, surprise, inspiration and caring for the environment and people).

*Tourism does not disturb nature.*

- Traveling on routes whenever possible.
- Activities must always respect the rules of the area and respect the purpose for which the area is established.

*The stress on the environment is minimized.*

- Acting under the conditions of nature, avoiding any unnecessary burden on the environment.
- The goal is environmentally friendly and litter-free camping.
- Garbage is collected and delivered to waste collection points.
- Emissions to water and air are minimized.

*Local culture and traditions are valued*

- Local culture is taken into account in the supply of information and experiences.

*Use guides that are well aware of local conditions.*

- The guides are well educated.
- Customers' opportunities for nature recreation will improve

*All those who walk in the wild are considered.*

*Peace of nature is maintained.*

*Communication and marketing are of high quality and responsible*

*The facts are reliable.*

- Information is continuous, open and interactive.
- Marketing does not contradict nature conservation.

### **Compensation for damage**

The customer is liable to indemnify Sirmakko Reindeer Farm for any damage that they have caused to the rental property or Sirmakko Reindeer Farm otherwise.

### **Complaints**

Any complaints should always be made immediately and directly to Sirmakko Reindeer Farm. If this is not possible or a satisfactory solution is not reached or a claim for compensation is involved, the complaint must be sent in writing to

+358 (0)40 514 9813

+358 (0)50 430 2998

[sales@sirmakko.fi](mailto:sales@sirmakko.fi)

[www.sirmakko.fi](http://www.sirmakko.fi)

Laskutusosoite/invoicing:

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info@sirmakko.fi within one month of the end of the program date. Sirmakko Reindeer Farm reserves one month to process your feedback. In the event of disagreement between the customer and Sirmakko Reindeer Farm, the consumer may submit the dispute to the Consumer Complaints Board. Ultimately, disputes over the contract will be settled by the district court.

### **Other considerations**

The client must follow all instructions given for the use of the rental property, or otherwise regarding services at the farm area. Sirmakko Reindeer Farm is not liable for any damage or expense incurred to the customer due to the natural conditions.

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