

RESERVATION AND CANCELLATION POLICY

Luosto Reindeer Safaris, Jaakkola reindeer farm

Valid from 1 August 2017 until further notice

ORGANIZATION OF ACTIVITIES

We offer guided farm visits, reindeer safaris and restaurant services on request. Due to the operating model of our company, we cannot provide spontaneous services to customers visiting the farm. However, during the high season, we offer several activities for independent travelers every day, so you can call us to check if it would be possible to join in a short notice.

RESERVATION INQUIRIES

All customers are required to read the company's reservation and cancellation policy before making a reservation. You can make a reservation by phone, e-mail or in person at the farm. We recommend that you submit a reservation inquiry via the electronic reservation request form, as it makes the booking process faster and our job easier. You can also make a reservation inquiry by returning this document to us with the information filled out.

In addition to your contact information, the reservation form asks you to provide information on which activities you would like to participate in, as well as the requested dates. If it is not possible for us to organize the desired activities at the requested time, we will contact you to offer alternative activities or times. We will do our best to respond to the reservation inquiries within 24 hours. We will not confirm your reservation if the reservation inquiry form is not filled completely.

CONFIRMATION OF RESERVATION

We confirm the reservation by sending a confirmation e-mail to the customer. Reservations made by phone at a short notice, confirmation will be made mutually by phone. The reservation and cancellation policy enters into force once the reservation has been confirmed. The policy is binding to both parties. Activities booked at the reindeer farm we charge on the spot.

GROUP RESERVATIONS OR RESERVATIONS MADE ON BEHALF OF A GROUP

The person making the group reservation is responsible for the whole reservation alone, and they are required to inform us if the number of customers changes or the reservation needs to be canceled. Reservations must be made by a person over 18 years of age.

PAYING FOR THE RESERVATION

Reservations should normally be paid in cash or card on the spot. In some cases, according to our consideration we charge services in advance by sending a deposit invoice or a payment link. If the customer fails to pay the reservation by the due date, the reservation will be canceled.

CANCELLATIONS

If the customer is unable to use the reservation, the reservation must be canceled immediately by phone or by e-mail. Text message is not appropriate means of cancellation.

Luosto Reindeer Safaris reserves the right to charge the customers for any late cancellations according to the list below:

- ✓ Reservations can be cancelled free of charge no later than 48 hours before arrival
- ✓ If the reservation is cancelled later than 48 hours before arrival, we will charge 100% of the total price of the reservation
- ✓ If a reservation paid in advance is cancelled and the customer is entitled to a refund, we will withhold €30 as office expenses

- ✓ If the cancellation is due to sudden illness, serious accident or death of the customer or a person living in the customer's household, we will not charge the price of the cancelled reservation, just the €30 for office expenses. The customer must verify the event described above in a reliable manner.
- ✓ One person in a group falling ill does not justify the cancellation of an entire group reservation

NO-SHOW

We have right to charge the full price of the reserved services if the customer does not show up. A customer with a reservation arriving more than 15 minutes late is also considered as a no-show situation.

CANCELLATIONS BY THE SERVICE PROVIDER

We are not responsible for cancellations that are due to a force majeure event. In these cases, the customer has the right to receive a refund for any services paid in advance. In the case of force majeure event, we may offer alternative activities or different dates instead. We also reserve the right to change the contents or duration of the service if it is necessary to ensure security.

DISPUTES

If you are unhappy with the service or you have something to point out, we kindly ask you to inform our staff immediately in order to negotiate any disputes and possible compensation on the spot.

RESERVATION INQUIRY FORM

Please, for making a reservation inquiry use the secure electronic form on our website. Using a form, your personal information and all the collected data is protected.

You can also make a reservation inquiry by e-mail: posti@luostonporosafarit.fi or call us: + 358 (0) 920 918

First name*	
Last name*	
Telephone number* (Please, remember to write down the complete telephone number with the country code and area code)	
E-mail address*	
Nationality*	
Date of birth*	
Your hotel/cabin name/accommodation in the area*	
Requested dates for activities* (Please, look at the website)	
Requested activities/services* (Please, look at the website)	
Number of participants* (Please, specify children/adults)	
Do you need pick up/drop off from your hotel?	
Additional information/to be noted/special wishes	