

Terms and conditions

Ullman's Villassa



Ullman's Villa

Boutique Hotel Bistro Cakes

1. TERMS AND CONDITIONS

The terms and conditions are applied to reservations made by private persons unless a separate contract is crafted. The terms and conditions do not apply if a reservation is made

for a group of 10 people or more. The terms are additionally applied to reservations made through Ullman's Villa's website.

The hotel has a right to apply terms and conditions according to the nature of the event, including but not limited to national holidays, special events, seasonal changes, and extra services related to accommodation.

2. RESERVATION AND BOOKING

The customer needs to provide their name, address, day of arrival and departure, and the chosen payment method when making a reservation. The reservation is binding to the hotel

when it has been confirmed either orally, written, or through e.g. email, and when the customer has received their booking number.

When paying with a credit card, the hotel can set different conditions for reservation, downpayment, or booking to secure a binding reservation. A booking fee is requested upon

reservation. The booking can be altered without an additional fee until 6 PM three days before the date of arrival, but it cannot be canceled or refunded. The alterations include the

date of arrival, date of departure, room type, and number of guests. Any additional costs due

to the aforementioned alternations must be paid when checking in. A reduction in price due to changes in the reservation will not be refunded.

3. HOTELIIN SAAPUMINEN JA LÄHTEMINEN

Checking-in starts at 4 PM on the date of arrival, and check-out is latest 12 PM on the date of departure. The hotel has a right to check-in and check-out times due to special conditions.

The customer needs to inform the hotel of a later arrival; if the customer fails to inform the hotel by 4 PM, the hotel has a right to book another customer for the room. If the customer arrives on time, but the booked room is no longer available, the hotel must find another room

of the same or similar quality for a client without any extra expenses. If the hotel fails to accommodate the client, or the quality of the stay is significantly lower, the customer is entitled to compensation or a full refund. Other possible expenses will not be covered. tai enimmillään maksetun majoituskustannuksen palautukseen kokonaisuudessaan.

Asiakkaan muita mahdollisia kuluja ei hyvitetä.

4. BOOKING CONFIRMATION

An international debit or credit card can be used to confirm a booking. This requires the following information from the customer: the name, card number, expiration date, phone

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number, and email address of the customer. This information can be requested either verbally or in writing.

5. CANCELLATION AND FAILURE TO ARRIVE

Unless otherwise agreed upon, or no other conditions apply, cancellation must be made by 6

PM three days before the arrival date. The customer must cancel their booking by emailing ullmans.villa@gmail.com. An exception can be made for cancellation through the phone. In this case the hotel must provide a written proof of cancellation to confirm it.

If the customer fails to arrive, the hotel has a right to charge the price of one night's stay (incl. VAT) and any other extra services booked.

6. DEPARTURE BEFORE END OF BOOKING

Jos asiakas lähtee pois ennen sovittua lähtöpäivää, on asiakkaan ilmoitettava lähdöstään hotellille viimeistään kello 18:00 lähtöä edeltävänä päivänä. Jos kysymys on useamman kuin yhden vuorokauden majoituksesta, on maksettava sovittu hinta käyttämättä jääneeltä ajalta. Lähtö ennen sovittua lähtöajankohtaa voi aiheuttaa muutoksia majoituksen kokonaishintaan.

7. PAYMENT

You can use the most common payment cards (excluding American Express). The hotel is not entitled to approve payment by other currencies, coupons, checks or payment cards if not specifically offered by the hotel.

If the booking has not been paid in advance, the booking must be paid upon arrival by either

credit/debit card or cash. The hotel has a right to ask for verification of an international payment card upon reservation. This is made through a payment that will be deducted from the final price.

8. CODE OF CONDUCT

The hotel expects the customer to follow good manners and rules set by the hotel. If these are broken, the customer and their companions can be removed from the premises immediately. The full price of the stay and any booked extra services will be charged, and will not be refunded by the hotel.

9. RESPONSIBILITY FOR YOUR BELONGINGS

The customer is responsible for their own belongings and valuables unless the hotel has specifically offered to store or hold them. The hotel is not responsible for any damage caused to the customer's vehicle in the hotel's premises or parking or any valuables inside or attached to the vehicle.

10. GUEST'S RESPONSIBILITY FOR HARM OR DAMAGE

As a customer, you are responsible for any damage caused intentionally or by accident. These include but are not limited to smoking indoors, throwing up, or causing flooding and water damage and any harm caused by the customer, their companions, or pets to the

hotel's property as well as other customers and their property. The customer is also responsible for any items missing from the hotel room.

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Additional cleaning expenses caused by the customer or individuals and pets adjacent to them will be charged from the responsible customer. These expenses are 50€/h, with a minimum fee of 100€.

11. OTHER

The hotel expects the customers to behave and act in a manner that takes others into consideration. To guarantee the well-being of all our customer's and their night's sleep, the quiet hours are between 11PM and 7AM.

Ullman´s Villa

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