

HOTEL BOOKING TERMS FOR INDIVIDUALS

The following booking terms and conditions apply to all hotel services:

Bookings and payments

Bookings are confirmed by credit card or paid upon arrival at the hotel. Online bookings are paid in advance by credit card or online banking.

Cancellations

Should you or any member of your party need to cancel your booking once it has been confirmed you must advise us immediately. Your notice of cancellation will only be effective when it is received by us.

1-2 day hotel bookings may be canceled without charge previous evening by 18:00.

For stays over two nights the following terms apply:

Bookings may be cancelled without charge 14 days prior to arrival. Hotel stays cancelled less than 14 days prior to arrival will be charged 50% of the total reservation value. A booking may be cancelled due to illness against 50€ office expenses. A medical certificate of illness must be provided to verify the reason that prevents you to carry out the journey.

TERMS FOR SPECIAL SEASONS

During Christmas, New Year, Easter and the Alpine World Cup the booking must be paid in advance.

You will receive an invoice of the accommodation and booking can be cancelled without charge prior to the due date of the invoice. A booking which has been paid may be cancelled against 50€ office expenses 28 days prior to arrival.

50% of total booking value will be charged if the booking is cancelled 27-15 days prior to arrival. A booking cancelled due to illness may be canceled against 50€ office expenses. A booking cancelled 14-0 days prior to arrival will be charged 100%.

Additional fee for traveling with a pet

Hotel Levi Panorama charges € 10 per stay. A person travelling with a pet must notify the hotel in advance in order to book a room suitable for pet.

Guide and service dogs free of charge.

Check In & Check Out

The room is available on arrival day at 4 Pm. Checkout on departure day by 11 Am. Arrival and departure times must be acquired upon arrival.

Cancellations

Cancellations must be done in writing. Your cancellation will only be effective once it has been reached and confirmed by the Hotel Levi Panorama.

info@levipanorama.fi or fax (016) 3363010



Changes and/or Cancellation by Us

It is unlikely that we will have to make changes to your booking arrangements but we reserve the right to do so at any time. We endeavour to avoid changes and cancellations but occasionally we have to make a change of hotel to that of at least same standard accommodation. If such change becomes necessary, we will inform and consult you as soon as reasonably possible. We will carry the costs that may occur.

Force Majeure

If Hotel Levi Panorama has to cancel your booking due to Force Majeure, the client has the right to reclaim compensation.

Hotel Bookings is subject to Hotel and Catering law (Finnish Laki majoitus- ja ravitsemistoiminnasta) and does not comply with Package travel Act. We recommend our clients to take a travel insurance to cover exceptional changes and cases.
info@levipanorama.fi fax (016) 336 3010

Booking terms and conditions are subject to change at any time.