

## **TERMS AND CONDITIONS – Valid until 30.11.2027**

To guarantee the best possible arrangements for a successful holiday, we require these following conditions.

These terms are valid for the following SK Real Estate and Investment subsidiaries: Jänkä Resort and Jänkä Downtown. The following terms and conditions shall apply during all seasons by SK Real Estate and Investment ("hereinafter referred to as "SK") in the following destinations: Levi and Ylläs. These general terms and conditions apply to reservations made with SK unless there is a separate agreement between the customer and SK. The stated prices include VAT in accordance with the Taxation Laws and Regulations of Finland.

### **RESERVING AND RESERVATION CONFIRMATION**

All reservations are confirmed by email, which provides the price of the reservation and any ordered products. Required customer information must be submitted during the reservation process in order to receive a reservation confirmation. Customers must accept the reservation terms and conditions that are valid at the time of the reservation. Reservations can only be made by adults (persons aged 18 years or older).

### **ARRIVAL**

**AND**

### **DEPARTURE**

Check-in on the arrival date is earliest at 3 p.m. and check-out on the departure date is latest at 11 a.m.

### **ARRIVAL**

**AFTER**

**6**

**P.M.**

Villa will be reserved on the arrival date until 6 p.m. After this resort has the right to sell the room to another customer, if the customer has not arrived or informed of the later arrival. If the accommodation has been paid in advance, the hotel will keep the room reserved after 6 p.m.

### **PAYMENT METHODS**

#### **Web**

**payment:**

Products and services are primarily paid for at the time of ordering. In the online booking system, payment can be made using the most common debit and credit cards.

#### **Invoicing:**

Invoicing is possible for companies and private persons, depending on service agreement and/or offer provided by Jänkä Resort & Downtown.

### **PAYMENT**

The total balance is to be paid 6 weeks before arrival. When the booking is made less than 6 weeks before arrival the full payment will confirm the reservation.

## **NO-SHOWRESERVATION**

If the customer has not arrived on the arrival date and the reservation has not been canceled within the terms, the hotel has the right to charge the payments according to the terms and conditions. If the cancellation is submitted after the free cancellation period or the guest does not show up at all, the property will charge a 100% cancellation fee.

## **RESERVATION CANCELLATION**

Cancellation terms vary depending on the reservation dates, packages and special conditions within the Jänkä. Possibility to cancel the reservation without charges depends on the chosen price terms and the time of the reservation. Service agreements between Supplier and Tour Operator always outweigh general Terms and Conditions.

Cancellations:

- For cancellations made at least 90 days before arrival, cancellation is free.
- Cancellation fee is 50% when the cancellation is made 90 - 60 days before arrival
- Cancellation fee is 100% when the cancellation is made 60 days or less before arrival
- All cancellations and modifications must be done by email. A cancellation is considered as having occurred when the sales office ([sales@jankaresort.com](mailto:sales@jankaresort.com)) receives it in writing during office hours in Finland, by 16:00 local time. If a cancellation is received later than this time, it is considered to have been received the following day.

The following cancellation policies apply according to whether the customer is canceling an activity, accommodation or experience-package. Changes to the reservation such as transferring the booking to another customer, are considered as a cancellation and a new booking. We highly recommend you ensure that you have a valid travel insurance that covers your expenses in surprising situations that are not possible to foresee. Since Covid-19 is no longer considered as a Force Majeure it does not justify cancellation with refund in case of illness.

## **SPECIAL OCCASIONS AND MINIMUM STAY**

During the period from December 1<sup>st</sup>, 2026, to January 7<sup>th</sup>, the minimum stay Jänkä Resort Ylläs properties is three nights. During the period from December 1<sup>st</sup>, 2025, to May 5<sup>th</sup>, 2027, the minimum stay Jänkä Downtown Levi properties is two nights.

## **Smoking**

Smoking is actively discouraged worldwide. No smoking signs are posted in resort rooms and public areas, and designated smoking areas are limited to balconies, terraces, open verandas, or specific outdoor locations. If you are a smoker, please inquire at check-in regarding permitted smoking areas. Smoking is strictly prohibited on the property and near the entrance. If smoking occurs in the property, we will charge for the actual incurred cleaning costs, with a minimum fee of €500.

### **Animals**

No animals or pets are allowed on property, as we are a ranch that has many animals on-site.

### **Damage**

The customer is obligated to report to SK immediately about any damages in the Villas caused by the customer and pay the cost of the damage intentionally or unintentionally caused to the property. The customer will be responsible and charged for the costs of any unnecessary alarms caused by the customer e.g. fire alarms.

### **Wifi**

In the event of any disruption to the internet connection, SK shall not be liable for any compensation to the customer.

### **Luggage**

SK Real Estate & Investments is not responsible for the luggage stored in the luggage room. Customers have a full responsibility when moving their luggage from location to another. Travel Insurance is strongly recommended.

### **Force majeure**

SK has the right to cancel the reservation in case of force majeure or other overpowering object. In this case the customer has the right to receive any pre-payment of the reservation fully back. Resort has the right to cancel the reservation in case the necessary pre-payments of the reservation have not been paid within the given timetable. We recommend travel insurance. Travel insurance coverage is advised to be checked in case of the cancellation of the reservation. SK is not liable for events out of our scope, e.g. war, natural disaster, weather, pandemic, plane groundings, workers strikes or any other event that may hinder or prohibit arrival or fulfilment of services.

### **Special expenses**

If the reservation has caused special expenses of the ordered extra services, they will be fully charged within the cancellation of the reservation.

### **Extra bed**

One sofa bed and a baby cot are available upon request, subject to separate rate.

### **Restaurant services**

SK offers restaurant services. We withhold the right to make changes in the opening times of the restaurant services according to the demand, seasonality etc. We hold the right to make changes in the ingredients of the dishes according to the seasons and availability of the ingredients.

**Passenger / rooming list:** To be sent to our office 10 days prior to arrival. Needed information: full name and nationality.

## **Cleaning**

Cleaning after the check out is included in the room rate. Although the final cleaning is included in the price, normal housing is required meaning that furniture and other equipment are in the right place and in good condition. Additional cleaning fee will be charged if the Villa is stained (e.g. vomit) or a bed soaked. We will charge actual incurred cleaning costs, however additional cleaning fees will always be 300 € at minimum. The customer is obligated to pay to SK for any damages caused. Notice that smoking is not allowed in the Villa.

## **Glass roof and windows with the weather conditions**

The glass roof is heated and generally remains clean and unobstructed. However, during and after heavy snowfall, snow on the glass may take some time to melt, temporarily blocking the view of the sky. Additionally, during changes in weather conditions or significant temperature fluctuations, the windows may fog up for a period of time. The weather can change rapidly near the water, and while we have considered this in the technical design of the villas, weather conditions can still affect the glass.

## **Accessibility and special needs**

Please contact us on [sales@jankaresort.com](mailto:sales@jankaresort.com) to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs. We reserve the right to have an additional charge when the needs or wishes are outside of our service scope.

## **Parking**

Each property includes one reserved parking space. Please note that space in the main parking area is limited, and availability cannot be guaranteed for the duration of your stay. Vehicles and their contents are left at the guest's own risk. We do not accept responsibility for any loss or damage.

## **Activities by SK and subcontractors**

All vehicles used in the activities are insured as required by Finnish law and the coverage is subject to the above-mentioned Motor Liability Insurance terms and conditions. Under the provisions, any person suffering bodily injuries is entitled to receive compensation for the cost of medical treatment, pain and suffering, and handicap, in accordance with the terms and conditions of Motor Liability Insurance and laws and regulations of Finland.

Compensations are based on tariffs in accordance with laws and regulations of Finland and orders of the Finnish authorities. If an injured party has willfully or out of gross negligence caused his/her own injury, the injured party is not entitled to compensation.

As the responsible activity organizer, SK or its subcontractors reserve the right to change the routing, schedules and duration of the excursions if necessary, due to prevailing weather conditions, or if deemed advisable due to safety reasons and for the comfort of the participants. SK also reserves the right to discontinue the activity if a participant/participants are in poor health or are otherwise seen as a potential danger to himself/herself or to others. SK uses subcontractors in transfers and activities.

## **Complaints**

All comments related to the equipment and condition of the accommodation or services must be presented immediately and during the stay directly to SK. If the customer has not been in contact with SK during the stay about any discomfort, the customer loses the right to any compensation unless SK has acted willfully or out of gross negligence. If the solution on the matter is not satisfactory to the customer during his stay with SK, notice must be sent in writing to SK no later than one week after the departure from the accommodation or the provided service.

## **Limitation of Liability**

The Company will not be responsible for the loss or damage of any property left in the accommodation other than as required under the applicable law. Nothing contained in any document between the guest and service provider shall be read or construed as excluding any liability for death or personal injury caused by the Company's negligence or liability for fraud or fraudulent misrepresentation.

## **Legal notice**

The law of Finland applies exclusively. Should individual provisions of the accommodation or event contract or individual provisions of these general terms and conditions for hotel accommodation and for holding events be or become ineffective, the effectiveness of the remaining provisions will remain unaffected by this. Guest records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime.

## **OTHER INFORMATION**

We reserve the right to change terms, prices and conditions. The customer needs to read the valid terms and conditions and accept them before making the reservation. Sk Real Estate and investment handles all customer information confidentially. The parts that are not handled in SK, they are handled in reservation terms and conditions regarding accommodation services done by Finnish Hospitality Association (MaRa).