



Terms of booking and cancellation policy:

Dear Customer,

The booking and cancellation policy below apply on reservations made through Airport Hotel Oulu's own website and directly at the hotel, unless otherwise agreed in writing.

If you have booked a room through separate booking channels, changes and cancellations must be made through that booking channel. Cancellation terms may vary depending on booking channels. A valid photo ID, passport or driver's license must be presented at check-in. In accordance with international hotel policy, we will store your credit card number and expiration dates for the duration of your booking. We will charge the card for any unpaid additional costs without notice.

Non-guaranteed booking:

The room will be reserved for your arrival until no later than 6PM local time on the day of arrival. The booking can be cancelled free of charge before 6PM on the day of arrival. Late arrivals will be confirmed by prepayment or company billing information, and if the customer fails to arrive without cancelling in advance or if you cancel your arrival later than 6PM local time on the day of arrival, the hotel has the right to charge the customer for the room. After 6PM the hotel has the right to sell the room to another customer if needed.

Prepaid booking with discount rate:

Booking is non-refundable and non-transferable at any circumstances. Pre-paid bookings are valid until the reception is closed on the day of arrival.

Check-in and check-out:

The room is available after 4PM on the day of arrival and the check-out is at the latest by noon (12PM on the day of the departure).

Smoking:

Our hotel is a non-smoking hotel. Smoking in our guest rooms is strictly prohibited. Smoking in the room will result in a €250 cleaning and deodorization fee.

Force Majeure and other terms:

In the event of a circumstance of "Force Majeure" or an unforeseen obstacle, Finlandia Hotel Airport Oulu has the right to cancel the booking. In this case the customer is entitled to refund for the payments already made. If guest has not paid the necessary fees regarding the booking, Finlandia Hotel Airport Oulu has the right to cancel the booking. For compelling reasons, the hotel has the right to move the guest to another accommodation that is at least the level of quality as the hotel is. The hotel will pay for any immediate costs of this transfer. Hotel bookings are subject to the Accommodation and Catering Act.

Invoicing:

Booker's responsibility is to provide any reference information and exact invoicing addresses required on the invoice and receipt when booking. Airport Hotel Oulu will charge a post-invoicing surcharge of € 30 for any subsequent references, changes of address or post-invoicing cause by these changes. Company invoicing only with separate agreement. No invoicing for individual customers.

Other:

We reserve the right to change the terms of our booking and cancellation policy. Finlandia Hotel Airport Oulu treats all customer information completely confidentially. Our Privacy Policy:

<https://airporthotel.fi/wp-content/uploads/2018/05/El-Sabor-yksityisydensuoja.pdf>