

ACCOMODATION TERMS AND CONDITIONS

General terms and conditions

Private accommodation service providers (hereafter referred to as owners) advertising their holiday homes through Posioshop.com internet shop are bound by the following terms and conditions. These terms and conditions bind both parties as soon as the client has paid the owner for a booking made through Posioshop.com internet shop.

Making a booking

The client will receive a booking confirmation by email, confirming the holiday home owner's details and all other booking details. A booking is confirmed as soon as the client has paid the booking online by credit card or by other means of electronic payment, or the client has received an invoice and paid a 30% deposit or paid it in full. The deposit and balancing payment must be paid by the due dates indicated in the invoice. Payment of the total fee must be made no later than six (6) weeks before the start of the booking. Late bookings (less than 35 days before the start of the booking) will be charged at the full price.

Cancellations

Should a client wish to cancel a booking, they must immediately contact the owner either by email or telephone. Neglecting to pay the deposit or the balancing payment will not be regarded as a cancellation of the booking, and does not free the client from these terms and conditions. A booking may be cancelled free of charge before the date that the deposit is due. Should the client wish to cancel a booking at least 35 days before the start of their holiday, all payments less a cancellation fee (-10% of the total) or €70, whichever is greater, will be refunded. Should the client wish to make a later cancellation, the full fee will be charged. For all bookings worth over €1,000.00, the cancellation period is two (2) months before the start of the stay. Should the client wish to make a later cancellation, a cancellation fee of 20% will be charged. Should the holiday be cancelled later than 35 days before the start of the holiday due to serious illness or death in the family, all payments less a cancellation fee (-15% of the total) and an administration fee of €20 will be refunded. In such a case, the owner would request a medical report/doctor's statement.

Should the client neglect to pay the sums agreed and by the due dates agreed, the booking may be cancelled without notice. In case of Force Majeure, the owner is entitled to cancel the booking, and the client will be entitled to a full refund of all payments. The owner is not responsible for any inconvenience suffered by the client due to Force Majeure (natural phenomenon, electricity outage, etc.) that is not caused by the owner or the owner was not reasonably able to prevent.

Stay in the holiday home

The client will receive the keys to the holiday home as detailed in their booking confirmation. The owner / caretaker / key service may ask for a €130 deposit for the keys. Should the client neglect to return the keys, or it is reasonable to assume that the client has lost the keys, the client will be charged for the real cost of changing locks at the holiday home, less the deposit.

The client will be responsible for the cleaning during and at the end of their holiday, unless they have paid in advance for end cleaning, or end cleaning is included in the price. If at the end of the booking no cleaning has been done, or it has been done to a less than satisfactory level and the owner of the holiday home must undertake further cleaning before the next client's arrival, the owner is entitled to charge a cleaning fee of minimum €150.

The maximum number of people allowed at the premises is the number of beds as advertised, or as has been agreed with the client at the time of booking. The use of a tent or a caravan on the site of the property is not allowed without the owner's consent. Pets are not allowed at the property, unless otherwise stated in the advertising material. Smoking is prohibited in all indoor areas. The client is responsible for any damage caused to the property or its equipment and appliances, and must compensate the owner directly.

Complaints

Any comments or complaints regarding equipment in the holiday home or the state of the property must be reported immediately and directly to the owner. No action will be taken on any complaints made after the stay. The client must familiarise themselves with the instructions manual at the holiday home and follow any rules and instructions provided. Non-compliance may put the client and property in danger and the client would be responsible to cover any damage caused. Finnish Law will be applied in all unclear cases.

EVENT AND EXCURSION TERMS AND CONDITIONS

General terms and conditions

Private business owners (hereafter referred to as service providers) who sell their services or act as agents through Posioshop.com internet shop are bound by the following terms and conditions regarding ordering, booking and cancelling. These terms and conditions bind both parties as soon as the client has paid the service provider/owner for a booking made at Posioshop.com internet shop.

Making a booking

Detailed information such as times, destinations and possible pick ups from holiday homes of all booked events and additional services (such as excursions, tours and safaris) will be communicated to the client either a) at the time of arrival to their chosen accommodation, or b) in a booking confirmation. Certain services require a minimum number of participants. Should there be less than the stated minimum number of participants, the service provider has the right to cancel the service. The client will be immediately notified of any changes to the agreed schedules.

All events and additional services will be carried out weather permitting, and/or the provided event, and/or the order in which the event is carried out, may change. Departure time and duration may also change due to traffic conditions. A responsible service provider will reserve the right to change the price, duration, route and content of the event without prior notice. A responsible service provider will reserve the right to cancel the service if there is a substantial reason to believe that it would be impossible to carry out the service as agreed due to natural phenomena, strike or other Force Majeure at the destination or its immediate surroundings, or if the service cannot for other reasons be carried out without endangering the participants' wellbeing and life. The client is responsible for following the agreed event schedule. Should the client neglect to follow this, the service provider has the right to charge the client for any costs arisen from the neglect.

The service provider reserves the right to cut short an event or service, should the client's behaviour endanger the wellbeing of themselves or other clients, or should their state of health require so. In particular, we do not recommend that pregnant women participate in snowmobile or quad bike safaris, as the vibrations and exhaust gases produced may prove harmful for them. Please notify the service provider of any health issues that may have an effect on carrying out the event. If a child is allowed to participate in an event or service free of charge, it will be assumed that the child will be sitting on an adult's lap or in a spot shown by the service provider with an adult. The service provider may have specific price list and slots for children. These terms and conditions vary according to services and seasons. Any child discounts will be taken into account when booking and checking the price of the service, and will be taken into account in the total cost.

Responsibilities and insurances

The service provider is covered by public liability insurance. If a service provided includes transport in a vehicle driven by the client, the client will be responsible for the appropriate use of the vehicle and any possible damage to it. Any excess sum will be notified before the start of any service. All vehicles have been insured according to the Finnish Traffic Insurance Act. The insurance covers medical treatment expenses for a driver and passengers injured in a traffic accident. In addition, the insurance covers any personal injuries suffered whilst driving as well as all property damages suffered by an innocent third party.

The service provider has no responsibility over personal injuries or damages to property caused at events and excursions done without the use of vehicles. The client must follow instructions given by the service providers' staff regarding the use of any premises, furniture and equipment. We recommend that every client obtains their own travel insurance, and checks the dates and activities offered by their policy, well in advance of when an event takes place.

The minimum age requirement for driving a snow mobile or a quad bike is 15 years, and for driving on an ice track or an off-road vehicle is 18 years. In both cases a valid driver's licence is also needed, which must be presented to a service provider's representative as requested. According to Finnish Law, driving a vehicle under the influence of alcohol or any other narcotic substance is prohibited.

Cancellations

Cancellations must always be reported to the service providers' customer service. An unconfirmed advance booking may be cancelled without charge 7 days before the event taking place. A confirmed booking may be

cancelled under the following conditions: • For a cancellation made no later than 28 days before the event, an admin fee of €50 will be charged. • For a cancellation made between 7-28 days before the event, 30% of the total cost of the services will be charged. • For a cancellation made less than 7 days before the event, 50% of the total cost of the services will be charged. In a case of no show, 100% of the services booked will be charged. If a booked service is only partially used or attended, there will be no refund.

Further information

If participation in an event requires special arrangements (such as extra transportation to the place of the event, special fishing or hunting permits), the service provider will not be responsible for the extra cost. The client is responsible for all of their personal items left behind in vehicles and event or excursion destinations. Tips are not included in extra service fees and are entirely at the discretion of the client. The service provider will reserve the right to amend price and product information. Finnish Law will be applied in all unclear cases.

WEB SHOP TERMS AND CONDITIONS

General terms and conditions

Internet sellers at Posioshop.com (hereafter referred to as internet seller) sell products to private persons of 18 years of age or over, and other businesses. Products ordered from the web shop are delivered within Finland, and Finnish legislation on consumer purchases as well as the consumer authority recommendations are applied. The internet seller/owner reserves the right to amend terms and conditions without prior notice. Terms and conditions valid at the time of ordering will be applied to all new orders. Changes in the law are an exception and will come immediately into force.

Products and prices

All prices are inclusive of VAT at 24%. All prices are shown in Euros (EUR). Product prices do not include delivery charges, which will vary depending on the delivery method and can be viewed at the time of ordering. Web shop and our high street shop prices may be different. Web shop offers do not apply in the high street shop, unless otherwise stated. The internet seller reserves the right to change prices.

Methods of payment

The client may choose one of the payment methods listed on the Methods of payment page as supplied by Checkout Finland. When sending a web payment, Posioshop.com / Kajaanin Valomailma will only act as the marketer of products and services and delivers the product to the client. All web payments go through the Checkout payment service.

Ordering

When placing an order, the client agrees to comply with laws and regulations on electronic trading, and they must supply their full correct contact details. After placing an order, the client will receive an order confirmation or an invoice to the email address they supplied. The client has the right to cancel the order in full or in part by contacting customer service before it is sent out.

Delivery time

The delivery time varies depending on the product, and is listed on the product page. Stock products will normally be delivered within 2-5 working days of order. If the product is out of stock, the estimated delivery time will be shown on the product page. The client will be contacted in case of a delay.

Returns

Products bought from the web shop are covered by a 14 day right of return guaranteed by the Consumer Protection Act. Returned products must be unused, in original condition and in original packaging. A product may be returned via a post office as a returned item or as detailed in the original package. Please attach a copy of the invoice or receipt with the returned item. If a product has been collected from our high street shop, it must be returned to the shop and not by post. Returned items will be refunded directly to the specified bank account, so please remember to state the account number.

Complaints

The client must check the product upon receipt and in case of a fault immediately notify customer service by telephone or email. A complaint must be lodged before the product is returned.