



BOOKING AND CANCELLATION TERMS FOR NAANTALI CAMPING'S CARAVAN PLACES AND TENT PLACES

BOOKING TERMS

- A person under the age of 18 cannot stay overnight without their legal guardian.
- Camping day starts and ends at 3 p.m.
- Check-in time ends at 10 p.m.
- MIDSUMMER FOR FAMILIES: During the Midsummer Package, persons under the age of 35 can stay overnight only if accompanied by their own children.
- The customer is obliged to take care of safety when staying at Naantali Camping. There must be a safety distance of at least 4 meters between accommodation units (campervans, caravans, tents etc.) Possible electric devices must be suitable for outdoor use.
- Should there be any damage caused by the customer's actions, Finnish law will be applied.
- Naantali Camping is not responsible, if there is a malfunction or some other problem with the booking system that causes a failure of the booking. Therefore, **THE CUSTOMER MUST CHECK THAT THEY HAVE RECEIVED A BOOKING CONFIRMATION VIA EMAIL.**

CANCELLATION TERMS

- Naantali Camping is entitled to cancel any booking, in case of a force majeure. In such circumstance, the customer is entitled to receive a full refund. The customer will not be entitled to any other compensation.
- Bookings are binding.

- If the customer cancels their booking and presents a doctor's certificate, they are entitled to receive a full refund, less a fee of EUR 25. In group bookings, one person's doctor's certificate can be used to cancel one place.
- If the customer cancels their booking, and does not have a doctor's certificate, they are entitled to receive a full refund, less a fee of EUR 25, if the cancellation is made more than 24 hours before the beginning of the booking. If the cancellation is made less than 24 hours before the beginning of the booking, and the customer does not have a doctor's certificate, they are not entitled to a refund.
- Cancellation can be made via email with all the necessary documents and bank account information.

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