

General Terms

Valid from January 1st, 2025

Nordic Lakeland Oy

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- The prices displayed in the online service include value-added tax (VAT).
- We apply dynamic pricing for activity services. Prices depend on the time of booking and may vary monthly, weekly, and daily.
- We reserve the right to change prices.
- We sell products to individuals of legal age and business customers.
- The customer is responsible for the accuracy of the information they provide.
- We reserve the right to amend the terms of sale. The customer must review the applicable terms before placing an order.

Participation Requirements

The customer is responsible for ensuring they can participate in the activity as described, considering the required skill level and other preconditions.

Restrictions on Participation

Participation may not be possible in the following cases:

- Age 0–7 years (for some services)
- Physical limitations that prevent safe participation
- using a wheelchair
- Lack of approved equipment required for safe participation
- Insufficient English skills that hinder safe participation without an interpreter
- Failure to follow safety instructions and violation of rules
- A legally incompetent adult without the guardian's consent for participation and purchase of services
- Intoxication
- Influence of intoxicating medications
- Mental health issues or temporary mental impairment preventing safe participation
- Illness that prevents safe participation

Booking Terms

These terms apply to all bookable services.

Booking

- The customer is responsible for reviewing the service description, instructions, and terms before booking.
- The customer pays for the reservation using the selected payment method and in accordance with its terms.

- The booking system sends a confirmation email to the address provided by the customer.
- The customer and the merchant are bound by the booking once the payment is completed and a confirmation email has been sent.
- If a booking system error prevents the reservation from being completed, the customer must contact the merchant immediately. If payment has been incorrectly processed, a refund will be issued.
- The merchant does not guarantee availability if an error occurs. If the service is unavailable, the customer will receive a refund or be offered an alternative service. If the alternative service is more expensive, the customer must pay the price difference.

Cancellations and Changes

- The cancellation date is the date the merchant receives the cancellation request.
- The customer is responsible for ensuring the cancellation request is sent in time.

Cancellation Fees

- If the cancellation occurs **7 days or more** before the start of the booking, no fee is charged (0% of the service price).
- If the cancellation occurs **less than 7 days but at least 2 days (48 h)** before the start, 50% of the service price is charged.
- If the cancellation occurs **less than 2 days (48 h)** before the start, the full service price is charged.

Rescheduling by the Customer

A booking can be rescheduled under the following conditions:

- The request must be made at least **2 days before** the original booking start date.
- The service can be changed to a different service or date. If the alternative service is more expensive, the customer must pay the difference.
- The change is only possible if the capacity of the new service or date allows it and the merchant confirms the change.
- The new booking must take place **within 14 days** of the original booking.
- If a rescheduled booking is later canceled, **the full price is always charged**, regardless of when the cancellation occurs.

Merchant's Right to Cancel a Booking

- Services are subject to **weather conditions**, and the merchant may cancel a booking at their discretion (e.g., due to a safety risk like a thunderstorm). In such cases, the customer is entitled to a full refund. An alternative service or date may be offered if available. If the alternative service is more expensive, the customer must pay the difference.
- In the event of a **force majeure** (e.g., natural disaster, government restrictions), the merchant may cancel the booking. The customer will be informed promptly, but no refund will be issued for the booked service or any additional costs incurred.

Liability for Damages

- The customer is liable for any damage they cause to the merchant's property. The customer is also responsible for other participants included in the reservation and any damage they cause.
- The merchant ensures that safety measures and instructions are in place to prevent accidents. However, if an accident or damage occurs during the activity, the customer's travel insurance is responsible for covering personal injuries and property losses. Ultimately, the customer is responsible for their belongings and well-being.
- The merchant is not responsible for damages caused by non-compliance with instructions, improper clothing, or inadequate equipment.

Complaints

- Any complaints must be made as soon as possible after the issue arises.
- If a satisfactory resolution is not reached, or if a compensation claim is involved, the complaint must be submitted in writing within 30 days after the booking ends.
- The merchant aims to handle complaints as quickly as possible, but no later than one month after receiving them.
- If the customer and merchant cannot reach an agreement, the customer may take the dispute to the **Consumer Disputes Board** for resolution.

Payment Terms

- The merchant uses **trusted and secure payment service providers**.
- The merchant does not store banking or credit card information at any stage.
- The customer agrees to comply with the terms of the selected payment method.

Payment by Invoice

- The invoice must be paid by the due date stated on the invoice.
- Late payments are subject to **late fees**. If the invoice is paid after the due date but before late fees are charged, the fees will be billed separately.
- If the payment transaction is not successfully completed at the time of booking, the merchant will not process the reservation.