

The terms of booking and cancellation, Hotelship Wuoksi

BOOKING CONDITIONS

You have to inform your name, address and arriving- and departure dates. The reservation binds the hotel when it has been confirmed verbally, literally or for example by email.

ARRIVING AND DEPARTURE

The room is available starting at 2pm on the day you arrive and check out has to be done by 11am on the day of your departure. The hotel might have abnormal check-in and check-out times that will be informed if they are to come true.

We will send you doorcodes by text message (SMS) on the day you arrive. With those codes you can check in straight to your room without checking in to the reseption. The codes are working through your staying, all around the clock.

CANCELLATION AND NOT ARRIVING

You have free cancellation right if the cancellation is done 24 hours before your arrival date at the latest. If the cancellation happens in less than 24 hours before your arrival date, is the client obliged to pay the full price.

LEAVING BEFORE THE ACTUAL DEPARTURE DATE

If you are to leave before the actual departure date, are you obliged to inform about your leaving to the staff of the hotel. If you have a reservation for several days, are you obliged pay the full price for all the days of your booking.

THE PAYMENT METHODS

All the hotels accept the most regular paycards. The hotel is not obliged to accept foreign currency, coupons, cheks or paycards, if the hotel hasn't offered to do so.

If the room has not been paid on advance, has the payment be done during the breakfast before checking out.

RULES OF ORDER

We follow good manners and rules of order at our hotel. Because we are a ship, is the soundproof naturally weaker than in the normal buildings. Due to this fact it's very important to keep an eye on the volume of your voice so you don't disturb the other hotel clients.

If you are to brake these rules, can the staff remove you from the hotel. You are still obliged to pay your booking and you can't ask for refund.

THE HOTELS RESPONSIBILITY OF DAMAGE

The hotel can take luggage to store if the client wants to. If the property is very valuable, you have to inform about it before you leave it to be stored. The hotel can refuse to take valuable property for keeping. You are responsible for your own belongings if you leave them for the hotel for safe keeping. The hotel is not responsible for the property you have in your room.

The hotel is not responsible for the damage that has happened in the common parking spaces or parking tickets due to wrongly parked car or other transportation vehicle.

THE CLIENTS RESPONSIBILITY OF DAMAGE

As a client you are responsible of the damage you (or your pet or your guest) do intentionally or unintentionally (for example smoking in the room). The responsibility of damage is determined by common principles of damages.