

TERMS FOR BOOKING AND RENTAL AS WELL AS RULES AND REGULATIONS FOR CUSTOMERS

Loviisa Camping

Kapteenintie 1, 07920 Loviisa

Coordinates: 60°26'29.6"N 26°14'07.6"E

Tel. +358(0)40 579 55 27

camping@loviisa.fi

www.loviisa.camping.fi

Terms of booking and cancellation of Loviisa Camping

1. Booking and payment

When booking online the customer pays the entire payment in connection with making the booking. It is not possible to book online a slot at the camping and to pay upon arrival!

2. After a successful booking, the customer will be sent a confirmation of booking, terms of booking and rental, instructions for customers and a receipt of payment to an e-mail address supplied by the customer.
3. Bookings made by phone or e-mail are paid at the latest upon arrival.
*See "Arrival", point 3.
4. Payments for groups are paid in their entirety in advance.
5. When a person younger than 18 books a slot for a tent or a room he/she has to supply a consent by the guardian and the contact information of the guardian for the booking.

6. Terms of cancellation

If you are not able to arrive, please cancel your booking of a caravan or tent pitch immediately by phone (tel. +358 40 579 5527) or by e-mail (camping@loviisa.fi). In case you already have paid for the pitch, you can request a refund by e-mail. Remember to give your name, order/booking number and the date of your booking. Cancellations must be made no later than 24 hours before the date of the booking. If you don't cancel your pitch in time, please note that Loviisa Camping has right to withhold the whole price of the booking.

7. Paytrail Oyj (business identity code 2122839-7) is payment service provider for payment exchange services at online bookings, and the company cooperates with Finnish banks and credit institutions. Paytrail Oyj is the recipient on the bank statement or credit card invoice, and the company transfers the payment to the seller. Paytrail Oyj has a license for a payment institution. In cases of complaints we kindly request that you contact the service provider.

Paytrail Oyj, business identity code 2122839-7
Innova 2

Lutakonaukio 7
40100 Jyväskylä
Tel. 020 718 1830
www.paytrail.com

Online banks

The provider for payment exchange services in payment terminal payments is Nets/Tammerdata Oy (business identity code 2206142-9). The company cooperates with banks and credit institutions.

Opening hours

1. Opening hours of the Loviisa Camping reception is **8 am–10 pm**. The season **opens on May 25th and closes on September 15th**.
2. Loviisa Camping has no possibility for winter storage of camping vehicles or caravans.

Arrival

1. Park your vehicle in the waiting area, as far to the right as possible in order for dangerous situations not to arise and the traffic out from the area not to be hindered. Go to the reception (grey building) to check in and immediately after that continue to the slot you have booked. It is absolutely forbidden to park in front of the reception!
2. Be prepared to prove your membership in the caravan club with a membership card as well as to show the e-mail with the booking confirmation as well as the receipt of payment when you check in.
3. *The customer has to inform Loviisa Camping if the time of arrival is later than 10 pm. If a late arrival is not informed at the latest at 7 pm, Loviisa Camping has the right in unpaid bookings to try to rent out the slot to another customer.
4. Check in is at the earliest at **2 pm**. Check out is at the latest at **12 pm**.

Rental of sauna and outdoors hot tub

1. The sauna is free of charge only for the customers of Loviisa Camping on Saturdays during the ladies' turn at **4 pm to 7 pm** and during the gentlemen's turn at **7 pm to 10 pm**. The doors to the sauna are locked at **10 pm** and the sauna premises have to be vacated at the latest at **10 pm**! The sauna can be booked privately for other times at the price of 30 euros per hour. The sauna is heated with firewood. Ask at the reception about renting the outdoors hot tub.
2. The customer can cancel or reschedule a private sauna booking at the latest at 2 pm the day before. Check the booking situation of the sauna at the online booking calendar at the address www.loviisacamping.fi. Rescheduling of in advance paid sauna bookings are not charged if the pricing is the same.

Parking for booked slots for camping vehicles, caravans and tents

1. The camping vehicle or caravan must be backed up as close to the numbered board as possible so that also a front tent fits within the width of the board. The spaces on both sides of the board have been measured out to correspond with safety distances of 4 metres to the next board. Each customer is required to see that the safety spaces are kept free!
2. The front or the caravan's shaft has to always face the rescue way/passage. The basic price of the slot includes 2 adults and 2 children. Persons above this are charged an extra fee.
3. It is not allowed to erect tents or park extra vehicles on slots for camping vehicles or caravans.
4. If the slots for camping vehicles and caravans are sold out we separately inform about this on our web site as well as with a red pennant at the entry gate.
5. Tenting areas have been marked out. The tent slots do not have electricity.
6. The customer can park his/her vehicle next to the tent, but has absolutely to see to that the passages remain free. The basic price of a tent slot includes 2 adults and 2 children. Persons above this are charged an extra fee.
7. If the size of the tent is such as to cover the slots for two or more tents, then the customer is charged accordingly.

Rules and regulations of Loviisa Camping, kindly read carefully!

All customers have to report at the reception upon arrival.

The customers have to adhere to instructions given to them at the reception.

- The instructions on parking and safety distances (4 metres) have to be adhered to in placing out passenger cars, camping vehicles, caravans and tents.
- Only service traffic and customers who have booked a slot are allowed to drive to the camping area.
- Customers have to always keep the surroundings of their camping slot tidy and clean it when they depart. There are large waste containers in the area as well as a recycling station located by the entryway next to the sheet metal shack on the left side. The same rules apply to outdoors people visiting the area.
- It is only allowed to make fires in areas separately designated for this.

- One has to use the firewood sparingly at the campfire/barbeque site. Waste has to be dealt with as mentioned above.
- It is not allowed to use ball grills next to building walls.
- It is not allowed to pour charcoal and ashes on the lawn.
- Everyone puts waste in waste bins and wipes the tables after use in the kitchen. The food is prepared in the kitchen and one moves to other rooms to eat so that all have the opportunity to use the kitchen.
- Dogs and other pets have to be kept at a leash and their droppings have to be removed.
- Take care that your children's play does not disturb the other customers.
- Groups should not "take over" shared areas so that other customers cannot use them. Coronavirus restrictions have to be adhered to!
- The customers have to take care of their property.
- Everyone cleans after him/herself in shared areas such as the kitchen, eating areas, toilets and the showers. Said areas are for the use of the customers.
- Private sauna turns can be booked at the reception for the price 30 euros per hour. For a private sauna you will get at the reception a sign to be put up at the sauna. Kindly respect the privacy of people who have booked the sauna.
- It is not allowed to sell wares in the area without the owner's consent.
- The area is silent between 11 pm and 7 am. Respect the peace of the other customers also during other times of the day and use finesse when using a radio or similar machine.
- Outsiders have to leave the barbeque area by 7 pm and the camping area by 9 pm.

Loviisa Camping is a private area, but it is also open for local inhabitants for jogging and café visits between 8 am and 9 pm. If agreed upon in advance the campfire can be used for a while, but it has to be left at the latest at 7 pm. The visits may not disturb the peace of the customers.

- ❖ Everyone has to adhere to the coronavirus restrictions that have been mounted on the walls.
- ❖ A person who does not follow there rules and other instructions by the personnel can be removed from the premises and as needed be barred from entering.