

GLASS RESORT RESERVATION TERMS AND CONDITIONS

These terms and conditions below are applicable to Glass Resort accommodation reservations.
Official company name is Arctice Oy, VAT ID 1929106-3.



1. Reservation & Confirmation

At the time of reservation, client indicates their name, group size, date and requested time of the visit.
The reservation is binding once the client has received a written confirmation by email from Glass Resort.

All reservations are charged 100% at the time of confirming the reservation unless stated otherwise. The reservation fee is charged from client's credit card (Visa/Master/Maestro/JCB/UnionPay) by Nets payment link or the reservation fee is invoiced upon request (additional 15€ invoicing fee applies). After payment client will receive a confirmation of the reservation/receipt of payment/service voucher.

2. Customer Arrival & Departure

The guest check-in time /reservation start time is stated in the confirmation sent to the client. Guest is entitled to inform the late arrival time to the reception. Check-in time is from 3pm until 9pm. Check-in takes place in the reception building of the Glass Resort, Tähtikuja 16, in Santa Claus Village. Guest must present the same credit card used to make the booking upon check-in (Visa/Master/Maestro/JCB/UnionPay). Check-out time is latest at 11am. If guest has not left the apartment by 11am, there is an additional overstay fee of 150€/start of every hour.

3. Cancellation & No arrival

Terms applicable to Non-refundable rate:

The full reservation fee is charged on the day of confirming the reservation and in case of cancellation/no arrival there are no refunds.

Terms applicable to Flexible rate:

The full reservation fee is charged on the day of confirming the reservation. Client has the right to modify or cancel the reservation free of charge up to 60 days before the arrival date. The client is subject to 100% cancellation charge if reservation is cancelled 59 days or less before arrival. In case of no arrival there are no refunds. Cancellation or modification must always be confirmed in writing by Glass Resort.

Guest is entitled to inform the reception staff for any cancellation/late arrival. Glass Resort recommends for the client to have a travel insurance to cover for any unexpected cancellations. Glass Resort does not offer insurance services. In case the guest has not arrived on the day of arrival by 9pm and has not informed the Glass Resort of the late arrival time, Glass Resort holds the right to cancel the reservation without prior notice or refund to the guest.

4. Guests Behavior & Liability

The guests are obliged to follow good manners at the Glass Resort. The guests shall observe the Glass Resort terms and conditions and conduct themselves appropriately. If the guests break the Glass Resort terms and conditions or do not conduct themselves appropriately, the hotel reserves itself the right to remove the guests immediately from the hotel premises without any refund.

The guests shall be liable for any damages caused to the service provider and must cover the incurred expenses in full.

By confirming the reservation, the guests accepts to pay for all damage caused directly to the host.

5. Luggage

Luggage service is available upon request (8am-9pm)

Glass Resort is not responsible for damaged, destroyed or lost luggage or valuables in the accommodation unit. Lost luggage or stolen goods should be reported to the host and the local police department. Glass Resort recommends to store all valuable items in the safety deposit box provided in each apartment.

6. Smoking indoors & Ventilation of apartment unit

Smoking indoors is **strictly forbidden**. Should the guests smoke inside the accommodation unit, they will be charged a standard fee of 500€. Other circumstances necessitating the ventilation of the accommodation unit will also result in a 500€ fee.

7. Extra cleaning fees

Daily cleaning (change of towels, taking out rubbish) and cleaning after check-out is included in the price. The guest will be charged for any additionally required cleaning services, e.g. the removal of bodily discharge or the change of water in the hot spa due to misbehavior of the guest. The standard extra cleaning fee is up to 500€ depending on the extra cleaning services required, f.ex change of water in the hot spa. In case of vandalism, the guest is liable for all damages caused to the host and must cover all incurred expenses in full. Glass Resort holds the right to determine whether damages caused are considered vandalism towards the resort.

8. Pets

Pets are not allowed in Glass Resort premises.

9. General silence

General silence in the area is 12am to 7am. Disturbance in the area must be informed to Glass Resort reception from where it will be directed to local police department if necessary.

10. Use of outdoor Hot Spa

The guest has the right to use the outdoor hot spa during hours of 7am to 12am. Between 12am and 7am the use of the hot spa is not allowed to maintain the general silence in the area. Guest is entitled to read the hot spa instructions provided in the apartment and to follow them in full. No soap/food/glass must enter the hot spa. No clothing/towels are allowed inside the hot spa. The security department of Glass Resort will check each spa at midnight to make sure all spas are turned off and closed appropriately.

11. Reclamations

Any complaints or concerns about the reservation should be expressed to the reception staff immediately after they arise. Reception staff is available 24/7. We aim for 100% customer satisfaction.

12. Force Majeure and the Applicable Law

Arctice Oy / Glass Resort reserves itself the right to modify or cancel the reservation in case of circumstances outside the control of the service provider (force majeure), preventing the rendering of the purchased services.

Free cancellation is possible in situations involving unavoidable and exceptional circumstances in the destination or in its immediate vicinity called Force Majeure. Such circumstances include significant risks to human health and safety. In these situations, the guest can ask for a refund or negotiate on the rescheduling of the reservation with Arctice Oy / Glass Resort. The exclusive applicable law is the Law of Finland.

GENERAL INFORMATION OF GLASS RESORT & EXTRA SERVICES

GLASS RESORT

Glass Resort consists of 12x semi-detached double storey glass cabins including total 24x glass apartments. Size of the apartment is 44m². Maximum capacity in one apartment is 2+2 persons. The facilities in the accommodation unit include: living area with sofa, flat screen television, dining area with dining room table + chairs for 4 persons, mini-kitchen with water kettle, coffee maker, microwave, fridge, stove, dishes for 4 persons, double bed / twin bed (160cm or 2x80cm) on the loft, possibility for extra bed (sofa bed 160cm) for two (extra fee applies), thermal glass ceiling and glass wall for nature viewing, bathroom with Aroma Sense shower and toilet, private sauna and outdoor Hot Spring hot spa.

Price includes linen, towels, bathrobes, slippers, WIFI, daily cleaning, buffet breakfast.

Check-in time 3pm, check-out time latest at 11am.

Available: 1.10.2020-10.4.2021

Glass Resort main building in Tähtikuja 16, Santa Claus Village, includes reception, restaurant and lounge area. Reception is open 24hrs. Restaurant is open for breakfast from 7am to 10am and for dinner service from 6pm to 9pm. Maximum capacity of the restaurant is 60 persons. Lounge area is open 24hrs.

RVICES

- Transfers are available to/from the city centre/airport when booked in advance. Airport transfer 7€/person/one way. City transfer 25€-30€/one way (1-8 persons). Transfer to/from the Bus Station and Train Station 30€/one way (1-8 persons).

- Winter clothing rental is available to overnight guests.

Price for outdoor clothing rental is 20€/person/day incl. winter overalls, shoes, gloves, scarf, wool socks.

Winter clothing rental is subject to availability and we strongly recommend the guest to bring their own warm winter clothing incl. thermal underlayer, warm midlayer, winter jacket, trousers and winter boots. Hat, gloves and scarf are essential in the Arctic!

- Halfboard dinner is offered in Glass Resort restaurant and includes appetizer, choice of main course (meat/fish/vegetarian) and dessert.

- Luggage service is available upon request between 8am to 9pm.

More information of extra services from the reception or info@glassresort.fi