

AINO

PRIVATE ISLAND HOTEL

General Terms and Conditions

Aino Private Island Hotel is the marketing name of SantaPark Ltd. Aino Private Island Hotel is part of SantaPark Arctic World brand family.

Rates

Rates relative to the reservation are indicated during the reservation process. VAT taxes will be applied to the rates according to the EU-taxation regulations. The aforementioned taxes have been paid within the rate. Rates are only valid for the period indicated. All rates are displayed and charged in the local currency EUR. When justifiable reasons exist, the hotel reserves the right to amend these rates without prior notice. Price lists for additional items, such as food or beverage are on display at relevant locations within the hotel and are available on request. All outstanding charges must be paid for in full on check-out from the Hotel.

Confirmation and payment

The booking shall be treated as confirmed when the full payment in advance has been provided. A separate payment schedule can be agreed under special circumstances at the discretion of the Aino Private Island Hotel. The Hotel reserves the right to release any service and space, which is not paid in advance in accordance with the agreed payment schedule.

Payment Service Provider

Paytrail Plc acts as a collecting payment service provider and is an authorized payment Institution. Paytrail Plc will be shown as the recipient on your bank or credit card statement. Paytrail Plc will forward the payment to the merchant. For complaints, please contact the website the payment was made to.

Paytrail Plc
Innova 2
Lutakonaukio 7
40100 Jyväskylä
Phone: +358 207 181 830
Business ID 2122839-7

Cancellation Policy & Changes

Deposit payment 100% upon reservation, the deposit is non-refundable. All changes in the reservations shall be made in writing by e-mail. The receipt must be acknowledged by the hotel.

NO SHOW Guest

Should a guest fail to arrive, the reservation will register as a NO SHOW guest and the full payment will apply. Once a reservation has gone through as a NO SHOW, the booking will no longer be valid, and the payment will remain non-refundable. Guests are required to notify the hotel via e-mail a minimum of 48 hours before the original arrival date, should they be unable to arrive. A request to move the booking to a future date must be sent and the request receipt must be acknowledged by the hotel.

AINO

PRIVATE ISLAND HOTEL

Should a guest fail to arrive or to successfully move the booking, the payment will remain non-refundable and the booking will become invalid and unusable in the future.

Check-in and check-out requirements

In the interests of security and to prevent fraud, at the time of check-in, the guests are required to confirm their identity by providing their booking reference; their passport/identity card/driving license and a valid credit or debit card which will be swiped in the presence of the cardholder. The information above may be requested for each member of your party over the age of 15 and we reserve the right to refuse entry to persons who cannot provide the information set out above.

Guests may check-in at any time from 16:00 on the scheduled day of arrival. All rooms that have been secured by credit/debit card or prepaid at the time of booking will be held until 11:59 pm on the scheduled day of arrival unless otherwise agreed directly. We kindly ask all guests to vacate their rooms by 11:00 in the morning when departing, unless a later departure is stated as part of your Booking.

The Suites

The customer does not acquire any claim for the availability of a particular room, unless the hotel confirmed the availability of a particular room in writing. The booking is for a class of room in the Hotel and does not guarantee that you will be able to stay in a specific room seen on in promotional pictures.

The maximum number of guests per Suite is 2 guests.

Facilities included in the Suites are: En-suite bathroom with toilet and shower, flat-screen TV, free wireless internet, Espresso coffee machine, Kettle, Fridge, Built-in-safe, Air conditioning. Additional facilities depend on the class of the Suite.

The Villa

The maximum number of guests in villa is 6+2 guests, with extra bed possibility for 2 guests.

Facilities included in the Villa is: air-conditioning, wi-fi. Master bedroom with ensuite bathroom; two bedrooms with twin/double bed; open concept living room kitchen with fireplace, fully-equipped kitchen; tv room with possibility for double bed. Bathroom with shower, bathtub and wc. Separate wc.

Accessibility and special needs

Please contact us on sales@ainoprivateislandhotel.com to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs. Any special diets shall be delivered to the Aino Private Island Hotel staff 48 hours prior to your arrival date. We will do our best to accommodate your needs. We reserve the right to have an additional charge when the needs or wishes are outside of our service scope.

AINO

PRIVATE ISLAND HOTEL

Food and beverage

Every booking includes breakfast at Kota Restaurant and Aino Private Island Hotel premises. No refund is issued if the guest does not attend the breakfast during its operational time.

The customer is fully liable for the food and drinks brought along by themselves being fit for consumption and absolves the hotel in this respect from any claims by a third party. The hotel undertakes no liability for the shelf life of the food which is taken away to the Suites, excluding the Mini Bar offer.

Parking

Parking area is located before entering the bridge which leads to the hotel on the island. There are limited space available at the parking area and space may not be available for the duration of your stay. Please contact the Aino Private Island Hotel staff directly for more information. Cars and their contents are left at the guest's own risk. We do not accept responsibility for loss or damage (save as may not be excluded or restricted by applicable law).

No Smoking

Guests are not permitted to smoke in rooms or public areas, except the designated areas which are appropriately marked.

Damage to Hotel Property

The guest is liable and will be charged for any items taken or damaged done to hotel property or interior, décor or electronic items in hotel rooms.

Child friendly

Aino Private Island Hotel is exclusive for adults.

Pets

Guide dogs are accepted with prior arrangement, and other dogs may be accepted at the Company's discretion, but otherwise, no pets are allowed at the Aino Private Island Hotel.

Injuries Sustained on Hotel Property

The hotel is not liable for any injuries that is sustained while on the hotel property caused by accident or natural elements like snow or ice on the roads or walking paths.

The use of any hotel equipment for example bikes, sledges, snow tubes, snowshoes, skis are used at the own personal risk of the guest.

The hotel is not liable for any injuries sustained while staying at the hotel or using hotel equipment.

Force Majeure

Aino Private Island Hotel accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, acts of terrorism, fire or failure of

AINO

PRIVATE ISLAND HOTEL

electric power, gas, water, or other utility services, plant machinery, computers, vehicles or any collapse of building structures.

Limitation of Liability

The Company will not be responsible for the loss or damage of any property left in the Hotel other than as required under the applicable law. Nothing contained in any document between the guest and Aino Private Island Hotel shall be read or construed as excluding any liability for death or personal injury caused by the Company's negligence or liability for fraud or fraudulent misrepresentation.

Legal notice

The law of Finland applies exclusively. Should individual provisions of the accommodation or event contract or individual provisions of these general terms and conditions for hotel accommodation and for holding events be or become ineffective, the effectiveness of the remaining provisions will remain unaffected by this. Guest records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime.

Privacy Policy

This Privacy Policy governs the manner in which Santa Park Arctic World collects, uses, maintains and discloses information collected from users (each, a "User") of the website ("Site").

Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

Web browser cookies

Our Site uses cookies to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

AINO

PRIVATE ISLAND HOTEL

User may change their [cookie settings](#) any time. Changing or denying unnecessary cookies will automatically remove or overwrite already set cookies. For more information on cookies, see our [cookie policy](#).

How we use collected information

SantaPark Arctic World collects and uses Users personal information for the following purposes:

- To personalize user experience We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- To improve our Site We continually strive to improve our website offerings based on the information and feedback we receive from you.
- To improve customer service Your information helps us to more effectively respond to your customer service requests and support needs.
- To administer a content, promotion, survey or other Site feature To send Users information they agreed to receive about topics we think will be of interest to them.
- To send periodic emails. The email address Users provide for order processing, will only be used to send them information and updates pertaining to their order. It may also be used to respond to their inquiries, and/or other requests or questions. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or User may contact us via our Site.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures.

Sharing your personal information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

AINO

PRIVATE ISLAND HOTEL

Third party websites

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

Changes to this privacy policy

SantaPark Arctic World has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using this Site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

SantaPark Arctic World
SantaPark Oy, ProSanta Oy
Tarvantie 1, Arctic Circle
Rovaniemi
FI-96930

sales@ainoprivateislandhotel.com