

1.1.2018

SNOWMAN WORLD TERMS AND CONDITIONS FOR F.I.T. AND GROUP BOOKINGS

These terms and conditions below are applicable to all services that Snowman World offers including accommodation, restaurant services, winter zone visits and safaris.

1. Reservation and 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 Snowman World.

All FIT reservations are charged 100% at the time of confirming the reservation unless stated otherwise. The reservation fee can be paid by credit card (Visa/Master/Maestro/JCB/UnionPay) or the reservation fee is invoiced upon request. After payment client will receive a confirmation of the reservation.

All group reservations (minimum 12 persons or 6 rooms) are invoiced as follows:

10% reservation fee is charged on the day of making the reservation
60% of the reservation must be settled 60 days prior to the start of the reservation
100% of the reservation must be settled 30 days prior to the start of the reservation

During special Christmas and New Year period 15.12.-7.1. payment 100% is charged upon reservation.

All pre-payments are non-refundable.

In all accommodation bookings, the rooming list + arrival and departure times are to be sent to Snowman World sales department minimum 2 weeks prior to the reservation.

In all restaurant bookings, Snowman World is to be notified of the chosen menus and any possible food allergies minimum 2 weeks prior to the reservation.

Possible rental fees for private functions in restaurants are charged at the time of confirming the reservation. Possible rental fees are non-refundable in case of cancellation.

2. Ice and Snow construction

Ice and snow construction is dependent on weather conditions. If Snowman World is unable to provide the customer the reserved service due to weather conditions, Snowman World is obliged to return the paid fees to the customer.

3. Customer arrival and 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 to Glass Resort/Igloo Hotel/Ice Restaurant Experience/Safaris takes place in the main building of Snowman World, Joulumaantie 5, in Santa Claus Village.

4. Cancellation and no arrival

For FIT bookings, the full reservation fee is charged on the day of confirming the reservation and in case of cancellation/no arrival there are no refunds. Client is entitled to inform the reception staff for any cancellation. Snowman World recommends for the guest to have a travel insurance to cover for any unexpected cancellations.

For group bookings, all prepayments are non-refundable. Group reservations allow 10% change to the original reservation 30 days or prior for no charge.

5. Customer behaviour

The customer is obliged to follow good manners and the Snowman World code of conduct. If the customer breaks these rules, the hotel/restaurant has the right to remove the customer immediately from the premises without any refund. Should the customer not follow the Snowman World code of conduct, the customer is liable for caused damage and must cover the expenses. By confirming the reservation, the customer accepts to pay for all damage caused directly to the host. General silence in the area is 23-07. Disturbance in the area must be informed to Snowman World reception from where it will be directed to local police if necessary.

6. Luggage

Luggage service is available upon request.

Snowman World 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.

7. Smoking and extra cleaning fees

Smoking indoors is strictly forbidden (including ice igloos). Should the guest however smoke inside the accommodation unit, a 300€ fee is charged from the guest, as well as in other similar kind of case where it is necessary to ventilate the accommodation unit due to misbehaviour of the guest. Daily cleaning and normal cleaning after check out is included in the price. Any excessive cleaning including extra cleaning time, vomit and excrements will be charged from the guest. Extra clean up costs can be up to 300 euros.

8. Pets

Pets are not allowed in the Snowman World premises.

9. Use of outdoor Hot Spa in Glass Resort accommodation

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 due to general silence in the area.

10. 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.

Snowman World reserves the right to change or modify a reservation in case of circumstances caused by conditions beyond its control that cannot be predicted or avoided (force majeure).