

RESERVATION AND CANCELLATION POLICY

Luosto Reindeer Safaris Ltd/Jaakkola reindeer farm

Valid from 1.1.2021 until further notice

ORGANIZATION OF ACTIVITIES

Jaakkola reindeer farm offers guided farm visits, reindeer safaris and restaurant services on request. Due to the operating model of our company, we rarely have opportunity to offer spontaneous services to customers arriving to the farm without a reservation. During the high season, we arrange several activities for independent travelers daily, so please do not hesitate to contact us to check if it would be possible to join in a short notice.

RESERVATION INQUIRIES

All customers are entitled to read the company's reservation and cancellation policy before making a reservation enquiry. We provide many different tours and excursions but we also make tailored tours adaptable to your needs and timing. Before sending us an inquiry, please check if we already have some suitable program for you. We also arrange private and tailor-made tours with an extra fee, which cost normally 30%-50% more than the public ones.

The preferred method to make inquiries is to use the electronic reservation request form standing in our website, as it makes the booking process proficient. Your personal information and all the collected data is SSL-protected. A person making a reservation must be over 18 years of age. If we don't have chance to arrange the desired activities on the requested time, we will contact you to offer alternative activities or times. We will do our best to respond to the reservation inquiries within 48 hours.

CONFIRMATION OF RESERVATION

The reservation and cancellation policy enters into force once we have confirmed the reservation and the policy is binding to both parties. Generally, we confirm the reservation by sending a confirmation e-mail to the customer. Reservations made by phone or in a short notice, confirmation is made mutually and the cancellation policy enters into force immediately. Activities booked at the reindeer farm we charge on the spot and our conditions are binding for both parties from the moment the guest makes the payment.

PAYING FOR THE RESERVATION

Reservations should normally be paid by invoice or via credit card payment link, we send within the reservation conformation. In some cases, according to our consideration we charge the services on the spot by cash or credit card. If the customer fails to pay the reservation in advance by the due date, we have the right to cancel the reservation. However, leaving a payment unpaid, does not count as a cancellation.

GROUP RESERVATIONS OR RESERVATIONS MADE ON BEHALF OF A GROUP

A booking is valid for the number of persons as mentioned in the reservation. The person making the group reservation is responsible for the whole reservation alone, and she/he is required to inform us if the number of customers change or if the reservation needs to be canceled.



Café Uksakka | Pyhä-Luostontie 1266, 99555 Luosto | puh. 0400 920 918
info@uksakka.fi | www.uksakka.fi

Jaakkolan porotila | Alakitisentie 899, 99555 Luosto | puh. 040 412 4934
info@jaakkolareindeerfarm.com | www.jaakkolareindeerfarm.com



CANCELLATIONS

If the customer is unable to use the reservation as confirmed, the reservation must be canceled immediately by e-mail to info@jaakkolareindeerfarm.com. Cancellation is considered as having occurred when we receive it in writing during office hours in Finland, by 16:00 local time. Phone call, text message, WhatsApp, messenger or any other way of communication is not appropriate means of cancellation. In the case of illness, same cancellation policy applies than in regular cancellation cases. Neither COVID-19 epidemic and travel restrictions do not count as "Force Majeure" events and circumstances. The person making the booking needs to make sure that their own travel insurance covers the costs if the reservation need to be cancelled in the case of sudden illness / injury / death of a close relative or travel party.

We reserve the right to charge the customers for any late cancellations according to the below:

- Reservations can be cancelled free of charge no later than 7 days before the event. If the reservation is paid in advance, we will withhold 30€ as office expenses on refund.

NO-SHOW AND DELAYS

The customer is responsible to be on time according to the schedule of the activity or transfer. We recommend the customer being at the meeting point 10 minutes before departure of the program or transfer. We have right to charge the full price of the reserved services if the customer does not show up. A customer with a reservation arriving more than 10 minutes late is also considered as a no-show situation.

RESPONSIBILITY AND CANCELLATIONS BY THE SERVICE PROVIDER

Jaakkola reindeer farm carries out its activities implementing the appropriate safety plans and standards following the Finnish laws and regulations. In order to avoid incidents and to reduce risks, all participants must comply with the safety and other instructions given by the service provider. We reserve the right to change the contents or duration of the service if it is necessary to ensure security. In the case of force majeure event, we do our best to offer alternative activities or different dates instead.

DISPUTES

If you are unhappy with the service or you have something to point out, we kindly ask you to inform our staff immediately at the location in order to negotiate any disputes and possible compensation.



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