



## Cancellation policy and terms of reservation

Cancellations and modifications must be notified to the sales service by telephone +358 201 476400 or email [gerralda@isosyote.fi](mailto:gerralda@isosyote.fi) or [myyntipalvelu@isosyote.fi](mailto:myyntipalvelu@isosyote.fi).

We recommend our customers to take out the appropriate travel insurance cover against any possible situations and cases of force majeure. The hotel is not obliged to accept cancellations based on a doctor's certificate or other similar documentation. All prices are including the legally specified VAT.

### Hotel rooms and cottages

Winter and spring Dec 1st – May 1st

Free cancellation up to 30 days prior to arrival.

If cancelled or modified later or in case of no-show, the total price of the reservation will be charged.

Summer and autumn June 1st – Nov 30th

Free cancellation up to 2 days prior to arrival.

If cancelled or modified later or in case of no-show, the first night of the reservation will be charged.

### Aurora View Suites

Winter and spring Dec 1st – May 1<sup>st</sup>

Free cancellation up to 30 days prior to arrival. If cancelled or modified later than 30 days or in case of no-show, the total price of the reservation will be charged.

Summer and autumn June 1st – Nov 30<sup>th</sup>

If cancelled up to 7 days prior to arrival, a cancellation fee of 50 EUR will be charged. If cancelled or modified later or in case of no-show, the first night of the reservation will be charged.

### Eagle View Suite, Bear Cave Suite and Phoenix Suite

Non refundable. If cancelled, modified or in case of no-show, the total price of the reservation will be charged.

In order to accept the above mentioned terms & conditions and to guarantee your booking we kindly ask you to return this booking confirmation signed within the next 7 days stating credit card details as indicated below.

Credit card number: \_\_\_\_\_

Valid until: \_\_\_\_ / \_\_\_\_

CVV: \_\_\_\_\_

I hereby confirm the above mentioned booking terms & conditions

Date: \_\_\_\_ / \_\_\_\_ 20\_\_\_\_

Signature: \_\_\_\_\_