



## ***Partnering with Oulujärvi Luxury Hideouts – Booking, Payment and Cancellation Terms***

### ***Our Partnership***

These booking and cancellation terms apply to sales between Oulujärvi Luxury Hideouts and its B2B partners. Our goal is to build long-term, mutually beneficial partnerships with travel professionals. Some of our services are designed exclusively for professional travel businesses and are therefore not available for direct consumer sales. We also operate with a dedicated B2B pricing model, meaning that our publicly available rates are higher than the rates offered to our partners. Oulujärvi Luxury Hideouts does not sell package holidays directly to travellers. Package holidays may only be sold through partners holding the required tour operator license.

**Please note:** Oulujärvi Luxury Hideouts acts as a provider of accommodation, activities, dining experiences and related services. The tour operator remains responsible for the package holiday and all associated legal obligations and responsibilities.

### ***Our Pricing Model***

We provide our partners with a pricing list that is generally valid for approximately two years at a time. The pricing structure is designed to support long-term sales planning and suitable also for individual FIT bookings. If you receive last-minute requests (less than nine months before arrival) or bookings that include multiple activities, we encourage you to contact us for a proposal. In many cases, we are able to negotiate special rates with our guides, particularly for longer stays and programmes that include several activities.

To support your sales efforts, we also provide ready-made weekly itineraries with pricing examples. All itineraries can be customised to suit your clients' preferences, including dining arrangements, activity selections and programme durations.

## ***Booking and Cancellation Terms***

We value long-term partnerships and strive to make cooperation as smooth and flexible as possible for both our partners and our shared guests. The following terms are designed to provide clarity and support efficient collaboration.

Please provide your current billing details when making your first reservation and whenever your invoicing information changes. This helps us ensure smooth co-operation and invoicing.

## ***Accommodation Services***

- A non-refundable deposit of 20% of the accommodation cost is invoiced at the time of booking. This deposit does not include bedlinen or cleaning services.
- The final invoice is issued six (6) weeks prior to arrival. After this point, the reservation becomes fully binding and cannot be cancelled. The final invoice includes the remaining 80% of the accommodation cost as well as any bedlinen and final cleaning services ordered.
- Name changes and adjustments to participant numbers are permitted up to two (2) weeks prior to arrival, subject to the minimum and maximum occupancy limits of the property.

**Please note** that some of our packages may be presented as per-person pricing for ease of sales and marketing. However, the 20% deposit required at the time of booking is always calculated solely on the accommodation portion of the reservation. Other services are invoiced separately according to their respective payment terms.

## ***Dining Services***

- Dining services may be cancelled free of charge up to fourteen (14) days before to arrival. After this deadline, bookings cannot be modified or cancelled.
- Dining services are invoiced in full (100%) fourteen (14) days prior to the service date.

**Please inform** us of any dietary requirements, food allergies, or special meal requests when making dining reservations. This information is particularly important for ensuring the comfort and enjoyment of your guests, as our dining experiences are prepared and served as private, tailor-made experiences.

## **Activities**

- Activities may be cancelled free of charge up to fourteen (14) days before to arrival.
- After this deadline, bookings cannot be modified or cancelled.
- Activities are invoiced in full (100%) fourteen (14) days prior to the activity date.
- Should LH be required to cancel an activity or excursion due to exceptional circumstances beyond our control a full (100%) refund will be provided.

**Please note** we are committed to delivering all activities as described in our programme and activity descriptions. Any adjustments are made only to better accommodate our guests' wishes and needs - for example, shortening a hiking route to make it more suitable for families with young children. In rare cases, activities may need to be rescheduled due to circumstances beyond our control, such as adverse weather conditions. For example, if a storm makes a fishing trip unsafe, we will always prioritize our guests' safety. Should an activity need to be rescheduled, we will first make every effort to arrange it on another suitable day during the guest's stay. If this is not possible, we will offer an alternative activity. If the proposed alternative does not meet the guest's expectations, we will provide a full refund for the affected activity.

**Please inform** us of any relevant details when booking activities, including children's ages, mobility limitations and where applicable, clothing and shoe sizes. This information helps us create the best possible experience for your guests and ensures that suitable equipment can be prepared in advance. If your guests are comfortable sharing this information, height and weight details can also be helpful for selecting appropriately sized equipment and ensuring safety. For example, bicycle sizing is based on height, while life jackets and certain outdoor equipment are selected according to weight. Providing this information helps us ensure both comfort and safety while creating a seamless and memorable experience for your guests.

## **Transportation Services**

- Pre-booked transportation services may be cancelled free of charge up to fourteen (14) days before to arrival.
- After this deadline, bookings cannot be modified or cancelled.
- Transportation services are invoiced in full (100%) fourteen (14) days prior to the service date.

***Where time slows and nature speaks***  
**Private stays and personal experiences, shaped by nature and care**

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*"We are a local company from the shores of Lake Oulujärvi and Rokua. Our mission is to create experiences that embody regenerative travel: moments that nurture both guests and the place they visit."*