

Terms of booking and cancellation

Terms of booking

These terms apply to room bookings made with Hotel Ellivuori. When booking a room through the Internet, you pay the booking via your web bank (Nordea, Op, Danske Bank) or Nordea) or using a credit card (Visa or MasterCard). You receive an e-mail confirmation of the booking, which shows the payments and the rooms you have booked.

The room must be claimed between 4 p.m. and 6 p.m. on the date of arrival. If you arrive later, please mention it when booking the room or call +358 (0)3 51921 (reception).

Check-out by 12 noon on the date of departure.

Note that other special prices and campaigns are not valid for online bookings.

Terms of cancellation

These terms of cancellation apply to room bookings made with Hotel Ellivuori. Always report a cancellation immediately to our sales services, tel. +358 (0)3 51922.

We charge a cancellation fee of EUR 30 for cancelling a confirmed, paid booking. If you cancel the booking no later than 48 hours before the check-in date, the paid sum will be refunded to your bank account. If there is less than 48 hours to the check-in date, we will charge the entire booking price.

If the cancellation is due to an illness, serious accident or death of the person having made the booking or a person living in the same household, all executed payments will be refunded, except for the EUR 30 cancellation fee. A reliable document verifying the cause of the cancellation must be submitted, if requested.

Online booking

I assure that the booking information I have submitted is correct and that I have read and accepted the terms of booking and cancellation.