

ARCTIC TREEHOUSE HOTEL

—○ ARCTIC CIRCLE – ROVANIEMI – FINLAND ○—

TERMS AND CONDITIONS

These terms and conditions apply to accommodation reservations made by customers at Arctic TreeHouse Hotel ("Hotel").

We want to make your booking process easy and fast. Please take a moment to read our terms and conditions. Upon confirming your desired activity for a variety of our experiences, it is assumed that you have read, fully understood and accepted the terms and conditions described below.

If you have any questions, please do not hesitate to ask our sales team member that has been helping you so far or through the contact details below.

1 ELIGIBILITY

The customer must be at least 18 years old, be legally authorized to enter into contractual obligations at the time of booking, have the requisite consent or authority to act for or on behalf of any persons included in a booking.

The customer must also ensure and hereby confirms that the details provided for all parties to the booking are full and accurate, that all parties agree to be bound by these Terms and Conditions and that the customer has the authority to accept and does accept these Terms and Conditions on behalf of all customers in the booking.

Customer undertakes to fulfil the obligations contained within these Terms and Conditions. Customer should save and/or print a copy of these Terms and Conditions for future reference when making a booking.

2 MINIMUM LENGTH OF STAY

The minimum length of stay for the Christmas 2024 (23.-27.12.2024) is three (3) nights package and for the New Year 2024 (30.12.2024-2.1.2025) package two (2) nights).

3 ARRIVAL AND DEPARTURE

Check in time: 16:00

Check out time: 11:00

4 FEES

The Hotel charges fees in consideration for the use of the Hotel's services. Any applicable service fees (including any applicable Taxes) will be displayed to the customer prior to booking the service. The given service fees include VAT according to the tax legislation and regulations of Finland in case of individual customers.

Prices on the website or pricelist separately quoted to customers are subject to change without prior notice and are not guaranteed until confirmed reservation by the Hotel.

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After the service has been confirmed between the customer and the Hotel, the Hotel reserves the right to change the service fees in case of unforeseen

increases in costs (including but not limited to taxes, fuel prices, currency changes etc.) beyond the control of Santapark Ltd.

4.1 Refunds

No refunds will be made for any unused services, late arrival or no-show.

5 SPECIAL TERMS

Child friendly: Children under 3 years old, when no additional bed required are free of charge. Children older than 3 years old are charged according to extra person fee.

Baby cot: Baby cot can be provided for 0-2 years old children. The supplement of baby cot is 45,00€/night.

Half Board: Supplement for Half board / day, 68,50€ adult, 39,50€/ child (3-12 y.o.)

Full Board: Supplement for Full board / day, 96,00€ adult, 53,00€/ child (3-12 y.o.)

Smoking: 100% non-smoking, please ask guest services for designated smoking areas. Failure to comply will incur a cost of 500€.

PET supplement: Supplement for pet in room, 50€/night (max. 2 pets/room). Limited amount of pet rooms available. Please check with sales.

6 CHANGES BY CUSTOMER

If you wish to amend your confirmed reservation in any way, the Hotel will make the preferred amendment if possible and confirm accordingly. The Hotel reserves the right to additional charges according to the amendments which will be added to the total invoice. All request of changes shall be made at the latest 7 working days prior the commencement of the services.

All changes in the reservations shall be made in writing by e-mail, during the office hours (9:00-16:00) in Finland. The receipt must be acknowledged by the hotel.

7 FIT (1-9 PEOPLE)

7.1 Confirmation and Payment Schedule FIT:

The reservation is confirmed upon the receipt of the first deposit of 20% of the total amount of services ordered. The deposit is not refundable.

The second deposit of 80% of the total amount of services ordered is due 30 days prior to arrival. Once paid, the second deposit is not refundable either.

The payment is due with the proforma due date.

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Proforma invoices will be issued for each payment, and payments are requested to be submitted by wire transfer to the Hotel's bank account. The Hotel reserves the right to release any service or space, which is not paid in accordance with the payment schedule.

8 GROUPS (10 AND MORE PEOPLE)

8.1 Confirmation and payment Schedule Groups

The reservation is confirmed upon the receipt of the first deposit of 20% of the total amount of services ordered. The deposit is not refundable.

The second deposit of 80% of the total amount of services ordered is due 30 days prior to arrival. Once paid, the second deposit is not refundable either.

The payment is due with the proforma due date.

Proforma invoices will be issued for each payment, and payments are requested to be submitted by wire transfer to The Hotel bank account. The Hotel reserves the right to release any service or space, which is not paid in accordance with the payment schedule.

8.2 Porterage Service

The portage service costs 10,00€/person/ one way. Timing of porterage service must be confirmed 14 days prior to arrival, and order must be placed 30 days prior to arrival.

8.3 Changes in group size

In case the total amount of participants is greater than the group size specified, additional payment will occur. In case the total amount of participants is less than the group size reserved cancellation policy applies.

8.4 Program participant name lists

The customer shall send the program participant name lists to the hotel latest 14 days prior arrival.

8.5 Special diets

The customer shall send special diets, if any, to the hotel latest 2 business days prior arrival.

8.6 Free policy

For period 1.5.2024 – 31.10.2024 for 15 paying guests (not the ones accommodating in the extra beds), 1 free person (the 16th guest is free). The frees are per person in shared suites. Free are subject to availability. Max. 3 free persons / group. On period 1.11.2024-30.4.2025 no free policy available.

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9 ARCTIC TREEHOUSE HOTEL, SUITE CATEGORIES

9.1 Arctic TreeHouse Suite Double

- (i) 27 m² (20 in total)
- (ii) Maximum capacity: 2 persons
- (iii) Facilities at your suite: wi-fi, air conditioning, flat- screen TV, coffee machine, kettle, tea set, fridge/mini bar, and en-suite bathrooms with toilet and shower.

9.2 Arctic TreeHouse Suite Double/Twin beds with Nest-like bed

- (i) 27 m² (25 in total)
- (ii) Maximum capacity: 2 persons + 1 person in extra bed
- (iii) Facilities at your suite: wi-fi, air conditioning, flat- screen TV, coffee machine, kettle, tea set, fridge/mini bar, and en-suite bathrooms with toilet and shower.
- (iv) Suites with kitchenette have additionally: microwave, electric stove and kitchen sink. There are 7 suites with kitchenette (supplement 25 euros per night) and they can be made as interconnected with the suite next to it.

9.3 Arctic GlassHouse

- (i) 50m² (5 in total)
- (ii) Maximum capacity: 4 persons + 2 persons in extra bed
- (iii) Facilities at your Arctic GlassHouse: like Arctic TreeHouses with additional two double bedrooms, sitting area with fireplace and kitchenette, private sauna, two bathrooms (one of them en-suite). Each Arctic GlassHouse also boasts a spacious terrace as well as a breathtaking view.

9.4 ArcticScene Executive Suite

- (i) 55m² (3 in total)
- (ii) Maximum capacity: 2 persons + 2 persons in sofa bed + 1 in nest-like bed
- (iii) Facilities at your ArcticScene: like 2 Arctic TreeHouses combined, with separate bedroom and separate living room (where a possibility to modify as dining area and sofa bed for two persons), wellness area with private sauna and bathtub as well as separate shower, two bathrooms in each area, nest-like bed, yoga equipment, wellness basket per stay.

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10 CANCELLATION

Customer can cancel a confirmed booking pursuant to the cancellation policy. For cancellations, please inform via email to the sales team representative that has handled your booking or general email info@santapark.com. A reference to your booking number and last name that is marked on your Voucher is needed.

Cancellation can be made within office hours in Finland (8:00 – 16:00).

The receipt thereof must be acknowledged by the Hotel via email.

10.1 Standard Cancellation Policy FITS

Customer can cancel a confirmed booking however, the deposits are not refundable once paid.

10.2 Standard Cancellation Policy Groups

Customer can cancel a confirmed booking however, the deposits are not refundable once paid.

10.3 Changes and cancellation by Santapark Ltd:

The Hotel withholds the right:

- (i) to make any other type of changes to the terms of the service which it provides which can be considered to have a minor significance in the Service.
- (ii) to cancel any service in case of an unavoidable and extraordinary circumstances prevailing. In such case the Hotel aims to provide the customer information on cancellation without delay and provide the customer a full refund.
- (iii) to cancel the services in case of lack of appropriate amount of customer reservations. Such cancellation must be communicated to the customer min 20 days prior to the scheduled arrival. In such case, the total price of the services shall be refunded to the customer, but the customer is not entitled to compensation for expenses directly related to the services, which are rendered unnecessary due to the cancellation (e.g. obtaining a visa or an access passage).
- (iv) to terminate a customer's contract if the customer fails to pay for all or part of their services by the agreed due date.

If the Hotel must make significant changes to the content of the services, it shall notify the customer thereof in writing specifying the nature of the changes and whether or not the change entitles the customer to a price reduction.

If after such a notification concerning a change by the Hotel the customer does not notify the Hotel of cancellation of services within a reasonable period of time, the customer is deemed to have accepted the change in the services. If as a result of a cancellation buy the customer, the Hotel offers a similar corresponding service as

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compensation, the price and detailed information on the content of the corresponding service shall be included.

11 FORCE MAJEURE

The Hotel (Santapark Oy) cannot be held liable for any losses resulting from unavoidable and extraordinary circumstances (Force Majeure) that are beyond the service's control and the consequences of which could not have been avoided even if all reasonable steps had been taken. Such unavoidable and extraordinary circumstances include, for example, orders by the authorities, airspace restrictions, war, other serious security issues, such as terrorism, serious unrest, significant risks to human health, such as pandemic, epidemic and an outbreak of a serious disease at the destination or quarantines related thereof, or natural disasters such as flooding, earthquakes or weather conditions that make travelling to the destination in a safe manner impossible or that otherwise significantly impede running the trip as agreed. Such circumstances also include interruptions in the supply of essential services, such as electricity or water, due to a natural disaster or workers' strikes, for example.

12 CUSTOMER'S LIABILITY FOR DAMAGE

Customer is responsible for any damage that the customer or his/her guest or pet intentionally or negligently cause (e.g. by smoking in the room) to the hotel room or other hotel premises, hotel furniture or other equipment, or to other hotel customers or their property.

Liability for damage is determined in accordance with Finnish legislation.

13 THE RESPONSIBILITY FOR CUSTOMER'S PROPERTY

The customer is personally responsible for the luggage unless the Hotel has agreed to store it for you. If the hotel does not accept responsibility for luggage left for storage, the Hotel must separately inform you of this.

The Hotel is not responsible for any property kept in your room safe.

14 COMPLAINTS

All comments and complaints related to the equipment and condition of the services must be presented immediately when the grounds for complaint occur and directly to the Hotel. If the customer has not been in contact with the Hotel within a reasonable time after the delivery of the services, the customer loses the right to any compensation unless the Hotel has acted wilfully or out of gross negligence.

If an individual customer and the Hotel cannot reach an agreement on the matter, the individual customer may refer the matter to the Finnish Consumer Disputes Board (<http://kuluttajariita.fi/en/index.html>).

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15 PRIVACY POLICY

Our Privacy Policy can be viewed at: <https://arctictreehousehotel.com/yksityisyys/>

16 APPLICABLE LAW AND JURISDICTION

These Terms and Conditions shall be governed by and construed in accordance with the Finnish Laws. The Finnish Courts shall have the exclusive jurisdiction to settle any dispute, controversy or claim related to the services provided under these Terms and Conditions. The District Court having jurisdiction at Hotel's domicile shall be the court of first instance.

17 SEVERABILITY

If any part, term or provision of these Terms and Conditions are partly or wholly held invalid, illegal or unenforceable, the validity or enforceability of other provisions, extent part and remainder of these Terms and Conditions shall remain in full force and effect.

18 CHANGES TO TERMS AND CONDITIONS

The Terms and Conditions can be changed by the Hotel at any time without prior notice, although such changes will not apply to bookings that have already been accepted by the Hotel. It is therefore essential that all customers read, save and/or print a copy of the Terms and Conditions at the time the booking is placed, in order to be aware of the provisions in force.

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Arctic TreeHouse Hotel is a trading name of Santapark Ltd.