



Svartå Manor's general terms for groups

Confirmation

The arrangement must be confirmed 30 days before the arrival of the group.

List of Names

Please send us a list of the names of the participants and the room sharing arrangements at least one week before the group arrives. The list should include the following information:

- The name of the group
- The date of arrival and the date of departure
- Possible special dietary requirements
- Please also mention the name of the group leader

Time schedule and meal alternatives

Please send us the time schedule and the chosen menu for the dinner at least one week before the arrival of the group.

Payment

Should you wish to receive an invoice the invoice information must be sent to us at least a week before the arrival of the group. We need the following information regarding the payee:

- The full official name of the company
- The registration number of the company
- The invoicing address of the company
- Your reference number for invoicing purposes
- If a private person pays the invoice we also need to know the social security number of that person.

If you are able to receive invoices by e-mail, please also let us know the information needed for electronic invoices.

We charge 6 € per invoice in Finland, 10 € per invoice overseas. The payment is due within 10 days in Finland, within 20 days for overseas customers. We expect our invoices to be paid on the date due.

In case of late payments we reserve the right to withdraw credit facilities.

Invoicing must be agreed in advance. An agreement regarding invoicing cannot be decided on the premises. Other payment methods are: cash, bank card, Visa Electron and most credit cards such as Visa, MasterCard, Eurocard, Diners and Amex.

Terms for cancellations

Cancellations and changes can be made without charge according to the following rules:

	< 10 rooms or persons	10-20 rooms or 10-25 persons	20-40 rooms or 25-66 persons
100 % of the booking	14 before the arrival of the group	21 before the arrival of the group	30 before the arrival of the group
50 % of the booking	10 before the arrival of the group	14 before the arrival of the group	21 before the arrival of the group
10 % of the booking	3 before the arrival of the group	5 before the arrival of the group	5 before the arrival of the group

The cancellation fee is charged at the time of the cancellation according to the total sum of the valid reservation, including food and other services ordered.

A cancellation must always be in written form.