

## **Saarepuhkus OÜ booking and renting conditions**

Saarepuhkus OÜ booking and renting conditions is a document which purpose is to establish rules for all our clients, who use our services or products.

### 1. General conditions:

- 1.1. Before making a reservation our clients are obligated to read and accept our booking and renting conditions.
- 1.2. Prepayments and payments must be paid on time ( term is written on the invoice).
- 1.3. Client must cancel the reservation when he has decided not to use the service.
- 1.4. If the client has not paid necessary prepayments and payments on time, we have the right to cancel the reservation.

### 2. The reservation and payment:

- 2.1. Our services ( also extra services) can be booked for up to 7 days. If the reservation has not been confirm (2.6) within 7 days the reservation will be cancelled.
- 2.2. Clients can make their reservations by the email address [info@saarepuhkus.ee](mailto:info@saarepuhkus.ee) .
- 2.3. Clients under 18 can't make the reservation on their own. Only adults ( minimum age 18 years) can make the reservation, make payments, pay for compensations and take the responsibility.
- 2.4. For every house there is a certain number of visitors (mentioned on homepage) and it is not allowed to have more visitors in the house. Small children from age 0-3 are not considered as visitors and they do not need to book their own bed, they have the right to sleep free in their parent's bed.
- 2.5. We have the right to make a contact with the client who would like to arrange a big event. We consider an event a big one if there are more people participating than we have accomodation places.
- 2.6. If the client agrees with the proposal from us, he will receive an invoice from Saarepuhkus OÜ. The reservation will be confirmed after the prepayment has been paid (necessary sum and term is written on the invoice) and the money has been transfered to Saarepuhkus OÜ bank account on time. The payment also confirms that the client is agreed with the proposal.
- 2.7. The final invoice will be sent from Saarepuhkus OÜ after the event or accomodation and it must be paid on time (necessary sum and term is written on the invoice). All prepayment amounts are substracted from the final invoice sum.
- 2.8. Interest of the late payment is 0,5% a day.

### 3. Cancalleation and changing the reservation:

- 3.1. Client must inform about the cancellation of reservation immediately.
- 3.2. All the cancellations must be sent by e-mail to e-mail address [info@saarepuhkus.ee](mailto:info@saarepuhkus.ee).
- 3.3. The cancellletion date is the date when Saarepuhkus OÜ gets an e-mail notification about the cancellation.
- 3.4. If the reservation is cancelled 75 days before the booking date the prepayment will be repaid 100% (the client loses only moneytransfer).
- 3.5. If the reservation is cancelled 74-30 days before the booking date the prepayment will be repaid on the amount of 70%.

- 3.6. If the reservation is cancelled 29 - 15 days before the booking the prepayment will be repaid on the amount of 50%.
  - 3.7. If the reservation is cancelled 14 days before the booked service, the repayments are not repaid.
  - 3.8. If the client needs to cancel the reservation due to illness (or family member illness), accident or death the prepayment will be repaid 100%, after the client has sent a confirming note from the doctor or police.
  - 3.9. If the client has to cancel the service due to reasons 3.8 while he is already using the service or the service using date is at the same day, the prepayment is not being repaid.
  - 3.10. If the client wishes to change the service using date or place (for example a another holiday house etc.) of the stay, he needs to inform us about it at least 7 days earlier by e-mail on the e-mail address [info@saarepuhkus.ee](mailto:info@saarepuhkus.ee) and we will change the date or time if possible. If the change is not possible and the client decides to cancel the reservation then the prepayments will not be repaid.
  - 3.11. We have the right to cancel your reservation due to force majeure (accidents, fires etc.). We have the obligation to inform the client as quickly as possible and to repay all the prepayments made for Saarepuhkus OÜ (other expenses which client has made will not be covered).
4. Using houses and equipments
    - 4.1. Check in is at 4 PM and check out is at 12 AM.
    - 4.2. During their stay clients are responsible for the holiday houses, equipment in it and territory nearby their house.
    - 4.3. We have the right to demand the guarantee money from the client before the accommodation or event.
    - 4.4. Nighttime is at 12 PM to 7 AM, if there is no the whole-complex rented or no outdoor parties or events.
    - 4.5. Information about parties and events schedule can be seen from the event calendar which can be found from the webpage [www.saarepuhkus.ee](http://www.saarepuhkus.ee).
    - 4.6. Clients have the obligation to check the event calendar before booking the accommodation.
5. Compensation of the damages
    - 5.1. Clients must compensate the damages made during the event or accommodation in the holiday houses, saunas, territory or against the furniture or Saarepuhkus OÜ belongings.
    - 5.2. In case of damages the client and our representative must write and sign an act about the damages made. If possible the act must be formed before the clients attend to leave.
    - 5.3. We send an invoice to the client about the damages and the client must pay it within 7 days after the damage took place.
6. Complaints
    - 6.1. All customers complaints must be forwarded at once to the contact person at Pidula Forell and must be solved by negotiation.
    - 6.2. If there is no found satisfied solution for both sides, the client and our representative must write and sign an act about the incident. The client cannot leave before signing an incident act.
    - 6.3. After signing an incident act the client has the right to make a complaint letter within 7 days after the incident took place. The complaint letter must be forwarded to us by e-mail on the e-



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mail address [info@saarepuhkus.ee](mailto:info@saarepuhkus.ee) . If the complaint letter has not been sent on time the client has no right to dispute the final invoice.

6.4. Saarepuhkus OÜ has 14 days to solve the issue after the complaint letter has been received.

6.5. All the incidents must be resolved by negotiations. Incidents which cannot be solved between the client and the Saarepuhkus OÜ representative can be solved according to the Estonian law in court.

6.6. We are not obliged to compensate damages which are caused by the nature or major force (sudden changes of nature, strong wind, rain, mice, mosquitos).

7. Reserving the whole complex

7.1. In case of the whole complex rent, regular clients have still the right to visit Saarepuhkus OÜ territory for fishing and dining .