

SEVEN GROUP OY

General Terms and Conditions



1. AGREEMENT

1.1 Scope of the Agreement,

Contracting Parties and Guest

These Terms and Conditions shall apply between Seven Group Oy and the Customer when the Customer books accommodation services or other services related to accommodation from Seven Group Oy, and when Seven Group Oy provides such services to the Customer.

The contracting parties are the Customer and Seven Group Oy, who have agreed on the provision of the above-mentioned services.

The Guest means the Customer or a natural person designated by the Customer, who shall have the right to use the accommodation managed by Seven Group Oy and the services ordered, in accordance with the Accommodation Agreement, these General Terms and Conditions, any accommodation-specific rules, and applicable law.

1.2 Customer's Responsibility and Duty to Inform Regarding the Content of the Accommodation Agreement

Regardless of who the Guest is, the Customer shall be responsible for the fulfillment and compliance with all obligations arising from the Agreement. The Customer shall ensure that the Guest is informed of all rules, terms, and obligations relating to the use of the accommodation property.

Ultimately, the person who signs the Accommodation Agreement shall be responsible for all obligations arising from the Agreement. The Customer shall, before the start of the Agreement and whenever the Guest or Guests

change, immediately provide Seven Group Oy in writing with all essential contact and identification information for each Guest, such as names and phone numbers.

1.3 Formation and Validity of the Agreement

A booking made by the Customer becomes binding on the contracting parties once the Customer has confirmed the booking and paid the deposit in accordance with section 2.2. Seven Group Oy may require the Customer to make a reservation or advance payment, or to sign the Accommodation Agreement, before the booking becomes binding on the parties, even after the Customer's confirmation. No interest shall accrue on reservation or advance payments.

The Accommodation Agreement may be valid for a fixed term or for an indefinite period. An agreement of indefinite duration remains in force until terminated by either party. The notice period may be 7, 14, 21, or 30 days. When the notice period is stated in days, it shall begin immediately.

Seven Group Oy shall have the unilateral right to extend the validity and duration of the Accommodation Agreement beyond the original term until the Customer has fulfilled all obligations under the Agreement. During such an extended period, Seven Group Oy may charge the Customer in accordance with the terms set out in the Accommodation Agreement. In addition, Seven Group Oy shall be entitled to invoice the Customer for any costs, damages, or expenses resulting from the Customer's failure to timely or properly fulfill their obligations under the Agreement.

2. PAYMENTS

2.1 Responsibility

Once a binding agreement has been concluded, the Customer shall pay the fees agreed in the Accommodation Agreement by the due date in accordance with the payment terms set out in the Agreement. In all other respects, responsibility for obligations shall be governed by section 1.2 of these Terms and Conditions.

2.2 Deposit

Seven Group Oy may require a deposit at booking, the amount of which is determined per customer, property, and agreement. The deposit will be refunded once all obligations are met, any damages addressed, and keys returned.

Once the above obligations have been fulfilled and the Customer has provided their bank account details in writing to Seven Group Oy, the deposit shall be refunded to the account provided by the Customer within approximately two weeks after the end of the Agreement. No interest shall be paid on the deposit.

Seven Group Oy shall have the right to apply the deposit, in whole or in part, toward the Customer's payment obligations, the repair of any damage to the accommodation, cleaning, vacating, or other similar expenses, as well as any resulting administrative costs.

2.3 Late Payments

Seven Group Oy shall be entitled to charge interest on late payments at a rate of 16% from the due date. For consumers, however, the interest shall be determined in accordance with the Interest Act. A handling fee of €5 shall be charged for a payment reminder.

In addition, Seven Group Oy shall be entitled to recover reasonable costs incurred in collecting the overdue payment. If the Customer fails to pay overdue invoices despite a payment reminder, all other amounts due under the Accommodation Agreement, even if not yet payable, shall become immediately due.

2.4 Price Changes

Seven Group Oy shall have the right to increase the price of the accommodation service after the Agreement has been concluded on the following grounds:

- a. changes in legislation affecting the price of accommodation,
- b. decisions by authorities affecting the price of accommodation, and
- c. general increases in costs.

Price changes shall be notified to the Customer in writing. The new prices shall take effect from the first day of the calendar month following the notification. The Customer shall be deemed to have received the notification seven days after it has been sent to the address provided in accordance with section 3.5.

3. ACCOMMODATION

3.1 Guest's Duty to Provide Information

Upon arrival to collect the keys to the accommodation, the Guest must provide accurate travel information required by law or any other personal information necessary for Seven Group Oy's operations, unless such information has already been provided. The Guest must prove their identity upon request. If the Guest fails to provide the required travel or personal information, Seven Group Oy shall have the right to withhold the keys to the accommodation. This shall not release the Customer from their obligation to fulfill the terms of the Agreement.

3.2 Obligations Related to the Use of the Accommodation

The Guest may use the accommodation for ordinary living and overnight stays. The accommodation, or any part of it, may not be sublet or transferred to another person without prior written agreement from Seven Group Oy.

- a. The Guest shall take care of the accommodation, its furnishings, and equipment, and shall use them only for their intended and ordinary purposes.

b. Causing disturbances in the accommodation is prohibited, and the Guest must not disturb residents or others in the vicinity through their behavior. During the stay, the Guest shall comply with the accommodation's rules, instructions and regulations issued by authorities, and applicable laws.

c. Smoking, use of fragrances that may disturb subsequent Guests, use of intoxicants, or engaging in illegal activities is prohibited in the accommodation and other areas of the property.

d. Making copies of the keys is prohibited.

e. No animals are allowed in the accommodation without prior written consent from Seven Group Oy.

In addition, the Guest is obliged to ensure that:

- the accommodation and common areas are kept clean and comfortable,
- waste is disposed of on time in the designated bins,
- lights and electrical appliances are turned off, and water taps and connections are closed when leaving the accommodation or while sleeping,
- doors are locked and windows are closed whenever leaving the accommodation,
- keys and any door codes are not lost or made accessible to unauthorized persons, and
- no repairs, alterations, or any other construction work are carried out in the accommodation.

If the Guest fails to comply with these obligations, it shall constitute a breach of the Accommodation Agreement, and the Guest may be immediately removed from the accommodation. In such a case, the Guest shall not be entitled to a refund of any payments made, compensation, or a discount on the agreed price, but shall remain obligated to fulfill any remaining obligations for the duration of the Agreement.

3.3 Customer's Personal Belongings

Seven Group Oy shall not be responsible for any belongings left by the Guest in the accommodation or in the common areas. Any items left behind in the accommodation must be reported to Seven Group Oy in writing within 24 hours of the Guest's departure.

3.4 Seven Group Oy's Right of Access to the Accommodation

For the purpose of monitoring the condition and maintenance of the accommodation, the Guest must allow a representative of Seven Group Oy to visit the property without delay. If necessary, a representative of Seven Group Oy or a third party, such as the property owner or a person authorized by them, shall have the right to inspect the accommodation and access the property for marketing purposes without the Guest's separate consent. If the Customer has ordered services from Seven Group Oy that require a visit to the accommodation, the Guest may not always be given prior notice of the visit.

3.5 Communications Related to the Agreement

The Customer must provide an address at the time of booking to which Seven Group Oy may send notices related to the Agreement. During the term of the Accommodation Agreement, Seven Group Oy may also send the Customer and the Guest service-related notifications via email and SMS, including reminders of deadlines and obligations under the Agreement.

4. CUSTOMER'S RESPONSIBILITY

4.1 Compensation for Damage, Loss, and Disturbance

The Customer shall be fully liable to compensate Seven Group Oy for any damage caused to the accommodation, its equipment and furnishings, other areas used by the Guest, or to third parties and their property, whether caused intentionally, negligently, or through otherwise careless behavior by the Customer, the Guest, or any person staying in or visiting the accommodation with their permission. The Customer shall also cover the cost of lost furnishings, as well as cleaning and maintenance expenses resulting from unusual dirt or damage caused by pets in areas used by the Guest.

Notification of Damage

The Customer must promptly notify Seven Group Oy of any damage to the accommodation. If the damage affects anything other than the accommodation's furnishings, it must also be reported immediately to the property management company in addition to Seven Group Oy.

The Customer shall be liable for any damage resulting from a failure to fulfill this notification obligation.

4.2 Consumption Exceeding Reasonable Use

The Customer shall be liable to compensate Seven Group Oy for any consumption of water, electricity, heating, internet, or similar services that exceeds reasonable use. Consumption shall be considered reasonable if it does not significantly exceed typical levels for normal occupancy. Compensation may also be charged for minor excesses if the Customer has sought to gain financial benefit by taking advantage of so-called unlimited use.

5. SEVEN GROUP'S LIABILITY

5.1 Provision of the Service

Seven Group Oy is responsible for ensuring that the booked accommodation is available to the Customer for the period agreed in the Agreement. Seven Group Oy shall provide the equipment and additional services ordered by the Customer as agreed.

Even if the Customer does not use the agreed additional services, they shall remain liable for payment.

5.2 Provision of a Replacement Service or Item

If, in exceptional cases, Seven Group Oy is unable to provide the booked accommodation, or if the use of a replacement accommodation is necessary for another important reason, Seven Group Oy shall have the right to provide the Customer with an alternative accommodation that corresponds as closely as possible to the booked accommodation, without any additional cost to the Customer.

5.3 Reporting and Correcting Defects

Any comments or complaints regarding the accommodation's furnishings, equipment, or condition must be submitted in writing without delay, and no later than within 24 hours of the start of the Accommodation Agreement.

5.4 Liability for Damages and Limitation of Liability

If the handover of the accommodation is delayed or the quality of the accommodation is demonstrably significantly reduced due to a fault of

Seven Group Oy, and the fault or delay has not been remedied within a reasonable time, the Customer shall be entitled to compensation. Seven Group Oy shall not be liable for indirect or consequential damages. The Customer shall not be entitled to compensation if Seven Group Oy demonstrates that the fault or delay was caused by a force majeure event as described in section 5.5 or by a request or prohibition from authorities as described in section 5.6. Seven Group Oy's liability shall be limited to the total amount paid by the Customer at the time the fault was discovered.

5.5 Force Majeure

A force majeure event shall include, but is not limited to, water damage, accidents, fire, strikes, natural disasters, interruptions in energy supply, power outages, water and sewer issues, heating problems, internet or network disruptions, and maintenance, repair, or other work carried out by a third party.

6. TERMINATION OF THE ACCOMMODATION AGREEMENT

6.1 Seven Group Oy's Right to Terminate

Seven Group Oy have the right to terminate the Accommodation Agreement if the Customer or Guest materially breaches it. This right of termination applies regardless of whether the Agreement is for a fixed term. Termination takes effect immediately upon notice, or later if specified by Seven Group Oy. The Agreement remains in effect for calculating any compensation.

Seven Group Oy shall have the right to terminate the Agreement immediately on any of the following grounds:

- Non-payment of fees
- The Customer or a third party responsible for payment is declared bankrupt, otherwise unable to meet their contractual obligations, or their financial situation has materially deteriorated
- Unauthorized transfer of the right to use the accommodation to a third party
- Causing disturbances
- Damage to the accommodation or other areas used by the Guest
- Failure to comply with the rules set by the property management or authorities

- Engaging in illegal activities in the accommodation
- Using the accommodation for purposes other than ordinary living and overnight stays, or allowing unauthorized persons to access the accommodation on a regular basis
- Accommodating more persons than agreed and specified at the time of booking

6.2 Customer's Right to Terminate

The Customer can terminate the Accommodation Agreement if Seven Group Oy commits a material breach. Termination shall be documented in writing, with mutual agreement on the practical arrangements. The Customer may also terminate the Agreement if Seven Group Oy has failed to remedy a defect or delay that is of significant importance to the Customer.

7. PARTIAL INVALIDITY OR NULLITY OF THE AGREEMENT

If any part of the Agreement is or becomes invalid or null and void due to changes in legislation, official regulations, or other reasons, the remainder of the Agreement shall remain in effect.

8. APPLICABLE LAW AND DISPUTE RESOLUTION

Any disputes arising from the Accommodation Agreement, these Terms and Conditions, or the applicable category terms, as well as other conflicts between the contracting parties, shall be governed by Finnish law. All disputes, regardless of the parties' nationality or status in the proceedings, shall be resolved by the District Court of Helsinki.