BORG HOUSING ADDITIONAL SERVICES TERMS

1 · CHANGES & CANCELLATIONS

FLEXIBLE TERMS SERVICE

We want to offer our guests flexibility with bookings, because we know life happens. With the Flexible Terms service you can change your stay dates or cancel your reservation before the stay begins, within the applicable notice period. Without the service, the booking is binding and the accommodation price is non-refundable.

The service includes:

- ☑ Date changes before the stay begins
- ☑ Free cancellation before the stay begins, within the notice period
- ☑ Extending the stay during the booking (subject to availability)

The service applies only if it has been added to the accommodation agreement. A **Flexible surcharge** applies; the price is shown when you book. The surcharge applies to all properties year-round. Prices are in the local currency, and we reserve the right to change prices.

The Flexible surcharge is non-refundable in all cases, including when the booking is changed or cancelled within the notice period.

NOTICE PERIODS

A) APARTMENTS

Other than villas and unique properties; outside event periods. Time before the booking starts.

LENGTH OF STAY	NOTICE PERIOD
1–6 nights	1 day
7–13 nights	3 days
14–27 nights	7 days
28–89 nights	14 days
90+ nights	28 days

B) VILLAS AND UNIQUE PROPERTIES

Notice period **28 days** before start (regardless of length). Not sold if fewer than 28 days remain. Unique properties are identified at booking / in the listing.

C) EVENT AND PEAK PERIODS

28 days for all properties (e.g. SuomiAreena). Periods stated when you book. Not sold if fewer than 28 days remain.

CHANGES AND CANCELLATIONS (A–C)

Within the notice period you may change or cancel the booking at no extra charge. The Flexible surcharge is non-refundable.

If a change or cancellation is made after the notice period has expired, Borg Housing retains the Flexible surcharge and the accommodation price for any nights whose notice period has already elapsed.

Once the stay has started, the booking can no longer be changed or cancelled.

If nights are removed from the booking, the original Flexible surcharge is not credited. If nights are added, an additional fee is charged for each extra night.

If the booking is moved to a date or property with a higher price than the original, Borg Housing reserves the right to increase the accommodation price accordingly.

BUSINESS CUSTOMERS

The same Flexible Terms service conditions apply to business customers (B2B) as to other customers when the service has been added to the booking or agreement. Notice periods are the same (table A and B/C). The Flexible surcharge is non-refundable. Without the Flexible Terms service, the booking is binding unless expressly otherwise agreed in the customer agreement.

2 · ARRIVAL & DEPARTURE

ARRIVAL AND DEPARTURE

Standard check-in and check-out times are shown when you book.

EARLY CHECK-IN

Allows arrival before the standard check-in time. Availability depends on the property and the previous booking; the price is shown when you book.

LATE CHECK-OUT

Allows departure after the standard check-out time. Availability depends on the property and the next booking; the price is shown when you book.

3 · CLEANING & LINEN

CLEANING AND LINEN

Cleaning and linen services may be available depending on the property. Not all services are offered at every location; availability and price are confirmed when you book.

MID-STAY CLEANING

Cleaning during the stay (for example weekly, or another rhythm depending on the property). Typically floors, surfaces, kitchen and bathroom, plus a change of bed linen / towels. Does not include dishwashing or taking out the rubbish unless otherwise agreed.

FINAL CLEANING

A separate final cleaning makes departure effortless. Availability and price are shown when you book.

EXTRA BED LINEN AND TOWELS

If needed, we can deliver extra bed linen and towels to the apartment. The service does not include bed-making. Availability is property-specific.

4 · OTHER SERVICES

OTHER SERVICES

Examples of additional services below. Availability and dynamic pricing vary by property — please confirm when you book.

PARKING

Parking may be available at some properties. Book via sales if needed; the price is shown when you book.

PETS

Pets are only possible when the listing expressly allows them. A pet or cleaning fee is added as stated in the listing.

BREAKFAST

Breakfast is not always available. Offerings are property-specific (for example a local café, restaurant or on-site). Please confirm availability, price and times when you book.

OTHER PROPERTY-SPECIFIC SERVICES

Some properties may also offer other services — for example a jacuzzi, barbecue or similar amenities. Availability and terms vary by property; prices are not listed here. Ask sales or check when you book.

Not all of our services are necessarily listed in these terms. Availability may vary, and we reserve the right to change service availability. To activate a service, it must be added to the accommodation agreement.