

## **SNOWMAN WORLD TERMS AND CONDITIONS**

These terms and conditions below are applicable to all services that Snowman World offers including accommodation.

### **1. Reservation and confirmation**

At the time of reservation, client indicates their name, group size, date and requested time of the visit. The reservation is binding once the client has received a written confirmation by email from Snowman World. All reservations are charged 100% at the time of confirming the reservation unless stated otherwise. The reservation fee is charged from client's credit card (Visa/Master/Maestro/JCB/UnionPay) or the reservation fee is invoiced upon request (additional 15€ invoicing fee applies). After payment client will receive a confirmation of the reservation/receipt of payment/service voucher, depending on the service reserved.

### **2. Ice and Snow construction**

Ice and snow construction is dependent on weather conditions. If Snowman World is unable to provide the customer the reserved service due to weather conditions, Snowman World is obliged to return the paid fees to the customer.

### **3. Customer arrival and departure**

The guest check-in time /reservation start time is stated in the confirmation sent to the client. Guest is entitled to inform the late arrival time to the reception. Check-in to Glass Resort/Ice Restaurant Experience/Safaris takes place in the main building of Snowman World, Joulumaantie 5, in Santa Claus Village. Please, note that new reception building near Glass Resort apartments opens in January 2019. Exact address and opening date will be informed closer to the date. Luggage service is available on request from 8am to 8pm.

### **4. Cancellation and no arrival**

The full reservation fee is charged on the day of confirming the reservation and in case of cancellation/no arrival there are no refunds. All guests need to present a valid credit card upon check-in. Guest is entitled to inform the reception staff for any cancellation. Snowman World recommends for the guest to have a travel insurance to cover for any unexpected cancellations.

### **5. Customer behaviour**

The customer is obliged to follow good manners and the Snowman World code of conduct. If the customer breaks these rules, the hotel/restaurant has the right to remove the customer immediately from the premises without any refund. Should the customer not follow the Snowman World code of conduct, the customer is liable for caused damage and must cover the expenses. By confirming the reservation, the customer accepts to pay for all damage caused directly to the host. General silence in the area is 24-07. Disturbance in the area must be informed to Snowman World reception from where it will be directed to local police if necessary.

### **6. General Silence**

General silence in the area is from 12am to 7am. Disturbance in the area must be informed to Snowman World reception from where it will be directed to local police if necessary.

### **7. Luggage**

Snowman World is not responsible for damaged, destroyed or lost luggage or valuables in the accommodation unit. Lost luggage or stolen goods should be reported to the host and the local police department. Snowman World recommends to store valuables in safety deposit box provided in each apartment.

### **8. Smoking indoors**

Smoking indoors is strictly forbidden. Should the client however smoke inside the accommodation unit, a 300€ fee is charged from the client, as well as in other similar kind of case where it is necessary to ventilate the accommodation unit due to misbehaviour of the client.

### **9. Extra cleaning fees**

Daily cleaning and cleaning after check-out is included in the price. The guest will be charged up to 300€ for any additionally required cleaning services, e.g. the removal of bodily discharge or the change of water in the hot tub due to misbehaviour of the guest.

### **10. Pets**

Pets are not allowed in the Snowman World premises.

### **11. Use of outdoor Hot Spa in Glass Resort accommodation**

Guest has the right to use the outdoor hot spa during hours of 7am to 12am. Between 12am and 7am the use of the hot spa is not allowed due to general silence in the area. Guest is entitled to follow instructions provided by Snowman World.

### **12. Liability**

The guest(s) shall observe the Snowman World Code of Conduct and conduct themselves appropriately. If the guest(s) break(s) the Snowman World Code of Conduct or do not conduct themselves appropriately, the hotel reserves itself the right to remove the guest(s)

immediately from the hotel premises without any refund. The guest(s) shall be liable for any damages caused to the service provider and must cover the incurred expenses in full.

### **13. Reclamations**

Any complaints or concerns about the reservation should be expressed to the reception staff immediately after they arise. Reception staff is available 24/7.

Arctice Oy / Snowman World reserves itself the right to modify or cancel the reservation in case of circumstances outside the control of the service provider (force majeure), preventing the rendering of the purchased services.

### **SNOWMAN WORLD GLASS RESORT**

Glass Resort consists of double storey apartments in semi-detached glass cabins. Size of the apartment is 40m<sup>2</sup>. Maximum capacity in one apartment is 2+2 persons. The facilities in the accommodation unit include: living area with sofa, flat screen television, air conditioner, dining area with dining room table + chairs for 4 persons, mini-kitchen with dishwasher, water kettle, coffee maker, microwave, fridge, stove, dishes for 4 persons, 1 large double bed (160cm) on the loft, possibility for extra bed (sofa bed 160cm) for two (extra fee applies), thermal glass ceiling and glass wall for nature viewing, bathroom with shower and toilet, private sauna and outdoor hot spa. Price includes linen, towels, bathrobes, slippers, WIFI, daily cleaning and breakfast in the main restaurant.

Check-in time at 3pm, check-out time latest at 11am.

Available; 17.9.2018-14.4.2019

### **SNOWMAN WORLD ICE RESTAURANT**

Ice Restaurant is built entirely of snow and ice. Available seats in the restaurant for groups maximum of 60 persons. Ice Restaurant is decorated with snow and ice sculptures. Ice Restaurant Lunch Experience includes entrance ticket to Winter Zone and Salmon Soup lunch + dessert served in the Ice Restaurant. Available every day 7.12.-31.3.2019 from 12pm to 3pm. Ice Restaurant Dinner Experience includes 3 course menu of choice: Wild Lapland menu, Arctic Sea menu, Vegetarian menu, also separate menu for children is available. Menu choice is to be informed at least 2 days in advance. Ice Restaurant Experience includes a welcome drink from ice glass in the Ice Bar (with or without alcohol) and the possibility to explore around the Winter Zone after dinner (no activities incl.) All reservations must be made and fully paid in advance (non-refundable).

Available: for individual guests: 16.12.2018-5.1.2019 daily, 6.1.-31.3.2019 Wed and Sat evenings, for groups (8+): upon request.

### **SNOWMAN WORLD WINTER ZONE**

Winter Zone consists of approx. 600m<sup>2</sup> of snow and ice structures including Ice Bar, Ice Restaurant, ice & snow sculptures. With the same entrance ticket the guest can visit all of the above and also take part in the Snow Fun activities featuring big ice slides and ice skating. All necessary equipment for these activities are provided. Entrance ticket is valid all day. Entrance tickets are not needed to book in advance.

Available: 7.12.2018-31.3.2019 every day

Opening hours: 11am-5pm (except. 24.12. 11am-3pm, 25.12. 12pm-5pm, 1.1. 12pm-5pm)

### **SNOWMAN WORLD SAFARIS**

Snowman World Safaris offer different snowmobiling adventures: Snowmobile Safari Crossing the Arctic Circle and Snowmobile Safari to Husky and Reindeer farms. All snowmobile safaris include safari clothing and helmet, snowmobile driving instructions, fuel, insurance (personal liability applies), guide services in Finnish and in English. Please note, the driver of the snowmobile has to have a valid driver's license and minimum 18 years of age. Guest will receive a "participant agreement and understanding of risks involved" –form which will need to be signed prior to the safari. All snowmobile safaris are organized for small groups only (2-12 persons) to ensure a more private experience.

Snowman World Safaris also offer northern light tour: Aurora Borealis Hunting by minibus.

This safari can be reserved anytime but is not confirmed until the previous day by 6pm when we know more of the current weather conditions. No prepayment is required for this safari from individual guests. For groups a possible reservation fee is required. For this safari the guest would need to bring warm winter clothing and own camera. Pick up from the hotel in the city centre is available free of charge.

For more details of the safaris: [www.snowmanworld.fi](http://www.snowmanworld.fi)

Available: 1.12.2018-31.3.2019

### **RESTAURANT ENSILUMI**

Restaurant Ensilumi is situated in the main building of Snowman World. Restaurant Ensilumi offers local Lapland Street Food, group lunches and dinners. Also includes cafeteria and bar. There are total 52 seats in the restaurant.

Available: 19.11.2018-14.4.2019 from 11am to 5pm.

### **EXTRA SERVICES**

-Transfers are available to/from the city center/airport, transfer services are for an extra fee and needs to be booked in advance. Airport transfer 5€/person/one way. City transfer 25€-30€/one way

-Winter clothing rental is available to overnight guests.

Price for outdoor clothing rental is 15€/person/day incl. winter overalls, shoes, gloves, scarf

Winter clothing rental is subject to availability and we strongly recommend the guest to bring their own warm winter clothing incl. thermal underlayer, warm midlayer, winter jacket, trousers and winter boots. Hat, gloves and scarf are essential in the Arctic!

-Halfboard dinners can be added to the reservation.

Price for 3-course dinner is 49€/adult, 34€/child 2-12yrs, incl. appetizer, main course (choice), dessert and coffee/tea.  
More information of extra services at the reception or [sales@snowmanworld.fi](mailto:sales@snowmanworld.fi)