# TERRA ULTIMA

General Booking Terms and Conditions
for Direct Reservations

Version: 25 October 2026

**Accommodation provider and contractual party:** TyrCon Oy
**Address:** Palstakuja 4, 96460 Rovaniemi, Finland
**Contact person:** Annett Pée
**Email:** info@terra-ultima.de
**Telephone:** +49 (0)15750456327 or +358(0)408762975
**Finnish Business ID (Y-tunnus):** 2236396-1
**Website:** www.terra-ultima.de

## 1. Scope of Application

1.1 These General Booking Terms and Conditions apply to direct reservations of the house Terra Ultima in Finland made through our website www.terra-ultima.de or www.terra-ultima-experience.com, by mail, by email, by telephone, via WhatsApp or other communication media.

1.2 Reservations made through booking platforms such as Booking.com or Airbnb are primarily subject to the booking and cancellation conditions agreed through the respective platform.

1.3 Any individual agreements expressly stated in the booking offer or confirmation take precedence over these General Terms and Conditions.

## 2. Booking Process and Contract Formation

2.1 Upon request, guests will receive an individual accommodation offer specifying the dates of stay, total price, services included and applicable booking conditions.

2.2 We generally offer two booking options: Option A, with free cancellation up to and including 60 calendar days before arrival, and Option B, a non-refundable booking with an agreed instalment payment schedule.

2.3 Guests must expressly select one of the available booking options.

2.4 A binding accommodation agreement is concluded upon written booking confirmation by TyrCon Oy. All offers remain subject to availability until confirmation.

2.5 Following booking confirmation, guests will receive an invoice showing the agreed payment deadlines.

2.6 These General Terms and Conditions and the House Rules provided before the conclusion of the contract form part of the accommodation agreement.

## 3. Accommodation and Services

3.1 The agreement covers the temporary use of the house Terra Ultima at Palstakuja 4, 96460 Rovaniemi, Finland, for holiday or business purposes.

3.2 The property's facilities, size, maximum occupancy and other features are specified in the individual offer or in the property description expressly referenced in that offer.

3.3 The accommodation is provided for the confirmed period and the agreed number of guests.

3.4 Check-in and check-out times and key collection arrangements will be specified in the offer, booking confirmation or information provided in good time before arrival.

3.5 The total price, including applicable taxes and mandatory charges, and the services included in the price are specified in the individual booking offer. Additional services will only be charged if expressly agreed before booking.

## 4. Payment Conditions

### 4.1 Option A - Flexible Booking

The total agreed accommodation price is due 60 calendar days before arrival. For bookings made less than 60 days before arrival, the payment deadline expressly stated in the individual booking offer applies.

### 4.2 Option B - Non-Refundable Booking

The total accommodation price is payable in three equal instalments:

| Instalment | Due date | Amount |
|---|---|---|
| First | 14 days after receiving the invoice | 1/3 of the total price |
| Second | 90 calendar days before arrival | 1/3 of the total price |
| Third | 30 calendar days before arrival | 1/3 of the total price |

Any minor rounding differences will be adjusted in the final instalment. If a reservation is made after one or more of these payment deadlines, adjusted payment dates will be expressly specified in the individual offer.

Payment by instalments does not create any separate right to free cancellation.

### 4.3 General Payment Provisions

Payments must be made according to the details provided on the invoice. In the event of delayed payment, the accommodation provider may exercise its statutory rights after an appropriate payment reminder and, where required, a reasonable additional payment period.

## 5. Cancellation by the Guest

### 5.1 Option A - Flexible Booking

Guests may cancel free of charge up to and including 60 calendar days before the scheduled arrival date. If a cancellation is received within this period, any accommodation payments already made will be refunded without undue delay.

For cancellations received from 59 calendar days before arrival, or in the event of a no-show, 100% of the agreed accommodation price will generally be charged as a cancellation fee. The general provisions in Section 5.3 remain applicable.

### 5.2 Option B - Non-Refundable Booking

For bookings expressly designated as "Non-Refundable", there is no contractual right to free cancellation once the booking agreement has become binding.

In the event of cancellation or a no-show, 100% of the agreed accommodation price will generally be charged. The agreed payment schedule remains applicable, including for any unpaid instalments. The general provisions in Section 5.3 remain applicable.

### 5.3 General Provisions

Mandatory statutory consumer rights remain unaffected. Where required by applicable law, expenses saved and income received from rebooking the accommodation will be taken into account. In exceptional circumstances, applicable consumer protection law may require an adjustment of cancellation charges.

Cancellation requests should be submitted in writing by email to **info@terra-ultima.de.**
Requests may also be submitted through a written communication channel previously used for the booking.

The time at which the accommodation provider receives the cancellation determines whether the applicable deadline has been met. Deadlines are calculated according to Finnish local time.

## 6. No Statutory Right of Withdrawal

Bookings for the house Terra Ultima for a specified period do not qualify for the statutory 14-day right of withdrawal.

Under Article 16(l) of Directive 2011/83/EU, accommodation services provided for purposes other than residential use and booked for a specific date or period are exempt from the statutory right of withdrawal.

This also applies to direct bookings made through our website, by email, by mail, by telephone, via WhatsApp or other communication media. Any contractual cancellation rights under Section 5 and mandatory statutory rights remain unaffected.

## 7. Use of the Property and House Rules

7.1 Terra Ultima is a fully furnished and equipped house that is also the private home of Annett Pée. It is only rented out by the accommodation provider for certain periods of the year. Guests must treat the property, its furnishings and its equipment with care and consideration.

7.2 The House Rules provided before the conclusion of the booking agreement form part of the contract. In particular, the following rules apply:

- Smoking is not permitted inside the house.
- Please remove your shoes in the entryway.
- Vehicles must be parked on the property. Parking on the street may result in fines.
- When outdoors, please keep noise levels to a reasonable level, especially after 10:00 p.m., so as not to disturb the neighbours.
- If you have any questions, please contact the accommodation provider or contact person directly or the designated contact person; do not contact the neighbours.
- Do not enter or drive onto neighbouring properties.
- Please do not move the furniture inside the house. It should be left in its designated place.
- Please take good care of our sofas and upholstered furniture.

7.3 The number of overnight guests must not exceed the occupancy agreed in the booking confirmation without prior consent from the accommodation provider.

7.4 Any specific arrangements concerning individual facilities or pets are determined by the individual booking offer.

## 8. Care of the Property and Damage

8.1 Guests must use the property and its equipment responsibly.

8.2 Any damage or malfunction should be reported to the accommodation provider without undue delay so that appropriate action can be taken.

8.3 Guests are responsible for damage caused through their fault in accordance with applicable law. Normal wear and tear resulting from proper use does not constitute compensable damage.

8.4 Any security deposit and its handling must be expressly specified in the individual booking offer.

## 9. Defects and Complaints

9.1 If the accommodation does not correspond to the agreed specifications or significant defects arise during the stay, guests are requested to inform the accommodation provider and/or the contact person promptly.

9.2 This allows the provider an appropriate opportunity to remedy the situation.

9.3 Mandatory statutory rights, including rights to remedies, price reductions, termination or compensation, remain unaffected.

## 10. Force Majeure and Extraordinary Circumstances

### 10.1 Definition

Force majeure refers to extraordinary events beyond the reasonable control of the affected party that were unforeseeable at the time of booking and whose consequences could not have been prevented despite reasonable precautions.

Such events may include natural disasters, exceptionally severe weather, major fires, mandatory evacuation orders or significant failures of essential public infrastructure, provided that they make the performance of contractual obligations impossible.

Normal seasonal weather conditions and general travel difficulties do not automatically constitute force majeure.

### 10.2 Force Majeure Affecting the Accommodation Provider

If TyrCon Oy is unable to provide Terra Ultima as agreed due to a force majeure event, guests will be informed without undue delay.

If the accommodation cannot be provided at all, payments already received for services not provided will be refunded. Any corresponding outstanding payment obligations will cease.

In the event of partial non-performance, refunds and any further claims are governed by applicable law. Liability for additional damages is determined in accordance with applicable law.

### 10.3 Extraordinary Circumstances Affecting Guests

Personal circumstances preventing travel or changes to travel plans do not create any additional contractual right to free cancellation, rescheduling or a refund.

The cancellation conditions specified in the individual booking offer and Section 5 of these General Terms and Conditions generally apply. Mandatory statutory rights remain unaffected.

### 10.4 Notification and Possible Solutions

Both parties must inform each other without undue delay of significant extraordinary circumstances affecting the performance of the agreement.

Rescheduling the stay may be agreed by mutual consent. No right to reschedule exists unless required by applicable law or expressly agreed in the contract.

A credit voucher or rescheduled booking may only replace a refund legally due to the guest with the guest's consent.

### 10.5 Statutory Rights

Nothing in this section limits mandatory statutory consumer rights.

## 11. Final Provisions

11.1 The individual booking offer, booking confirmation, these General Terms and Conditions and the House Rules provided before the conclusion of the contract form the basis of the accommodation agreement.

11.2 Individually agreed booking conditions take precedence.