Cancellation terms

Saimaan Palju Events

SAIMAAN PALJU EVENTS

Events are always charged according to the last confirmed number of participants. How late you can change the number of participants free of charge depends on the product or event ordered. Detailed cancellation periods are listed below.

Single rental items

Up to 4 rental items per booking, for example e-fatbikes, SUP boards and kayaks.

Cancellation at least 48 hours before the start	**free of charge**
Otherwise	**100 % charge**

Private tours

Winter e-fatbike tour and snowshoe tour on Lake Saimaa.

Cancellation at least 24 hours before the start	**free of charge**

If we have to cancel because of the weather, snow or ice conditions, we'll offer you a new time or a full refund.

Rental equipment for larger groups

5 or more rental items.

Cancelled at least 7 days before the event	**free of charge**
Cancelled 4–6 days before the event	**50 % charge**
Cancelled less than 4 days before the event	**100 % charge**

Guided programmes for groups

For example e-fatbike safaris, paddling trips, team olympics and paintball.

Cancelled at least 7 days before the event	**free of charge**
Cancelled 4–6 days before the event	**50 % charge**
Cancelled less than 4 days before the event	**100 % charge**

Sauna raft

Cancelled at least 21 days before the event	**free of charge**
Cancelled 14–20 days before the event	**50 % charge**
Cancelled less than 14 days before the event	**100 % charge**

Sauna venue Pallo

Cancelled at least 14 days before the event	**free of charge**
Cancelled 7–13 days before the event	**50 % charge**
Cancelled less than 7 days before the event	**100 % charge**

Catering

Cancelled at least 10 days before the event	**free of charge**
Cancelled less than 10 days before the event	**100 % of the quantity ordered**

When the full price is charged, the food can be delivered to a location of your choice.

Please note

Discounts given on the normal prices shown on our website are valid for the number of participants stated in the quote request. If the number of participants differs by 20 %, the quote is no longer valid.

Sauna raft cruise cancelled due to weather

The organiser may cancel a sauna raft cruise for weather reasons. In this case, you do not pay for the cruise, but the normal cancellation terms (10 days) apply to catering. Catering can be delivered to a location of your choice.

Weather

Outdoor activities always depend on the weather. Light showers or drizzle are not a reason to cancel an event free of charge. Events can be cancelled free of charge due to heavy rain or strong wind.

This is an English translation of the Finnish cancellation terms (Peruutusehdot). If the versions differ, the Finnish version prevails.

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