

WELCOME TO YOUR HOLIDAY PROPERTY

This folder provides information on your holiday property and handy hints and tips to help you make the most of your stay.

We recommend that you have a look at the folder at the start of your holiday.

You will have full use of the cottage/apartment from 16:00 (4pm) on the day of your arrival until 12:00 noon on your day of departure, unless otherwise specified in your booking confirmation.

If you identify any faults with the property or it is not sufficiently clean, please let your Property Manager know immediately. Their contact details can be found below and/or in the booking confirmation sent to you. Unfortunately, we are not able to accept responsibility for any complaints made after the conclusion of your stay.

THE FOLDER CONTAINS A WEALTH OF USEFUL INFORMATION, INCLUDING:

- Cleaning instructions: please look through this section even if cleaning is included in the cost of your stay or you have booked it as an additional service.
- General information for guests
- Instructions on how to use the sauna and fireplace
- Instructions on how to use the gas cooker
- Safety instructions
- Hints and tips from the owner
- Everyman's rights: the Finnish outdoor access code

SITE MANAGER RESPONSIBLE FOR YOUR HOLIDAY PROPERTY:

Name

Telephone number

**EMERGENCY
TELEPHONE
NUMBER**

112

ENJOY YOUR STAY!

CLEANING INSTRUCTIONS

Please note that the cost of your stay does not include a final clean unless otherwise specified or agreed.

WHEN YOU ARE MAKING A FINAL CLEAN AT THE END OF YOUR STAY, PLEASE MAKE SURE THAT YOU ADHERE TO THESE MINIMUM REQUIREMENTS:

- Air all bedding outside
- Hoover all floors and rugs and wipe floors clean using a damp mop
- Wash up all dishes and return them to where you found them
- Clean the draining board, hob, oven, fridge, microwave and all tables and countertops
- Clean all toilets and sinks
- Clean the sauna and shower room
- Take all rubbish to the bin area
- Leave all bottles and cans in a plastic bag by the front door or bring them with you

Please ensure that if your property has an outdoor space, barbeque or barbeque hut, these are left neat and tidy.

To make sure that you can make the most of every single moment of your holiday, book a final clean through your Property Manager at least 24hrs prior to your departure.

PROPERTY MANAGER:

Name

Telephone number

If you are accompanied by a pet during your holiday at one of our properties that welcomes pets, please ensure that you clear up any hairs from the property and pick up any droppings from outside areas.

IF YOUR RENTAL INCLUDES A FINAL CLEAN OR YOU HAVE REQUESTED IT AS AN ADDITIONAL SERVICE, PLEASE BEAR IN MIND THAT YOU ARE STILL REQUIRED TO ATTEND TO THE FOLLOWING:

- Wash up all dishes and return them to where you found them
- Take all rubbish to the bins
- Leave all bottles and cans in a plastic bag by the front door or take them with you
- If you have booked bed linen as an additional service or bed linen is included in the cost of your stay, please strip all beds and leave bed linen and towels on the beds
- Take all your food with you or place it in the bin

GENERAL INFORMATION FOR GUESTS

- 1.** The standard temperature at your property is approximately 20–22°C. Please bear in mind when adjusting the underfloor heating that it will take at least 12 hours to achieve the desired temperature. **Do not place clothes or other items on the electric radiators to dry, as this constitutes a fire hazard.**
- 2.** There is a limited amount of hot water available at the property, try to conserve it wherever you can. In the majority of our properties, water is heated during the night.
- 3.** When the electric sauna is on, some of the heating may become automatically switched off -> please ensure that you switch off the sauna as soon as you are finished and bear in mind that it may not be possible to run all electrical appliances in the property at the same time. Do not place aromatherapy or other scented oils on the sauna stove. **Do not place clothes to dry in the sauna, as this constitutes a fire hazard.**
- 4.** Please note that only detergent designed for dishwashers should be used in the dishwasher, do not use washing-up liquid. All dishes must be rinsed before they are placed in the dishwasher. Do not open the dishwasher door while the machine is running. Remember to turn on the dishwasher water supply before switching it on.
- 5.** Remember to turn on the washing machine water supply before switching it on.
- 6.** Candles and outdoor candles must be placed on a fireproof base.
You need to empty and clean the barbeque after use.
Please make sure you observe fire safety measures at all times.
- 7.** Smoking is strictly forbidden in all indoor areas.
- 8.** Please remember to close all windows and doors after airing the property.
- 9.** If you have moved any pieces of furniture, please return them to their original position.
- 10.** For lake and seaside properties: please pull rowing boats onto dry land. Alternatively, ensure that they are safely secured. Place oars inside the boat. Bring all life vests indoors. We recommend that life vests are worn at all times when boating.
- 11.** Please contact your Property Manager in the event of any breakages during your stay. Compensation should be agreed with the property owner prior to your departure.
- 12.** Please note that bed linen, towels and cleaning are not included in the cost of your stay unless otherwise agreed and specified in your booking confirmation. All guests are required to use bed linen. Please contact your Property Manager if you need to hire bed linen.
- 13.** Electrical appliances (e.g., dishwasher, washing machine) may not be left on when you leave the building.

Switch off all lights, close windows and lock doors when you leave. Please return all heating and air conditioning settings to how you found them (i.e. do not switch off the heating during winter months as this could lead to frost damage to the property).

Do not hesitate to contact your Property Manager if you require any additional information regarding your property. If any appliances are broken due to inappropriate use, we will expect you to cover the cost of a replacement. Always ask if you are not sure how to correctly use an appliance or other equipment.

HEATING UP A WOOD-BURNING SAUNA

Before switching on the sauna, always check the sauna facilities. Please ensure that there are no items of clothing left on the sauna stove and that both the door and window are shut.

HEATING THE STOVE

- 1.** If the stove is fitted with a water heater, fill it up. As the name suggests, the water heater is designed to heat up water for washing and bathing purposes, please do not place detergent in it.
- 2.** Make sure that the damper(s) are open.
- 3.** Open up any air vents.
- 4.** Place a selection of clean and dry kindling and wood in the firebox.
- 5.** Now add your tinder. This could take the form of a handful of twigs or some bark or newspaper. Place it on top and underneath the wood.
- 6.** Once the kindling is in place, light the fire.
- 7.** After the fire has started to burn, you can close the air vents, if possible.
- 8.** Add more wood to the stove during the heating process and while you are bathing to keep the sauna and the rocks at the required temperature.
- 9.** As a rule, saunas are at their most enjoyable at around 65–80°C.

“LÖYLYNHEITTO” – ADDING WATER TO THE STOVE

As the sauna heats up, the air becomes drier. As a result, you will need to increase the humidity by throwing water on the rocks while you are bathing. You will be able to find the right temperature and humidity level through trial and error. Please note that you must not throw anything other than water onto the rocks.

Please contact your Property Manager if you have any questions relating to the heating process.

MAKING A FIRE IN THE FIREPLACE

- 1.** If the cooker extractor fan is on, switch it off.
- 2.** Open the damper(s).
- 3.** Open up any air vents.
- 4.** Place a selection of clean and dry kindling and smaller pieces of wood in the firebox.
- 5.** Now add your tinder. This could take the form of a handful of twigs or some bark or newspaper. Place it on top and underneath the wood.
- 6.** Once the kindling is in place, light the fire.
- 7.** Once the fire is established, you can close the air vents, if possible.
- 8.** When you need to add more wood to the fire, you can start using larger logs.
- 9.** It is extremely important that you do not shut the damper(s) before the embers have burned out.

We ask that you do not chop wood in front of the fireplace/woodburner, please do this in the woodshed or similar using the facilities provided. Chopping wood in the area in front of the fire could damage the floor surface.

Please contact your Property Manager if you have any questions relating to the heating process.

THE GAS COOKER – INSTRUCTIONS FOR USE

LIGHTING THE GAS COOKER.

- 1.** Open the gas cylinder vent.
- 2.** Press down the switch on the gas cooker and turn it to the left (continue to hold it down as you are turning it).
- 3.** Light the flame.
- 4.** Continue to hold the switch down for approximately 15 seconds to allow the gas safety element to heat up.
- 5.** When you have finished cooking, switch off and clean the cooker.

Turn off the gas cylinder for the night and as you leave.

SAFETY INSTRUCTIONS

IMPORTANT INFORMATION FOR YOUR PROPERTY

Address

Map coordinates

Property Manager

EMERGENCY TELEPHONE NUMBER 112

Please familiarise yourself with the contents of this folder and make sure you are aware of the following.

- The location of the fire alarms
- The location of the fire safety equipment
- The location of fire exits
- User instructions for all appliances

IF YOU NEED TO MAKE AN EMERGENCY CALL

State who is calling:

- Give the operator your name and telephone number

Explain what has happened:

- Accident, fire, water damage or other hazardous situation
- Any other hazards?

Give details of your exact location:

- Local authority area and street address
- Provide map coordinates if required
- Directions

Respond to any questions the emergency operator may have:

- Do not hang up the call until you have been given permission to do so

Always dial 112:

- If there is an immediate danger to life or property

FIRE

If a fire alarm goes off or you detect smoke:

- Identify the site of the fire, if possible
- Assess the situation and draw up a plan of action
- Divide tasks between everyone present

Rescue:

- Those in immediate danger

Extinguish a fire:

- Using a fire blanket or hand-held fire extinguisher
- Using water (do not touch electrical appliances if you have used water to fight the fire)

Call 112, the emergency telephone number:

- You must notify the emergency services of all fires, including those you have managed to put out yourself

Prevent the fire from spreading:

- Close all doors, windows and vents as you are leaving

Exit the property:

- Make sure you have identified all exits, including emergency exits, in advance and make sure you know how to access them

Direct:

- Fire service/ambulance when they arrive

ACCIDENT OR MEDICAL EMERGENCY

Examine the casualty:

- Are they breathing? Listen for breathing sounds close to their mouth, use your hand to detect breathing
- Undo any restrictive items of clothing, ensure the casualty is in a well-ventilated area
- Is the casualty able to communicate?
- Are they injured?

Summon assistance:

- Call 112, the emergency telephone number
- Stay with the casualty while you are making the call, let them speak to the operator if possible

Administer first aid, as needed:

- Always follow instructions from emergency personnel

Encourage the casualty to stay calm, do not leave them alone

EVERYMAN'S RIGHTS – THE FINNISH OUTDOOR ACCESS CODE

Finnish Everyman's rights are a legal concept under which everyone is entitled to access the outdoors, regardless of ownership.

You do not need the landowner's permission to access land and there is no charge for it. However, you must not cause a disturbance or nuisance to others.

Everyman's rights are an integral part of Finnish culture and enshrined in law. Everyman's rights apply to all nationalities and are not limited to Finnish citizens.

EVERYMAN'S RIGHTS IN BRIEF

You may:

- Walk, run, ski or cycle, except near homes and gardens and any fields, meadows or other agricultural land that could become damaged
- Set up a temporary camp in areas you can access under the code, provided that you keep away from residential buildings
- Pick wild berries, fungi and flowers
- Fish with a rod and line (including ice fishing in winter)
- Boat, swim and bathe in inland waterways and the sea, including accessing the ice in winter

Please ensure that you protect your neighbours' privacy by maintaining a distance of at least 100 metres to the nearest holiday home, garden, beach, sauna or jetty.

You may not:

- Cause a disturbance or damage property
- Disturb or damage birds' nests or hatchlings
- Disturb reindeer or game
- Fell or damage growing trees, collect fallen or desiccated trees, shrubs, lichen, moss or similar from land owned by others
- Light open fires except in an emergency
- Disturb people's privacy by camping too near them or making noise (100 metres)
- Leave litter
- Drive motor vehicles off road without permission from the landowner
- Fish (except with rod and line) or hunt without the appropriate permits
- Disturb tagged fishing nets or other traps

CONTACT US

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