

GENERAL TERMS AND CONDITIONS FOR ACCOMMODATION GUEST – PRIVATE ACCOMMODATION 2026

These general terms and conditions apply to parties (hereinafter referred to as the customer) who book or stay in private apartments mediated by Visit Pori Oy (1519270-3) during the following major events: SuomiAreena Mon 22nd - Fri 26th June 2026 and Pori Jazz Wed 15th - Sun 19th July 2026.

BOOKING AND PAYMENTS

Accommodation is booked and paid for in the private accommodation online store using the available payment methods. Invoicing is possible for organizations with a Business ID directly in the online store. Multiple apartments may be booked in the same shopping cart.

At the time of booking, the names of all guests and at least one guest's contact details (phone number or email) must be provided for each accommodation unit. The person making the reservation commits to conveying these accommodation terms to all guests.

ACCOMMODATION PRICES

The price of accommodation is determined by the number of bed places in the accommodation. A bed up to 120 cm wide counts as one sleeping place, and a bed wider than 120 cm counts as a double bed, i.e., two sleeping places. Sleeping places include beds and sofa beds. A service fee of €15 (incl. VAT 25.5%) per reservation is added to the accommodation price. This fee is also charged for all booking changes (including changes to invoicing details).

Accommodation prices (incl. VAT 13.5 %)

€140/1 bed place apartment/night

€95/bed place/at least 2 bed place apartment/night

What is included in the price?

Each accommodation unit includes a sleeping place, bedding and bed linen (duvets, pillows, sheets, pillowcases, and towels). The accommodation also includes washing facilities (toilet and shower). Some units are private homes, while others are rental apartments. Cooking facilities vary by property. Visit Pori Oy is not responsible for the condition, equipment level, or location of the apartment. As these are private homes, their standard, furnishing, and equipment vary. Units are located 0–6 km from Pori city Centre (Pohjoiskauppatori).

What is not included in the price?

Private accommodation does not include mid-stay cleaning, final cleaning, meals, or ingredients. Not all accommodations automatically have, for example, a coffee maker, television, parking space, or sauna, as equipment varies by unit. Please review the apartment photos and read the apartment description carefully before making a reservation.

CHECK-IN AND CHECK-OUT TIME

The accommodation is available to the customer from 2:00 PM on the day of arrival. The accommodation must be vacated by 12:00 PM on the day of departure.

APARTMENT DETAILS AND KEYS

After booking, the customer receives the exact address of the accommodation and the host's contact details in the booking confirmation. The customer's contact information is also forwarded to the host.

Keys are handed over by the owner/holder of the accommodation or at another location arranged by the host (e.g., <https://www.borghousing.fi/keypoint>). The customer and the host agree on key handover and arrival time. The customer must contact the host no later than one week before arrival. Visit Pori Oy is not responsible for arrangements related to key handover.

CLEANING

The customer agrees to take care of the cleaning of the accommodation during the stay and upon departure. The customer hands over the accommodation cleaned, with dishes washed and trash taken out. Cleaning is done using the cleaning equipment found in the accommodation.

CANCELLATIONS AND CANCELLATION FEES

A cancellation is considered to have occurred at the moment when written information or a phone call about the cancellation has been received by Visit Pori Oy. The service fee is non-refundable

If the confirmed or paid accommodation is cancelled:

At least 30 days before the start of the booking	A cancellation fee of EUR 20 / bed place/ night will be charged
15–29 days before the start of the booking	A cancellation fee of 1 night's price will be charged
0–14 days before the start of the booking	The fee is non-refundable

FORCE MAJEURE

If accommodation must be cancelled due to force majeure, the accommodation fee is refunded in full minus a €15 cancellation fee. Force majeure refers to unexpected events beyond the parties' control and not due to negligence (e.g., war, natural disaster, pandemic, or government order).

OTHER EXCEPTIONAL SITUATION

If the booked accommodation is withdrawn from service, Visit Pori Oy must find a replacement unit. As all units differ, an exact match cannot be guaranteed. A similar property will be proposed and must be approved by the customer. If an equally priced unit is unavailable, the difference will be refunded or charged accordingly. If no suitable alternative is found, the original payment will be refunded.

DAMAGES

The customer is liable to compensate the owner for all damages caused by the customer, their party, or anyone staying in the accommodation with their permission. Liability includes damages to the property, furnishings, or keys, as well as costs arising from extra cleaning or disturbance.

PETS

Pets are not allowed in the accommodations without the separate permission of the host. Pet-friendly accommodations can be filtered in the online store search.

AGE RESTRICTIONS

Accommodation is provided only to adults. Under 18-year-olds may stay only when accompanied by an adult.

NUMBER OF PERSONS

Accommodation pricing is based on the number of sleeping places. More guests than stated are not allowed without host approval. Extra beds must be agreed directly with the host and Visit Pori Oy may act as the billing party if needed.

CHANGES

All booking-related changes must be made by contacting Visit Pori Oy. Requests should be emailed to yksityismajoitus@pori.fi. A €15 (incl. VAT 25.5 %) service fee is charged per reservation for all changes (incl. changes to invoicing details).

COMPLAINTS

If there is any issue with the accommodation or its condition, the customer must immediately contact Visit Pori Oy at +358 44 701 7908. Visit Pori Oy is not obliged to provide replacement accommodation; efforts will first be made to correct the issue. Complaints made after the stay will not be processed. Any compensation is limited to the price paid for the accommodation.

VISIT PORI CONTACT INFORMATION

The 24-hour phone service number for private accommodation during the accommodation weeks is +358 44 701 7908 from Monday 22nd June 09:00 AM to Friday 26th June 2026 15:00 PM and Wednesday 15th July 09:00 AM to Sun 19th July 2026 12:00 PM.

Other details of the private accommodation and customer service: [Private Accommodation - Visit Pori | Tourist information](#). Private accommodation serves by email: yksityismajoitus@pori.fi