

TERMS OF SERVICE

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This document is an English translation of the original document Toimitusehdot provided in Finnish. In case of any differences between the documents, the original document in Finnish shall prevail.

General

Kohta Coworking Oy, business ID **3166528-3**, address **Sannanrannantie 3 (2nd floor), 95970 Äkäslompolo, Finland**, sells services to companies and individuals. These terms of service apply to ordering products in our online store and similar deliveries.

Our terms of service are valid from 20 November 2022. We can change the terms of service unilaterally from time to time, so please familiarize yourself with our terms of delivery each time in advance when you purchase our services.

Products and prices

The product features and prices are presented in connection with each service on the company's website. We reserve the rights to change prices, so please check prices from the shopping cart before you accept the order. The prices of the products include Finnish value added tax (VAT), unless otherwise stated in the price.

Ordering and contracting

You can order products on the Kohta Coworking homepage by moving them to the shopping cart and confirming the order, or by ordering products by email or phone. When ordering our products, you are required to have familiarized yourself with and agreed to our terms of delivery valid at any given time. By making the order, you understand that your order is, except for what is mentioned later about the right of cancellation, binding and creates a contract between us with these terms of delivery.

Payment and payment methods

You can pay for your order with the payment methods available during the purchase transaction.

Order and payment confirmation

After a successful online store order, a confirmation of the order will be sent to the e-mail address you provided. If you the order has been placed by e-mail, we will send an confirmation of the order to the e-mail address from which the order was placed.

Cancelling or changing the service by the subscriber

The user is entitled to cancel his reservation and the contract based on it under the following conditions.

Cancellation must always be made in writing (e.g. email) directly to the service provider. The cancellation is considered to have taken place the moment the information about the cancellation has reached the service provider. However, if the subscriber is able to prove that the cancellation was made and sent to the right address at the right time, the cancellation will be accepted, even if it was late or did not arrive at all for reasons beyond the user's control.

An unpaid reservation can be cancelled free of charge within the product-specific cancellation times presented below. Paid reservations can be transferred to a later time within the same cancellation times without additional cost. When cancelling a paid reservation, the amount paid will be returned to the customer reduced by a 25% cancellation fee. If the reservation is cancelled later than within the cancellation times, the payment will not be refunded.

Cancellation periods by products

Product	Minimum cancellation period
Desk for a day in the coworking area	1 day (24 hrs)
Private office for a day	3 days (72 hrs)
Desk for a week in the coworking area	3 days (72 hrs)
Private office for a week	5 days (120 hrs)
Desk or private office for a month	7 days (168 hrs)
10 times pass	Cannot be cancelled*
Meeting room (max one day)	3 days (72 hrs)
The whole space, more than one private offices, 5 or more desks or more than one day in the meeting room	7 days (168 hrs)

**However, a day reservation for an open space made with a 10 card can be cancelled one day before the start of the reservation, and a private office reservation can be cancelled 3 days before the start of the reservation.*

The reservation is binding if, it is made within the minimum cancellation period.

Regardless of what has been said above, the subscriber has the right to get back the amount paid to the service provider (excluding the cancellation fee) in the event of a serious illness or accident.

The service provider must also be notified of such a cancellation without delay. In connection with the cancellation, the customer must present a reliable explanation of the circumstances justifying the cancellation.

Cancelling the service on behalf of the service provider

The service provider is not responsible for a breach of contract, delay or error caused by an obstacle beyond the service provider's control (force majeure). In such a situation, the service provider can cancel the reservation and terminate the contract without liability for compensation. In that case, the user has the right to get back the amount he paid to the service provider in full.

Customer service

Our staff will help you with questions related to your order. Please contact us either by e-mail or by phone: info@kohtacoworking.com +358 (0)40 041 7747.

Limitation of liability

Kohta Coworking Oy is not responsible for any indirect, direct or other damage related to the order, delivery or service, or any damage caused by any of the aforementioned, except to the extent of mandatory provisions stated in the Finnish Consumer Protection Act or other mandatory law in Finland with regard to the damage in question.

Disagreements

We try to settle any disagreements regarding your order primarily by agreement, so please contact our Customer Service first to settle the matter. If the dispute cannot be resolved by negotiations between the parties, the consumer can submit the matter to the Finnish Consumer Disputes Board (www.kuluttajariita.fi) for resolution. Before taking the case to the Consumer Disputes Board, the consumer must contact the magistrates' consumer advisory service (www.kuluttajaneuvonta.fi).