

# OLYMPIC STADIUM SERVICES: TERMS AND CONDITIONS OF DELIVERY AND CANCELLATION

## CONTENTS

GENERAL TERMS AND CONDITIONS OF DELIVERY AND CANCELLATION OF THE STADIUM FOUNDATION AND THE COMPASS GROUP .....	1
General terms and conditions for individual exercise slots.....	6
Guided stadium tours.....	8

## GENERAL TERMS AND CONDITIONS OF DELIVERY AND CANCELLATION OF THE STADIUM FOUNDATION AND THE COMPASS GROUP

These terms and conditions of delivery and cancellation apply to meetings and events of less than 1,000 persons in 2025.

### APPLICATION OF TERMS AND CONDITIONS; RESTAURANT SERVICES AND PREMISES

These terms and conditions of delivery and cancellation are followed in service contracts between the Stadion-säätiö sr (Stadium Foundation) and Compass Group FS Finland Oy on the one hand and the Customer on the other hand. The terms and conditions are also followed, as applicable, in service

provision related to any premises rentals as well as in contracts related to services delivered for external premises.

## SERVICE PACKAGE: MEETING PACKAGES

The Compass Group always provides the meeting packages at a price for a full package, including any pre-ordered restaurant services always invoiced for on the basis of the order submitted, irrespective of whether or not all participants have, for example, consumed the meals. Any refreshments and water not included in the meeting packages are invoiced for separately on the basis of their consumption. The Customer is not permitted to bring the Customer's own food/meals or drinks service to the Olympic Stadium or order these from outside operators other than the Olympic Stadium.

## RENTAL FOR THE PREMISES

The Stadium Foundation always invoices for premises rentals separately, except in cases of meeting packages. The valid price list for the premises rentals is accessible on the Stadium Foundation website. The Stadium Foundation retains the right to change the pricing and opening times. The premises rental includes the basic furniture in the rooms as well as premises-specific audio-visual services and equipment suitable for meeting use. The basic specifications for each space/room can be found on the Stadium Foundation website. There will be a separate charge for any changes, additions and arrangements concerning furniture. Prices of bookings for periods outside the normal opening hours will be subject to a separately invoiced overtime charge (charge for extended opening hours).

## RESTAURANT SERVICES FOR PREMISES OTHER THAN THE RESTAURANT

In line with the own-check guidelines for the restaurant business, the Compass Group will be responsible for the hygienic quality of the food products during preparation and transport and at the event so that food is kept out on a buffet for a maximum of two hours.

## TERMS OF PAYMENT FOR RESTAURANT SERVICES

Unless otherwise agreed on the terms of payment, the Customer will pay in cash or by debit or credit card. The Compass Group may invoice 50% of the estimated total price of the services one month prior to the event; in that case, the Customer will pay the difference between the advance payment and the total price immediately after the event.

If the Customer is the Compass Group's regularly invoiced customer, a single invoice can be written for the whole group, sent to the Customer after the event. The Compass Group may invoice 50% of the estimated total price of the services one month prior to the event; in that case, the balance will be invoiced for immediately after the event. For any invoicing, the term of payment is 14 days net.

## TERMS OF PAYMENT FOR PREMISES RENTAL

The term of payment for the Stadium Foundation's regularly invoiced customers is 14 days net. If the Customer is not a regularly invoiced customer, the Customer will make a direct payment for the booking in conjunction with the room booking.

A new invoiced customer must provide the Stadium Foundation and the Compass Group, no later than four weeks prior to the event, with the payer's name, invoicing address and contact person, the business identity code of the enterprise, or the personal identity code of a private person, as well as any reference to be included in the invoice. We will check the credit information of new customers.

## TERMS AND CONDITIONS OF CANCELLATION FOR RESTAURANT AND MEETING SERVICES

An order that has been confirmed and/or paid for by card is binding. The Customer may, however, cancel the order, in which case the charge will be determined as follows:

Charge	less than 50 persons	50-200 persons	more than 200 persons
0%	14 days	30 days	60 days
50%	14-7 days	30-14 days	60-30 days
100%	7 days or less	14 days or less	30 days or less

The amount charged comprises the sum total of the entire order, including charges for the booked premises, any additional services ordered as well as catering. The number of persons applied in case of cancellation is determined on the basis of the maximum number of participants given by the Customer. Cancellation may be notified to either of the service providers. Contract Customers may also cancel through the room booking system, subject to the terms and conditions of cancellation.

## TERMS AND CONDITIONS OF PREMISES BOOKINGS

When booking premises, the Customer consents to the Customer's data being stored in the Olympic Stadium room booking system. For the Privacy Policy of the room booking system, see: <https://www.stadion.fi/fi/tilavarausjarjestelman-tietosuojaseloste>.

Access to the premises will be available 15 minutes prior to the beginning of the booked time, and the premises must be vacated at the end of the booked time. Any time needed for pre-event preparations and post-event takedown must also be booked in conjunction with the room booking.

## CUSTOMER'S RESPONSIBILITY AND LIABILITY

The Customer undertakes to comply with the rules and regulations and safety and security guidelines concerning the premises as well as the instructions provided by the staff regarding the use of the building and the furniture and equipment. The Customer is obliged to protect the premises and furniture rented by the Customer against loss and damage. The Customer will be liable for all loss or damage caused by the Customer's equipment, staff, performers or meeting participants to the real property or to movable property in the restaurant. The Customer is responsible for any equipment and movable property brought to the restaurant or meeting premises by the Customer. In the event of loss or damage, any repair, cleaning and other costs will be invoiced to the Customer.

The Customer is also responsible for the safety and security arrangements and for arrangements with the authorities concerning the event, such as:

- the necessary access to and arrangement of first aid during the event;
- the necessary security stewarding (plans must be submitted for prior approval by the Stadium Foundation);
- any notifications to or permits obtained from the authorities required for the event.

## SPECIAL ARRANGEMENTS

If the event requires permits from the authorities or special permits or authorisations, programme items, an orchestra, special decoration or exceptional technical equipment or additional electricity supply, the Customer undertakes to cover the costs arising from these. The Customer is responsible for the safety and security as well as security stewarding of the event. For further instructions regarding special arrangements, please contact the Stadium Foundation staff.

## MORE SPECIFIC EVENT DETAILS

A detailed programme of the event organised by the Customer must be provided 14 days prior to the event.

The programme must include the following information:

- the number of participants
- the timetable, times of meals and any special dietary requirements
- the names and mobile phone numbers of the persons hosting the event.

The number of event participants must be confirmed no later than 14 days prior to the event. The offer will include more detailed deadlines for confirmation.

For restaurant services, invoicing will be based on the number of participants confirmed at that point. If the number turns out to be higher than that, invoicing will be based on the actual number. If the number of participants changes substantially, the Compass Group will be entitled to renegotiate the details of the event and the charges payable.

## TRANSFER OF CONTRACT

The Customer has no right to transfer the contract or hand over the premises rented by the Customer to a third party without the consent of the Stadium Foundation and Compass Group.

## LIMITATION OF LIABILITY

The Stadium Foundation and the Compass Group accept no liability for indirect loss or damage.

## FORCE MAJEURE

Force majeure is any event or circumstance emerging after the conclusion of the contract that is unforeseeable and beyond the control of a contracting party, such as a labour dispute, that prevents the fulfilment of the obligations under the contract. The contracting party is released from its obligations under the contract if their fulfilment is prevented by force majeure. A party wishing to plead force majeure is obliged to notify the other party of the force majeure, as well as of it having ended, in writing without delay. The prevention of the fulfilment of the contractual obligations by a contractual party's subcontractor for the above reasons is also considered to be a force majeure event for the party.

## CONTRACT CUSTOMERS

Contract Customers of the Stadium Foundation and/or the Compass Group will receive personal identifiers for the room booking system. Contract Customers are responsible for their own user ID and password as well for not disclosing them to outsiders. Contract Customers are also responsible for the bookings, changes and cancellations made with their identifiers. Contract Customers must have at least one named contact person in the room booking system.

## GENERAL TERMS AND CONDITIONS FOR INDIVIDUAL EXERCISE SLOTS

### OPEN EXERCISE SLOTS

The terms and conditions for open exercise slots apply to the public running and badminton slots of the Olympic Stadium.

Every month, public - open - slots are opened for the sports facilities of the Olympic Stadium, with individual slots or sectors available for booking. Open slots are provided in the 400-m running tunnel as well as gymnasium 1. The valid price list for the open slots as well as the time slots available can be found on the Stadium Foundation website. There are limited numbers of open slots available.

Open slots can be booked in advance through the bookings calendar. Payment for the slot must be made when booking. Open slots may also be used without an advance booking, subject to space being available. In such cases, the payment must be made at the entrance service point of the Olympic Stadium Visitor Centre before the slot begins.

### TERMS AND CONDITIONS FOR CHANGES AND CANCELLATIONS OF OPEN EXERCISE SLOTS

A booking for an open slot made and paid for in advance may be transferred or cancelled free of charge 24 hours prior to the booking. To transfer or cancel a slot, please contact the Olympic Stadium Customer Service at [info@stadion.fi](mailto:info@stadion.fi).

### INDIVIDUAL EXERCISE SLOTS

It is possible to book individual exercise space slots within the opening hours for the sports facilities of the Olympic Stadium through the room bookings calendar. Payment for individual exercise slots must be made when booking. The valid price list for individual exercise slots as well as the available time slots can be found on the Stadium Foundation website.

### TERMS AND CONDITIONS OF CANCELLATION FOR EXERCISE SLOTS PAID FOR IN ADVANCE

Individual exercise slots may be cancelled free of charge 14 days prior to the slot. After this, full price is charged for the slot. Cancellations of individual exercise slots paid for in advance must be made in writing to [tilat@stadion.fi](mailto:tilat@stadion.fi).

## CUSTOMER'S RESPONSIBILITY AND LIABILITY DURING EXERCISE SLOTS

The Customer undertakes to comply with the rules and regulations as well as safety and security guidelines concerning the premises as well as the instructions provided by the staff regarding the use of the facilities and equipment in the building. The Customer is liable to compensate for any loss or damage caused by the Customer's conduct in violation of the rules, regulations, guidelines or instructions as well as for any loss or damage caused by the Customer intentionally or through negligence to the premises, facilities or equipment of the Olympic Stadium.

No service of food or beverages may be ordered or brought to the Olympic Stadium exercise premises. An individual person's own snacks are permitted.

A slot may not be handed over for a third party to use. Any person under 15 years of age must always be accompanied by an adult who has custody of them.

## GENERAL

The Stadium Foundation retains the right to change the pricing and opening times.

## GUIDED STADIUM TOURS

These terms and conditions only apply to booked tours.

### PRICING OF BOOKED TOURS

A guided stadium tour includes a visit to and guided tour of the Olympic Stadium as well as a visit to the Stadium Tower. In addition to the above, the 60-minute guided stadium tour also includes a visit to the TAHTO Center for Finnish Sports Culture.

- Prices for booked groups:
  - The Olympic Stadium provides a choice of guided tours of varying content and duration.
  - For available and up-to-date tours and prices, please see the Stadium Foundation website: [Tours and experiences | Olympic Stadium](#)
- The maximum group size is 10-20 persons depending on the tour booked.
- One tour leader/Customer representative per tour may attend free of charge.
- For group bookings (adults or children/young people), please contact [tilat@stadion.fi](mailto:tilat@stadion.fi).

The standard policy for booked tours is payment when booking. Any invoicing must be agreed in advance. To request for invoicing, please contact [tilat@stadion.fi](mailto:tilat@stadion.fi). The Museum Card is not accepted for guided tours of the stadium.

If you wish to amend a booking or its details, please email us at [tilat@stadion.fi](mailto:tilat@stadion.fi).

### TERMS AND CONDITIONS OF CANCELLATION

Any cancellation of a booked tour must be made no later than 14 days before the tour. We will charge 50% of the tour price for any cancellations made later than that.