

OLYMPIC STADIUM SERVICES: TERMS AND CONDITIONS OF CANCELLATION

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GENERAL TERMS OF DELIVERY AND CANCELLATION OF THE STADION-SÄÄTIÖ AND COMPASS GROUP

These Terms of Delivery only relate to meetings and events of less than 500 persons. The terms and conditions have been revised in 01/2024.

APPLICATION OF TERMS; RESTAURANT SERVICES AND PREMISES

These Terms of Delivery are followed in the service provision agreement 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 are followed, as applicable, also to service provision related to eventual meeting and premise rentals as well as in agreements related to services provided for outside premises.

SERVICE PACKAGE: MEETING PACKAGES

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

RENTAL FOR THE PREMISES

The Stadion-säätiö always invoices the rentals separately, except in cases of meeting packages. The valid price list for the premise rentals is accessible at the Stadion-säätiö site. Stadion-säätiö retains the right to change the pricing and opening times. The rental includes the basic furniture in the rooms as well as the audio-visual services and equipment compatible with meeting use. The basic information of each space/room is specified at the Stadion-säätiö site. Any potential changes, such as additions to furniture or different arrangements are invoiced separately. Prices related to bookings for times outside the normal opening hours, will be subject to a separately invoiced overtime expense (expenses for extended opening hours).

RESTAURANT SERVICES IN PREMISES OTHER THAN THE RESTAURANT

In line with the restaurant business self-control instructions, Compass Group is responsible for the hygiene quality of the food products during preparation, transfers and in the event so that the dishes and meals remain kept in the buffet table for two hours.

TERMS OF PAYMENT FOR THE RESTAURANT SERVICES

Unless otherwise agreed on the terms of payment, the Customer pays in cash or with a debit or credit card. Compass Group may invoice 50% of the estimated overall 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 overall price immediately after the event.

If the Customer is Compass Group's regularly invoiced customer, one invoice can be written for the whole group, invoiced after the event. Compass Group can invoice 50% of the estimated overall price of the services one month prior to the event; in that case, the balance will be invoiced immediately after the event.

A one-off invoice will include an invoicing charge applied by Compass Group at each given time.

PAYMENT TERMS RELATED TO THE RENTAL OF THE PREMISES

The term of payment applicable to Stadion-Säätiö's regularly invoiced customers is 14 days net. Unless otherwise agreed on the terms of invoicing, we will add an invoicing charge of € 5.00 to the invoice. Unless otherwise agreed on the terms of payment, the Customer pays the booking through a direct payment method when booking.

New invoiced customers must provide Stadion-Säätiö and Compass Group, no later than four weeks prior to the event, with the name, invoicing address, contact person and company business ID of the payer, or a private person's personal ID number as well as the eventual reference details to be included in the invoice. We will check the credit details of any new customers.

TERMS OF CANCELLATION FOR RESTAURANT AND MEETING SERVICES

A booking that has been confirmed and/or paid with a 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	over 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 expenses for the booked premises, additional services eventually 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 Client. Either of the two service providers can receive the cancellation. Customers with a regular invoicing contract may also cancel through the booking system, respecting the terms of cancellation.

TERMS FOR BOOKING PREMISES

When booking premises, the Client gives the consent for their data being stored in the Olympic Stadium premises booking system. For the Privacy Policy of the premises booking system, please click here. [Tutustu Poliisi.fi sivuston saavutettavuusselosteeseen](https://www.tutustu.poliisi.fi/sivuston/saavutettavuusselosteeseen).

The premises become accessible 15 minutes prior to the beginning of the booked time while they must be vacated at the end of the booked time. The time needed for event preparations and disassembly must be included in the booked time.

CUSTOMER'S RESPONSIBILITY AND LIABILITY

The Customer undertakes to follow the premise regulations, safety guidelines and instructions provided by the staff in relation to the use of the house as well as the furniture and equipment. The Customer is obliged to protect the rented premises and furniture from damage. The Customer will be responsible for all damages caused by the Customer's equipment, staff, performers or meeting participants to the real property or the movable property in the restaurant. The Customer is responsible for their own equipment and movables brought to the restaurant and meeting premises. In case of accidents, the eventual repair, cleaning and other expenses will be charged from the Customer.

The Client is also responsible for the safety and official security arrangements, such as:

- necessary first aid and related arrangements during the event
- necessary maintenance of order (plans must be submitted for the approval of the Stadium Foundation)
- eventually required notifications of the event to the authorities or application of permits from the authorities.

SPECIAL ARRANGEMENTS

In case the event requires special permits from the authorities or other, or programmes, orchestra, special decoration or exceptional technical equipment or additional electric current, the Customer undertakes to carry the costs incurred for them. The Customer is responsible for the safety and order of the event. For further instructions regarding special arrangements, please turn to the Stadion-Säätiö staff.

SPECIFICATION OF EVENTS

The Customer must provide a detailed event programme 14 days prior to the event they are organising.

The programme must include the following information:

- number of participants
- timetable, times of meals and eventual special diet requirements
- names and mobile phone numbers of 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 the restaurant services, invoicing is based on the confirmed number of participants, or if is higher than the order, on the basis of the materialised number. If the number of participants changes essentially, Compass Group will be entitled to renegotiate the details of the events and the expenses to be charged.

TRANSFER OF CONTRACT

The Customer has no right to transfer the contract or cede the rented premises to third parties without the consent of Stadion-säätiö and Compass Group.

DISCLAIMER

Stadion-säätiö and Compass Group are not responsible for indirect damages.

FORCE MAJEURE

A force majeure is each such fact emerging after the conclusion of the contract, independent of the contracting party and unforeseeable, such as a labour conflict, which prevents the fulfilment of the obligations under the contract. The contracting party is released from the obligations under the contract if their fulfilment is prevented through force majeure. The party wishing to plead force majeure is obliged to inform the other party in writing of such obstacles without delay after learning of such circumstances, and the same applies to the lifting of the force majeure conditions. The prevention of the fulfilment of the contractual obligations by the party's subcontractor for the above reasons is also considered force majeure from the point of view of the party.

CONTRACT CUSTOMERS

The Customers with a fixed contract with Stadion-säätiö and/or Compass Group will receive personal passwords for the booking system. Contract Customers are responsible for their own user IDs and passwords as well for not releasing them for outside use. Contract Customers are also responsible for the bookings, changes and cancellations made with the use of the IDs and password. Contract Customers must have at least one named contact person in the booking system.

GENERAL TERMS AND CONDITIONS RELATED TO INDIVIDUAL EXERCISE SLOTS

OPEN EXERCISE SLOTS

The terms and conditions of open exercise times apply to the general jogging and badminton slots.

Every month, the exercise premises at the Olympic Stadium will open common, so-called open slots, with the possibility for trainers to buy individual slots or sectors. Open slots will be provided in the 400 m run tunnel as well as exercise room 1. The valid price list for the open slots as well as the respective times are accessible at the Stadion-säätiö site. There are limited numbers of slots available.

You can book your slot in advance through the booking calendar. The payment for the slot takes place at the booking. For any open slots, you can also come without booking, provided there is places left. If that case, the payment is made at the entrance service point of the Olympic Stadium Visitor Centre before the slot opens.

TERMS OF CHANGE AND CANCELLATION OF THE OPEN EXERCISE SLOTS

An booking of an open slot made and paid in advance can be transferred or cancelled free of charge 24 hours prior to the booking. In case of transfers or cancellations of slots, please contact the Olympic Stadium Customer Service at info@stadion.fi.

INDIVIDUAL EXERCISE SLOTS

It is possible to book individual exercise space in the Olympic Stadium premises, within the opening hours, using the booking calendar. The individual exercise slots must be paid at the booking. The valid price list for the individual slots as well as the respective available times are accessible at the Stadion-säätiö site.

TERMS OF CANCELLATION OF THE EXERCISE SLOTS PAID IN ADVANCE

Individual fixed slots can be cancelled, free of charge, 14 days prior to the slot. After this, the slot charge is paid in full. The cancellation of the individual exercise slots paid in advance must be made in writing to tilat@stadion.fi.

CUSTOMER RESPONSIBILITY DURING EXERCISE

The Customer undertakes to follow the premise regulations, safety guidelines and instructions provided by the staff in relation to the use of the premises as well as the furniture and equipment. The Customer is obliged to compensate for any damage caused by behaviour contrary to the regulations and instructions, or other damage caused by the Customer intentionally or through negligence to the Olympic Stadium premises, facilities or equipment.

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

A slot may not be given for a third person. Children under 15 years of age must always be accompanied by an adult in charge.

GENERAL

Stadion-säätiö retains the right to change the pricing and opening times.

GUIDED STADIUM TOURS

These terms only apply to booked groups.

PRICING OF BOOKED TOURS

A guided tour includes a visit and guiding through the Olympic Stadium as well as a visit to the Stadium Tower. The 60-minutes guided tour also includes a visit to the Sports Museum & Cultural Centre TAHTO.

- Prices for booked groups:
 - The Olympic Stadium provides a choice of different guided tours of varying lengths.
 - Please check the available and valid tours, with prices, at the Stadion-säätiö site <https://www.liikenneturva.fi/liikenteessa/mopoilu/>
- Maximum group participant number is 20 + tour guide/client representative.
- One tour guide/client per tour is free of charge.
- In case of groups (adults or children/the young), please contact us by mail at: tilat@stadion.fi.

The payment of the booked tour is primarily made at booking. Invoicing requires a separate agreement; in this case, please contact us at tilat@stadion.fi. The yellow Museum card is not usable for the guided Stadium tour.

If you wish to change the booking or related information, please contact us by email at tilat@stadion.fi.

TERMS OF CANCELLATION

The cancellation of a booked tour must be made no later than 14 days of the tour. The charge for bookings cancelled later is 50% of the tour price.