

RENT A COTTAGE ON ÅLAND

Are bed linen included?

Mattresses, blankets and pillows are included in all cottages. As a rule bed linen (sheets, pillowcases, duvet covers and towels) have to be brought to the cottage. Some cottages rent bed linen for a fee. Please see the cottage details for what's included and pricing for services that can be rented separately.

Is final cleaning included?

Final cleaning is generally not included in the price but can in most cases be purchased separately. The price varies from cottage to cottage. In some cottages final cleaning is included. Please see the cottage details for what's included. The final cleaning can be done by the customer if desired. Final cleaning does not include dishwashing, this should always be done by the guest. If final cleaning hasn't been purchased and proper cleaning hasn't been done the cottage owner is entitled to bill for final cleaning afterwards.

Do you need to bring your own cleaning gear to do the final cleaning?

No, all cleaning gear necessary for doing the final cleaning is provided. Cleaning agents are however not included and are to be brought if you wish to do the final cleaning yourself.

What do you need to clean if you do the final cleaning yourself?

All rooms and spaces are to be cleaned consistently. The cottage should be nice and clean at check-out. Floors has to be vacuum cleaned and washed. Carpets are to be taken outside and dusted. Flat surfaces, shelves, fridge and freezer has to be wiped and cleaned with a cloth. Dishwashing is always done by the guest, even though final cleaning is purchased since this is not included in the final cleaning. The cottage owner is entitled to bill afterwards if the final cleaning hasn't been done properly.

Is a rowing boat included with the cottage?

All cottages with at least one star and maximum 2 km from the beach have access to a rowing boat. All five star cottages with less than 2 km from the beach have an own rowing boat included. Please see the cottage details for what's included and pricing for services that can be rented/purchased separately.

Can you rent motors for the rowing boat?

If a cottage has motors for rent it's stated in the details for the cottage. Please note that some cottages only have a limited number of motors. The cottage owner can require a deposition for the motor. The deposition is refunded when the motor is returned and checked by the cottage owner.

Can you go fishing at the cottages?

A fishing license is usually required for fishing. For some cottages a fishing license is included in the cottage rent, if so, it's stated in the details for the cottage. Most cottage owners can sell fishing licenses. The prices for the licenses depend on the different locations. More information about fishing licenses on Åland can be found on www.ifiske.ax

If there is a coal grill at the cottage, is the coal included?

No, coal and lighter fluid is not included in the cottage price. However the previous guests may have left these behind, but this has nothing to do with what's included in the cottage rent.

If there is some sort of wood-burning stove in the cottage – is the fire wood then included?

If it in the details for the cottage is stated that there is a wood-burning stove in the cottage, then a certain amount of fire wood is included in the cottage price. There may however be some exceptions; in this case it's stated in the details for the cottage. If there is a wood-burning stove in the cottage but it's not mentioned in the information for the cottage, it is not allowed to use the stove.

Are ferry tickets to Åland included in the price for the cottage?

No, ferry tickets are not included in the price for the cottage.

Will the cottage be cheaper if you are a member of Viking Line Club?

No, the cottage prices are fixed and Viking Line Club does not affect the price. However Viking Line Club offers discounted boat trips and access to special offers aboard Viking Line ferries.

Are pets allowed in the cottages?

The cottages that do allow pets have this stated in the details for the cottage. In some cases the cottage owner takes a fee for pets, this is also stated in the cottage information. Because of allergy risks it is absolutely forbidden to bring pets into cottages where pets are not allowed.

When must a cottage booking be paid?

A cottage booking must be paid 6 weeks prior to arrival to the cottage. If a booking is made later than 6 weeks prior to the arrival the booking has to be paid immediately. Viking Line has the right to cancel any booking that is not paid on time.

How do you pay?

We will send a giro or payment link which can be paid with bank codes or credit card. The reservation can also be paid through the website "My booking".

When do you send the vouchers?

Our travel packages are ticketless. Your confirmation with your booking number is presented at the Viking Line check-in and to the cottage owner when arriving at the cottage. A valid identity card with picture must be included.

Cancellation policy?

For the current cancellation policy visit our website.

How and where do you book your cottage?

A cottage can be booked by sending the request to booking.aland@vikingline.com or by phone Mon-Fri 10.00-15.00. Phone +358 18 26198 from Finland, +46 8 4524272 from Sweden. When making a reservation we need an address and phone number to the person making the booking as well as name, date of birth and nationality for all passengers.

Can I already book a cottage for next year?

Yes, send your request to booking.aland@vikingline.com. When making a pre-booking we need to know the cottage number and the name, address and phone number to the person in charge. A pre-booking is not confirmed. The final booking confirmation with price is sent at the end of the year. We cannot list available cottages, you have to ask for a specific cottage with number.

How to proceed if you find faults in the cottage?

Any complaints shall be raised directly to the cottage owner during the rental period. If the cottage owner fails to resolve defects brought to attention within 3 days, the renter shall contact Viking Line in Mariehamn. Viking Line can be contacted by calling +358 18 26126 or by visiting our office at Storagatan 3, open Mon-Fri 10.00-15.00.

Any remarks must be made before the end of the rental period. After contact a written claim for damages may be submitted to Viking Line within 2 months to feedback@vikingline.com or by mail to:

Kundrelationer

Box 166, AX-22101 Mariehamn, Åland