Oy Botta Ab
00100 Helsinki
+358 9 580 770
botta.fi

Oy Botta Ab - Booking and Cancellation Terms

These booking and cancellation terms apply to all events and reservations organized on the premises of Oy Botta Ab (hereinafter "the service provider") and its venues: Botta Events, Dagmar Bistro & Wine Bar, St. Urho's Pub, and Manala Restaurant & Bar, unless otherwise agreed in writing.

To ensure that your event is successful and well-organized, we require all clients to follow these terms

Booking Confirmation

These booking and cancellation terms become binding once the client confirms the booking in writing or orally, and the service provider sends a written confirmation with these terms by email. The client making the booking is responsible for the reservation and all related costs.

The booking confirmation specifies event details, booked rooms, prices, and applicable terms. All changes and cancellations must be sent in writing to our sales service.

The room reservation applies to the agreed number of guests. If the guest count changes substantially (more than ±10 %) from the initial booking or later confirmation, the service provider reserves the right to assign a different suitable room and adjust pricing and costs accordingly.

A detailed schedule and program for the event must be delivered no later than two (2) weeks before the event to ensure smooth arrangements.

Cancellations and Fees

The following cancellation deadlines and fees apply. The cancellation timeline is determined by the number of guests stated at the time of booking:

Cancellation Fee (% of total event value)	1–20 guests	21–59 guests	60–300 guests
No charge	At least 14 days before*	At least 21 days before*	At least 60 days before*
25 %	-	-	21–59 days before
50 %	8–13 days before	15–20 days before	15–20 days before
100 %	0–7 days before	0–14 days before	0–14 days before

* When the free cancellation period ends, the client must confirm the estimated number of guests. This number serves as the basis for calculating cancellation and change fees. The final billed guest count may differ from this confirmed number by at most 10 percent (±10 %).

Catering

Confirm menu and beverage selections no later than 14 days before the event.

Report the **final, binding guest count, as well as special dietary requirements and allergies, no later than 10 days before the event**. This reported guest count serves as the minimum billing basis. If the number of guests increases after this deadline, we will do our best to accommodate the additions and bill them according to the actual count. If no updated guest count is provided by the deadline, billing will be based on the previously confirmed number.

Beverages are billed according to actual consumption, unless agreed otherwise in writing.

Oy Botta Ab
00100 Helsinki
+358 9 580 770
botta.fi

Own Food, Drinks, and Alcohol Law

The service provider holds exclusive rights to food and beverage service on its premises. Bringing outside food or drinks into the venue is not permitted without a separate written agreement. Finnish law strictly prohibits bringing and consuming outside alcoholic beverages in our licensed areas.

Prices and Ingredients

All prices include value-added tax (VAT).

Product prices are based on purchase costs and taxes valid at the time of the offer. If producer prices, import costs, taxes, or statutory fees increase before the event, we reserve the right to adjust prices accordingly. We notify the client of price changes without delay. If a product price increases or availability ends, the client may choose an alternative product in the same price range.

We reserve the right to alter menu ingredients based on availability and replace items with comparable high-quality ingredients.

Invoicing and Payment Terms

Invoicing for corporate and organizational clients must be agreed upon in advance during booking. We reserve the right to check credit history. Payment terms are ten (10) days net, and an invoicing fee of 8 € applies. Interest on overdue payments is charged according to the Finnish Interest Act.

For private clients (consumers), we charge a 30 % advance payment for events and party bookings with more than 50 guests, calculated from the estimated total sum. The advance payment is due upon booking confirmation and is credited in the final invoice. The remaining balance is paid on site at the end of the event, unless agreed otherwise in writing.

If an event is cancelled, we apply any advance payment toward the cancellation fee. If the advance payment exceeds the cancellation fee, we refund the remaining balance to the client. If the cancellation fee exceeds the advance payment, the client will be billed for the difference.

Other Payment Methods

We accept Finnish bank debit cards, international credit cards (Visa, Mastercard, American Express), and cash on site.

Performers and Entertainment

The client is responsible for all costs related to performers as well as applicable music copyright and licensing fees (Teosto and Gramex).

When a performer uses the venue's lighting and sound technology, the service provider books a technician for the event. Technical services are charged according to our valid price list (minimum charge 3 hours). The technician must be present during soundcheck.

If event decorations or performance special effects require extra cleaning or repairs, we will charge these costs to the client. Open flames, fire shows, and pyrotechnic effects are strictly forbidden on Oy Botta Ab premises.

Oy Botta Ab
00100 Helsinki
+358 9 580 770
botta.fi

Premises and Privacy

The booking covers the specific room stated in the confirmation. Common areas of Oy Botta Ab—such as the lobby, corridors, and restrooms—are shared with other guests, unless an entire floor or the entire building is specifically booked and confirmed for private use.

Safer Space Principles

We are committed to safer space principles across all our venues and events. We have zero tolerance for discrimination, harassment, and inappropriate behavior.

Event organizers and all guests must respect these principles. Our staff and security personnel may intervene in disturbances, refuse entry, and remove disruptive people from the premises.

If an event must be stopped due to serious misconduct, the client is not entitled to refunds or compensation, and the event will be billed in full according to the confirmation.

Setup and Dismantling Times

The room is available to the client only during the time stated in the booking confirmation. All preparations, decorations, and dismantling must take place within this reserved time.

Any advance access for setup, decorating, or packing must always be agreed upon beforehand and will be charged according to our room rental price list. We cannot guarantee access before the confirmed start time. If departure is delayed, we reserve the right to bill extra hours based on actual time spent.

All items and decorations brought in by the client must be removed immediately when the event ends, unless agreed otherwise in writing. The client is not permitted to make alterations to the spaces or attach temporary structures, signs, or decorations to walls or surfaces without prior written permission

Liability and Insurance

The service provider is not responsible for personal belongings, clothing, technical equipment, or decorations brought onto the premises by clients or guests. The client is responsible for adequate insurance of their own equipment and property.

The client is fully liable for all damage caused to premises, property, fixtures, or equipment by the client, their guests, or hired performers through intent or negligence, as well as for costs resulting from extraordinary cleaning.

Force Majeure

Either party may cancel the booking in writing without liability for damages due to war, acts of terrorism, mandatory government orders (not including recommendations), strikes, natural disasters, or other comparable reasons beyond reasonable control that make fulfilling the contract unlawful or impossible. The other party must be notified of the obstacle in writing without delay.

If the contract is terminated due to force majeure, payments made are refunded, minus direct and non-recoverable costs already incurred by the service provider.