

General Terms and Conditions (Booking and Usage Terms)

Effective from: August 1, 2025

1. General

These terms apply to all bookings and use of The Open Table Avoin yhtiö's premises, The Open Table.

By booking or using our services, you agree to these terms.

2. Booking and Payment

Bookings are made via SuperSaaS.

Payment is made at the time of booking or according to the instructions in the booking system.

For full-space bookings, payment may be made via invoice upon request.

The customer is responsible for providing accurate contact details when making a booking.

Darts can only be booked together with at least one pool or snooker table.

When booking all tables, the customer has exclusive access to the entire premises, including darts. This becomes a private booking of the entire venue.

3. Access

The premises are unmanned.

The door code is sent automatically via the booking system immediately after payment.

The code becomes active 15 minutes before the booking starts and remains active for 15 minutes after the booking ends.

Lighting, electricity, and certain functions are controlled automatically.

4. Use of the Premises

The premises must be used with care and only for private leisure, meetings, or similar purposes.

Customers must show respect toward other visitors.

If multiple groups book simultaneously, they may occupy the venue at the same time.

Customers are required to clean up after themselves.

5. Responsibility and Damages

The customer is liable for any damage occurring during the booking period.

Liability is assessed based on surveillance footage.

Pool and snooker cloths are sensitive to liquids. Spilling liquid on the cloth causes permanent damage.

Damage costs:

Pool table cloth: €350

Snooker table cloth: €550

Other property: reimbursed according to value

In case of excessive dirtiness, a cleaning fee of €50 applies.

6. Sales and Customer Fridge

The refrigerator contains non-alcoholic beverages for sale (self-service, payment via MobilePay).

Snacks are available in the kitchen (self-service, payment via MobilePay).

Coffee and tea are available in the kitchen (self-service, payment via MobilePay).

Customers may place their own drinks or snacks in the refrigerator during their booking but are responsible for removing them afterward.

7. Disturbances and Rules of Conduct

Smoking is prohibited inside the premises.

If other customers experience serious disturbance, the company may review surveillance footage.

Anyone disturbing others, damaging property, or violating rules may be banned.

Alcohol consumption is permitted only during private bookings of the entire venue for private events in accordance with Finnish public order law, such as bachelor or bachelorette parties.

8. Surveillance and Safety

The premises are under video surveillance for security and damage investigation. Footage is used solely for these purposes and processed according to applicable data protection law.

9. Limitation of Liability

The company is not responsible for:

- Customers' personal belongings
- Indirect damages, e.g., power, network, or equipment interruptions

10. Cancellations

Cancellations can be made via email no later than 2 hours before the booking starts.

Fees may apply according to the booking system's rules.

11. Crimes and Theft

All thefts and intentional damage will be reported to the police.

12. Disputes

Any disputes will first be attempted to be resolved amicably.

If not possible, the case will be handled in a Finnish court under Finnish law.