

## **General terms of sale of the City of Espoo and Espoo Catering Oy's online store**

### **General terms of sale of the City of Espoo and Espoo Catering Oy's online store**

The provisions of these terms of customer agreements are used as the terms of sale in transactions between the customer and the City of Espoo / Espoo Catering Oy. When making a payment, the customer accepts these terms and agrees to comply with them. An agreement is concluded when the customer has made a payment and the service provider has confirmed it.

The City of Espoo will provide information about possible changes in the terms of customer agreements no later than one calendar month before the changes take effect.

City of Espoo as a public entity (business ID 0101263-6)

Espoo Catering Oy (business ID 2716134-9)

The City of Espoo and Espoo Catering Oy reserve the right to amend the delivery terms and prices. The product prices include value added tax.

### **Contact information of the City of Espoo and Espoo Catering Oy:**

City of Espoo  
Street address  
Siltakatu 11  
Shopping centre Entresse, 3rd floor  
02770 ESPOO  
Postal address  
City of Espoo Registry Office  
P.O. Box 1  
02070 CITY OF ESPOO  
Email: [info@espoo.fi](mailto:info@espoo.fi)

Espoo Catering Oy  
Street address  
Nuijalantie 18, 2nd floor  
02630 ESPOO  
Postal address  
Espoo Catering Oy  
P.O. Box 5111  
02070 CITY OF ESPOO  
Email: [catering.laskutus@espoo catering.fi](mailto:catering.laskutus@espoo catering.fi)

### **Purchasing**

Products and services are selected through the webshop link at **[kauppa.espoo.fi](https://kauppa.espoo.fi)** and added to the online shopping cart. Purchases are completed by paying the contents of the shopping cart through the check-out service. When making purchases, you accept the product description, delivery terms, product prices and possible delivery costs.

If you provide your email address when making a purchase, an order confirmation will be sent to you by email. An order confirmation includes the products/services purchased and their prices.

## **Multi-admission and season products are personal (swimming pools and gyms)**

Multi-admission and season products are added to the customer's existing user account that is linked to a wristband (fee EUR 5). The wristband allows the customer to enter a gym or a swimming pool through the turnstiles without having to visit the customer service counter. Wristbands and the products they contain may not be handed over to other people. If a customer wants to fully hand over their purchased services to another person, they will need to contact the customer service.

## **Lost wristbands (swimming pools and gyms)**

If a customer loses their wristband, they can link a new wristband to their user account by contacting the customer service. We can deactivate the lost wristband and transfer its content to a new wristband. The price of a new wristband is EUR 5.

## **Age limits of different services**

Age limits are specified in the details of each service.

## **Validity**

The validity of products and services is specified in the description of each product.

## **Use of services**

A purchased service can be used at the service provider's locations where the service in question is available.

## **Payment**

The online store's payment processor is Visma Pay (Paybyway Oy, business ID 2486559-4). The company is included in the register of payment institutions maintained by the Financial Supervisory Authority. Payments are made through the Visma Pay online service. Bank statements and invoices show Visma Pay or Paybyway Oy as the recipient. Visma Pay forwards payments to the vendor. Making a payment is safe because all data concerning a payment is sent through an encrypted connection.

All transactions take place between the customer and the City of Espoo / Espoo Catering Oy. The online store is responsible for all obligations related to the transactions.

Read more about Visma Pay: [www.visma.com](http://www.visma.com)

## **Payment methods**

Through the Visma Pay service, you can pay using your online banking codes and payment cards (credit/debit). Accepted payment methods: Osuuspankki, Nordea, Danske Bank, Oma Säästöpankki, Säästöpankki, Aktia, POP Pankki, S-Pankki, Handelsbanken, Ålandsbanken, Visa, Visa Debit, Visa Electron, MasterCard and Debit MasterCard, Jousto, Everyday and Euroloan.

Contact information of the Visma Pay payment service

Visma Pay, Paybyway Oy (business ID 2486559-4)

Email: [helpdesk@virmapay.com](mailto:helpdesk@virmapay.com)

Tel. 09 3154 2037 (Mon–Fri 9:00–16:00)

Postal address: Laserkatu 6, 53850 Lappeenranta

## **Public holidays and exceptional days, maintenance breaks and summertime**

We will not offer compensation for public holidays or one-off exceptional days when our locations are closed.

## **Delivery**

The delivery method of a product/service or a user right is specified in the product features.

## **Returns**

The products sold through the City of Espoo and Espoo Catering Oy's online store are different from regular products sold online and cannot be returned or exchanged. The product descriptions specify the features and intended use of each product.

## **Illness, moving, changes to purchases and refunds**

We can extend the validity of services or refund a payment for a justified reason.

## **Cancellations, liability for defects and complaints**

As the products sold through the City of Espoo and Espoo Catering Oy's online store are different from regular products sold online, the regular cancellation policies do not apply to these purchases. The product descriptions specify the features and intended use of each product as well as the possibility of cancellation.

The services that are available through our online store follow the general terms of the online store. Unused products and services purchased through our online store are not covered by a right of cancellation, based on chapter 6, section 16 of the Consumer Protection Act (paragraph 11).

The online store has statutory liability for defects concerning the products it sells. If you wish to submit a complaint, please contact our customer service: [info@espoo.fi](mailto:info@espoo.fi) or [catering.laskutus@espocatering.fi](mailto:catering.laskutus@espocatering.fi).

Consumers have the right to have possible disputes resolved by the Consumer Disputes Board.