

Thank you for your reservation and welcome to Kakslauttanen Arctic Resort!

In this document you will find important and useful information about your upcoming visit in Kakslauttanen Arctic Resort.

Location

Kakslauttanen is located 250 km north from Rovaniemi / Arctic Circle, 40 km south from Ivalo and 10 km south from Saariselkä, which is the closest village (supermarket, ATM, shops, etc.)

Getting here

You can either fly, drive with your own car or come by bus. Flying is the most convenient option, the closest airport is Ivalo (IVL) and there are regular flights from Helsinki to Ivalo every day. The airlines currently flying to Ivalo are Finnair (www.finnair.com) and Norwegian (www.norwegian.com). Both airlines have good connections to Helsinki from North America, Asia and the Middle-East.

By bus you reach us from Rovaniemi. The bus stop is 100 meters from our reception. Check out timetables for buses from Matkahuolto website (www.matkahuolto.fi/en). Use Kakslauttanen as your destination.

If you are driving, you can easily type in our address in your navigator. Address is Kiilopääntie 9, Saariselkä, Finland. Once you are there, you can't miss it. We offer free parking places next to all the cabins and there are plenty also in front of our restaurant building.

Airport transfer

If you arrive by plane to Ivalo, the most convenient way to get to Kakslauttanen is to take our own airport transfer bus. Our driver will be there to greet you at the airport with a Kakslauttanen Arctic Resort sign and drive you directly to the resort. The trip will take approximately 30 minutes. The price of the transfer is 26€/person/way. Private transfer service is also available upon request with separate quote. To book your airport transfer, please email us at hotel@kakslauttanen.fi with your **flight number and arrival time along with your reservation number** and we will add the transport cost to your room bill.

Check-in, check-out and changing accommodation

We would like to remind all guests that smoking is not allowed in restaurants, log cabins or igloos according to the Finnish Law. Our check-in time is between 14:00 to 15:00, while the check-out time is at 10:00. You are welcome to join some activities when waiting for the check-in. If you are staying in both East and West Village, we provide free transfer service for the for check-in / check-out from our village, please check the time with our receptionist upon arrival.

Activities

We offer a wide range of activities in our resort from husky safaris to ski schools. You can view the list of activities from our website (winter: www.kakslauttanen.fi/en/winter-safaris and summer: www.kakslauttanen.fi/en/summer). We highly recommend you book your activities before you arrive to Kakslauttanen, as we cannot guarantee availability on very short notice.

To book your activities, contact us at hotel@kakslauttanen.fi and include your reservation number (found in the confirmation email you received) in the email so we can find your reservation faster. Please note that all activities for Kakslauttanen guests have to be booked through us, we do not allow outside activity providers in our premises. We have the best activity center in Lapland – most of our activities start from our resort which you will not waste the time in transportation.

Weather and Clothings

The winter in Lapland can be brutally cold – so be sure to take with you warm clothes, gloves and a warm hat and boots. We do sell hats and mittens in our shops in case you forget something, Saariselkä town nearby has shops where you can buy everything you need. Down jacket is a good option here, if you wish, you can also rent thermal overalls, hats, mittens and boots from us. Read more about layered clothing here: www.visitfinland.com/article/how-to-dress-right-and-enjoy-the-winter Our glass igloos are heated, so you will be warm inside, also the cabins are central heated and have their own fireplaces. For the snow igloos – we provide you with a sleeping bag and a hat for the night, and you are welcome to rent our thermal overalls.



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The summer in Lapland is mild and very nice – you won't get hot or neither cold. Packing the rain jacket just in case is of course advisable, but mostly you will be ok in jeans and sweater.

You can check the weather forecast from Finnish Meteorological Institute's website:

<http://en.ilmatieteenlaitos.fi/weather/inari/saariselka>

Special requests

Many of our guests come to Kakslauttanen to enjoy their honeymoon, birthday or other big life event. We want to help you making your stay a special one, so if you have any special request for your arrival (champagne in the room waiting for you etc.) we can arrange these for you – just email us at hotel@kakslauttanen.fi with your request. Remember to include you reservation number from the confirmation email.

Dietary requirements

If you have any restrictions in your diet, (lactose free, gluten free, allergic to nuts, vegan or vegetarian), it would be good to let us know before your trip so we can prepare for you in advance. Let us know by emailing your diet requirements at hotel@kakslauttanen.fi, again please mention your reservation number when contacting us.

Luggage handling and cleaning

We offer luggage handling (from the reception to your cabin or igloo) for 9€ /person /way and if you want your cabin to be cleaned every day the charge is 12€ /person /day. On the day of your arrival or departure you will need a place to store your luggage – and we offer a place to keep your bags. Please inquire from the staff when you need access. We advise you not to leave anything of great value in the bags, and we will not accept liability for any lost items.

The Northern Lights / Aurora Borealis

The Northern Lights are a phenomenon most of guests want to see when they visit, and most will actually witness them during their stay. The occurrence being out of our hands we unfortunately cannot guarantee you see them – but we can give a few tips on how to spot them.

They can be seen by the end of August until the end of April. They usually start around midnight and then make their way to the whole sky. They can last for 5 minutes or they can last the whole night. So even if you are not staying in a glass igloo – you can and you should go outside when it gets dark, just remember to put on warm clothes. There is an online service by the Finnish Meteorologic Institute that has realtime info and predictions of the Northern Lights, go to http://aurora.fmi.fi/public_service/

WIFI & Internet

We like to think that once you are here in the wilderness, you can also take a break from technology and the internet – but we also understand the need to get online to get in touch with friends and family. This is why we offer complimentary internet in our reception and restaurant area. We also have a limited number of 3G mobile hotspots to rent for use in your cabin or igloo with your own wireless devices.

We also encourage you to share your stay in Kakslauttanen in any social media you use – and we think here you can pretty enviable photos to share with your friends! You can find us on Facebook: www.facebook.com/kakslauttanen

Daylight and getting around in the resort

In the winter during the polar night, we only get a few hours of sunlight during the day. It is advisable to bring your own little torch. We of course have lights on the roads and in front of the cabins – but we do not want to illuminate the whole village, as the artificial lights make it difficult to spot the Northern Lights.

We will give a map of the resort to help you navigate in the resort, from the last page of this document you will find the maps. So you do not necessarily have to print this document, the maps will be waiting for you here and they make a great souvenir as well.

You can see the current sun rise and sun set times from the Finnish Meteorological Institute's website:
<http://en.ilmatieteenlaitos.fi/weather/inari/saariselka>

Cancellations to your reservation

We understand that sometimes life happens and you have to cancel your reservation at Kakslauttanen. As we are quite remoted and almost all of our bookings come beforehand, so we are unable to sell cancelled accommodation premises again in a short notice. This is why have a strict cancellation policy. The cancellation policy is as follows:

After the deposit payment, 30% of the total is non-refundable

Cancellation 61-120 days before arrival, 50% of the total is non-refundable

Cancellation 60 days before arrival, 100% of the total is non-refundable

To cancel your reservation, contact us:

- by email hotel@kakslauttanen.fi
- by phone +358 400 270057 (booking office in Tallinn, open Monday-Saturday 9:00-17:00, GMT+2) or +358 16 667 100 (Kakslauttanen reception)
- Please mention your reservation number when informing us of the cancellation. If you are covered by your travel insurance for cancellations, we can provide proof of canceled accommodation and the amount you have paid.

We want to thank you once more for choosing Kakslauttanen Arctic Resort as your holiday destination. We have guests arriving from all over the world, and in Kakslauttanen you will truly find an international atmosphere right in the middle of wilderness. We urge you to enjoy the nature, the silence and the darkness only Kakslauttanen and Lapland can offer.

We are looking forward to welcoming you soon!





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Map of the West Village



Map of the East Village

