

## **RUKAPALVELU APARTMENTS AND ROOMS BOOKING AND CANCELLATION TERMS**



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**These booking terms and conditions are applicable to the following accommodation types provided by Rukapalvelu Oy: Safarihouse Apartments, Rukariutta Apartments and Hotel Arctic Zone.**

These terms and conditions will apply to Rukapalvelu Oy accommodation bookings once a booking is made by a customer to an accommodation object.

The booking is binding as soon as the service provider has issued a booking confirmation to the customer by email.

### **Payment**

- Deposit, which is 30 % of the total payment, will be charged at the time of reservation.
- Rest of the booking is due 28 days before arrival. The final invoice is sent together with confirmation.
- If booking is made less than 28 days prior to the arrival, the total price must be paid immediately.

### **TERMS AND CONDITIONS ON BOOKING CHANGES AND CANCELLATION**

**Cancellations shall always be made in writing or by phone to the service provider.**

**Ignoring the payment of the invoice shall not be regarded as a valid measure for cancelling a reservation.**

**Cancellations to accommodation bookings can be made on the following terms:**

- We reserve the right to charge € 46 for all cancellations as processing cost.
- We will refund the remainder of the prepayment if cancellation is made no later than 28 days before the start of the stay.
- For cancellations occurring later than 28 days before the start of the stay, we reserve/charge the prepayment.
- If the cancellation is made later than 21 days before the beginning of the stay, Rukapalvelu will charge the full amount of the reservation.
- Rukapalvelu won't charge cancellation fees in case of serious illness, accident or death of the client or his/her immediate relatives. In such cases the doctor's certificate is required. Amount of 46 € is charged as processing cost.

### **CANCELLATION RIGHT OF THE SERVICE PROVIDER**

- In case of force majeure the service provider has the right to cancel the reservation. In such cases, the full rental fee will be refunded to the customer.
- The service provider shall have the right to cancel the reservation if the accommodation invoice has not been paid by due date.

### **Check in, check out**

- The room is at client's use from 4 p.m. on the day of arrival until 12 noon on the departure day.

### **Cleaning**

The rental fee includes beddings and towels, a basic kitchen set (in the apartments) and final cleaning. In the apartments, the final cleaning does not include dishwashing or garbage disposal. The apartment guests will be responsible for washing the dishes and arranging them back into the cupboards and emptying the garbage bins before their departure (neglecting these activities will be charged separately afterwards).

**The accommodation fee of Hotel Arctic Zone rooms includes a breakfast for 4-6 persons according to the room type.**

**The maximum allowed number of persons for the different apartment/room types:**

- 4 persons: Hotel Arctic Zone, room for 4 persons
- 6 persons: Hotel Arctic Zone, room for 6 persons
- 8 persons: Rukariutta Apartments
- 10 persons: Safarihouse Apartments

The person making the booking will have to be 18 years or older. Minors using the accommodation on their own without their parents or carers will have to provide a written consent given by their parents or carers, which is to be submitted to the service provided prior to the start of the booking period.

All the apartments/rooms are smoke-free. If you wish to bring along your pet, please make your accommodation booking straight to Rukapalvelu Safarihouse (there is one Rukariutta Apartment available for customers with pets). A limited number of parking spaces have been reserved for each accommodation object. At Safarihouse Apartments and Hotel Safarihouse, the customers can park their cars in the warm underground garage (parking fee).

To guarantee fire safety, do not leave any articles in the aisles or public facilities of the premises. The apartments are equipped with an automatic fire alarm system, which is directly connected to the district alarm control centre. Smoking including electric cigarettes and using odours in sauna are not allowed. Any nuisance alarms and violations of accommodation rules by the customer will be separately charged in full concerning the accrued costs including the respective cleaning and reparation costs.

Any damage caused to the apartment/room or the facilities by the customer during their stay shall be fully compensated for by the customer. If the customer or their guests cause disturbance or danger to the other dwellers, the service provider or their representative has the right to terminate the accommodation agreement with immediate effect, upon which the customer will have to leave the premises immediately. In case of immediate termination no charges shall be refunded to the customer even if accommodation days remain unused.

All our customers are advised to respect the peace of other dwellers between 10 pm and 07 am.

Any reclamations or complaints concerning the facilities or equipment of the apartment/room shall be made to the service provider, respectively, once any flaws or other issues are detected. Complaints made at a later date shall not be considered.

All rights to price changes reserved.

**Payment Service Provider**

Paytrail Plc acts as a collecting payment service provider and is an authorized Payment Institution. Paytrail Plc will be shown as the recipient on your bank or credit card statement. Paytrail Plc will forward the payment to the merchant. For reclamations, please contact the website the payment was made to.

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