

## **Rukan Karhun Matkailu Ltd. Accommodation booking terms**

Following Rukan Karhun Matkailu Ltd. terms apply to all international reservations. Client accepts these terms when confirming the reservation. The terms of domestic may vary. Rukan Karhun Matkailu Ltd reserves the right to alternations. Booker needs to be at least 18 yrs. Minors travelling without guardians should have a written consent from the parent, which must be submitted to Rukan Karhu Kiinteistöt Ltd before the trip.

### **Reservation and payment**

Client books the service(s) in Rukan Karhun Matkailu online portal, email or by phone for the period he/she wants. When booking in online portal 100% of the booking value is to be paid with credit card. After the succeeded payment client will receive a confirmation. When booking is made by email or phone, invoice will be sent.

### **Cancellations**

#### **(Vanha Karhu Apartments)**

All cancellations must be done in writing (e-mail). Leaving the invoice unpaid will not be considered as a cancellation. Cancellation takes effect when the information arrives to Rukan Karhun Matkailu Ltd. If there is more than 30 days to the beginning of the reservation, the customer is justified to get his/her money back except the office fee 50€. If there is less than 30 days to the beginning of the reservation the whole sum will be withheld. Client is obliged to take care of necessary travel documents, such as visa if needed, in time. If the reservation is cancelled due to inappropriate documents cancellation terms will take place in all cases. In case of serious illness, accident or death of the client or his/her near relative, office fee 50 € will be withheld, all other payments will be returned. In such case doctor's certificate is required.

#### **(Otsolinna and Karhun Maja)**

All cancellations must be done in writing (e-mail). Leaving the invoice unpaid will not be considered as a cancellation. Cancellation takes effect when the information arrives to Rukan Karhun Matkailu Ltd. If the cancellation is made 60 days or more before the beginning of the reservation the money will be returned except the office fee 50 €. If the cancellation is made 59-45 days before the beginning of the booking you will be charged 50 % of the booking value. If there is less than 45 days to the beginning of the reservation 100% of the booking value will be withheld. In case of serious illness, accident or death of the client or his/her near relative, cancellation fee 50 € will be withheld, all other payments will be returned. In such case doctor's certificate is required. Client is obliged to take care of necessary travel documents, such as visa if needed, in time. If the reservation is cancelled due to inappropriate documents cancellation terms will take place in all cases.

### **Rukan Karhun Matkailu Ltd's right to cancel or change a reservation**

Rukan Karhun Matkailu Ltd. can cancel the reservation without notice if the reservation is not paid by the due date. In case that the deposit and office fees are paid but not the total rent we have right to keep the deposit and office fees. In force majeure cases Rukan Karhun Matkailu Ltd can cancel the reservation. In this case all payments will be refunded to the client.

## **Check-in, check-out, keys and stay at the cottage**

Rukan Karhun Matkailu Ltd. will inform the client few days before arrival about the key. If client loses the key(s) we will charge the costs of changing the locks.

Check-in time is 4 p.m. at the arrival day and check-out time is at 12 a.m. on the day of departure. In Ruka Rukan Karhun Matkailu luxury cottages / apartments ( Otsolonna, Karhun Maja and Vanha Karhu Apartments) there are always bed linen, towels and normal final cleaning included. Cabins/Apartments have a set of dishes for number of a capacity of the accommodation place. During the stay client cleans by him/herself. All cottages/apartments are non-smoking. If there appears extra cleaning or laundry which are not included to the normal final cleaning in the apartment/cottage Rukan Karhun Matkailu Ltd keeps the right to charge min 100 € of extra cleaning. Pets are not allowed in these cabins and apartments.

If there are fireplace in the cottage / apartment firewood are included. We will fit the amount of firewood to the length of your stay. Please notice that fireplace is not the heating system in the cottage.

More people than informed to Rukan Karhun Matkailu Ltd and the max capacity of the cottage / apartment cannot stay in the accommodation destination. Tents and caravans or use of rental equipment (such as hot tub) are not permitted on the yard of cottage/apartment.

## **Damage and complaints**

Client is obliged to cover all damages caused to the cottage/apartment during the rental period. Complaints regarding the cottage/apartment must be addressed to Rukan Karhun Matkailu Ltd right after they are noticed so that we can fix them soon as possible.

## **Governing Law**

These terms and conditions are governed by and construed in accordance with the Finnish law. Any disputes to be solved primarily through negotiation, but if no agreement is reached then the dispute settled by the District Court of Oulu.

## **Force Majeure**

If a contracting party is prevented from performing under this agreement or obligations otherwise based on the agreement, because of the situation beyond their control, external factors or exceptional barrier, which cannot reasonably be expected to have taken into account (such as war, fire, natural disaster, death, public transport, air transport (does not apply to scheduling delays), payment, telecommunications or electricity supply interruption) the contracting parties obligation under the contract stops on both sides till the duration of the force majeure.

Rukan Karhun Matkailu Ltd.

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