



RUKANLOMAT.COM
- LOMA TUNTURISSA -

TERMS OF RESERVATION IN THIS ONLINE SHOP

These terms of reservation are binding as soon as the reservation has been made. The total price of the reservation in addition to the handling fee of € 9 are charged from the client's credit card on the day of the reservation.

The person making the reservation must be above a certain age. The person making a reservation for stays over the New Year, Ruka Spring Break, Easter, Midsummer and Ruka Nordic Cup period must be 23 years of age and the person in question must be part of the party staying in the reserved accommodation. Clients under 18 years of age staying without their parents/guardians must have their written consent, which must be submitted to the owner of the accommodation prior to the commencement of the stay.

The key will be located in the key box by the front door on the day of arrival. The key code to the box will be sent to the client 1-2 days prior to their stay.

The contact details of the building manager, driving instructions and user instructions will be sent to the client when making the reservation. If the key to the apartment is lost, the client will be charged for the costs of changing the locks.

The apartment is available to the client from 4.00 p.m. on the day of arrival until 12.00 a.m. on the day of departure. Silence in apartment from 10.00 p.m.

The rent includes exclusive use of the apartment, mattresses, blankets, pillows, firewood, basic kitchenware, dishwashing liquid (hand wash and dishwasher), cleaning detergents and equipment, and toilet paper.

The clients must bring their own linen, and they are responsible for the cleaning of the apartment during and at the end of their stay unless otherwise agreed upon. If the apartment has not been cleaned, the owner has the right to charge the client an additional cleaning fee.

Only the number of people indicated when making the reservation may stay in the apartment.

All our apartments are non-smoking.

No pets are allowed in Rukankarhu and Rukantrio apartments.

If the client wishes to change the booking (apartment, dates, etc.), the owner has to right to charge a fee of 20€.

If the Customer has ordered the final cleaning

- Final cleaning does not include following things which should be taken care by
- The customers before you leave at the apartment.
- The apartment must be left in the footsteps of normal living.
- Please take the rubbish out (a pail in outside)
- Please wash the dishes and place them on their correct places to the capinet and leave the kitchen tidy.
- Put the furniture their original places and make the beds tidy.

Caretaker is Ruka + 358 40 5418784 info(at)rukanlomat.com

The client undertakes to compensate the owner directly for any damage caused to the apartment or furnishings during his/her stay.

All complaints concerning the equipment or condition of the apartment must be made immediately as they arise to the building manager or the owner. Complaints made after the stay will not be accepted.

The use of a mobile home, caravan or a rented outdoor bathtub is not allowed. The use of a sauna whisk in the sauna is not allowed.

CANCELLATION OF BOOKING

Cancellation must always be made in writing and addressed to rukanlomat.com.

The tenant may cancel their booking free of charge before the due date of the deposit. If the cancellation is made 31 days prior to check-in, the deposit 30 % and office charge 9 € will be charged.

For cancellations less than 31 days prior to check-in the full rent is charged unless new tenants are found for the period. If the cancellation is due to the serious illness or death of the tenant or their next of kin(a person living in the same household), the all payments will be returned less 30 % cancellation fee. If this be the case, a medical certificate on the cause of cancellation is required.

If the cancellation is made less than 2 days prior the beginning of during the reservation, total payment will be charged.

THE RIGHT OF THE OWNER TO CANCEL THE BOOKING

The owner of the apartment may cancel the booking in case of *force majeure*. In this case, the price paid for the booking will be refunded in full.

If any payments or due dates are neglected, the booking can be cancelled without separate notice to the client. We reserve the right to make changes.