



## **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 € 14 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.**

**Pets are not allowed in Rukankarhu and Rukantrio apartments.**

**Pets are allowed in other apartments, Pet fee is 15 €/pet.**

**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 you should be taken care by**

- **The apartment must be left after normal living conditions.**
- **Please take the rubbish out ( a pail in outside)**
- **Please wash the dishes and place them on their correct places for kitchen capinets and leave the kitchen tidy.**
- **Put the furniture their original places and make the all 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.**

**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.**

**THE RIGHT OF THE CUSTOMER TO CANCEL THE BOOKING**

**The reservation can be canceled without charge before the prepayment due date. If the cancellation is made at least 31 days before the start of the accommodation, a 30% prepayment will be charged. Cancellations made later will be charged in full.**

**We offer our customers Mysafety Cancellation Insurance when booking, which covers the costs of your reservation or part of them if you are unable to stay due to, for example, sudden illness or accident. You can find the terms and conditions, product brochure and description at: [mysafety.fi/peruutusvakuutus](https://mysafety.fi/peruutusvakuutus).**

