

Ruka 911 Ltd. Booking and cancellation terms: The following booking and cancellation terms are applied to all accommodation bookings done via Ruka911 Ltd. These terms of reservation are bending as soon as the reservation has been made. The person making the reservation must be over 18 years of age. Clients under 18 years of age that are staying without their parents/guardians must have a written consent from the parents/guardians, which must be submitted to Ruka911 prior to the commencement of the stay.

Booking and payments:

When the booking is made, Ruka911 Ltd. will send a written confirmation with the driving instructions to the accommodation as well as contact information for key-retrieval. The prepayment invoice (30%) is due to 14 days after the booking is made. Final invoice is due to thirty (30) days before the period of the reservation. If booking is made less than six (6) weeks before period of the reservation; the entire booking is invoiced at once. Not paying the invoice is not considered as a cancellation. If the reservation is made over the phone/email, service fee of twenty (20) euros will be added to the payment. If the reservation is made from online, service fee of ten (10) euros will be added to the payment.

Payments by Visa, Visa Electron or MasterCard:

If you want to make the payment by Visa, Visa Electron or MasterCard, Ruka911 Ltd is only the marketer of the products and services and delivers the products/services to the buyer. Reclamations are handled by Suomen Verkkomaksut Oyj/Ltd. When payments are made by Visa, Visa Electron or MasterCard, Suomen Verkkomaksut Oyj is the seller and the contract of sales is between the client and Suomen Verkkomaksut Oyj/Ltd. Therefore the responsibilities of the sales are with Suomen Verkkomaksut Oyj and the seller is also the recipient of the payment transaction.

Suomen Verkkomaksut Oyj

Business ID: 2122839-7

Innova 2

Lutakonaukio 7

40100 Jyväskylä

Puhelin: 0207 181830

Online Bank payments:

Suomen Verkkomaksut Oyj (2122839-7) handles the online bank payments together with the Finnish Banks and credit companies.

Cancellations:

Cancellations must be made in written to Ruka911 Ltd. Cancellation is considered as received when it arrives to Ruka911 Ltd. If the cancellation is made more than 28 days before the period of the reservation, cancellation fee of 50 euros will be charged. If the cancellation is made 28-21 days before the period of the reservation the prepayment of 30% will be charged. Cancellations that are made less than 21 days before the period of the reservation will be fully charged if Ruka911 is unable to rent the accommodation to other customers. If the reservation is cancelled because of a serious illness or death of the client or his/hers family member, the total price of the reservation will be refunded except the cancellation fee of 30 euros. A certificate signed by a doctor must be provided to Ruka911 Ltd.

If the customer changes the period of the reservation or cancels part of the reservations that are already made, this will be handled as a cancellation of the previous reservation and as a new reservation.

The right for Ruka911 Ltd. to cancel the reservation:

Ruka911 Ltd. has a right to cancel the reservation in case of force majeure. In that case the full price of the booking that is made, will be refunded to the client. Ruka 911 Ltd has a right to cancel the reservation if the invoices are not paid by the due date.

Check-in and Check-out:

Accommodation is available to the client from 4.00 p.m. on the arrival day until 12.00 a.m. on the day of departure. If the customer is not arriving during the opening hours of the reception, customer will be informed about the location of the keys with a text message.

Staying at the accommodation:

All of our accommodations are smoke free. When making the booking, clients must inform Ruka911 Ltd. if they are bringing a pet with them, because pets are allowed only to few of our accommodations. Ruka 911 Ltd. can not guarantee the services outside the accommodation (for example the opening hours of the restaurants, ski lifts, shops, etc.) Opening hours of these services on the area may vary during the season and details about these can be checked from Ruka911 reception or www.ruka.fi.

Number of people:

Accommodation can not be used by more people that is mentioned on the booking. Maximum amount of people mentioned at the room information can not be extended. Building a tent, camper or any rental service (for example Jacuzzi) to the property is forbidden.

Damages and complaints:

Client is obligated to refund any damage that is caused to the accommodation or equipments during his/her stay. If they have any notifications about the accommodation or the equipments, they must inform Ruka911 Ltd. immediately. If the cause of the notification can not be fixed during the stay, complaint must be delivered in writing after or during the stay. Ruka 911 Ltd. reserves the right to make changes to the prices.