



## **Ruka911 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 binding 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 staying without their parents/guardians must have a written consent from the parents/guardians, which must be submitted to Ruka 911 prior to the commencement of the stay.

### **BOOKING AND PAYMENTS**

When the booking is made, Ruka911 Oy will send a written confirmation with the driving instructions to the accommodation as well as contact information for key-retrieval. The advance invoice (30%) is due 14 days after making the booking. Final invoice is due four (4) weeks before the period of reservation. If booking is made less than six (6) weeks before period of reservation; the entire booking is invoiced at once. Not paying the invoice is not considered as a cancellation.

### **PAYMENTS: 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 done by Visa, Visa Electron or MasterCard Suomen Verkkomaksut Oyj is the seller and the contract of sales is between the client and Verkkomaksut Oyj/Ltd. and therefore the responsibilities of the seller are with Suomen Verkkomaksut Oyj and the seller is also the recipient of the payment transaction.

### **Suomen Verkkomaksut Oyj**

Reg.ref: 2122839-7

Innova 2 Lutakonaukio 7 40100 Jyväskylä Tel: +358 207 181830

E-bank payments:

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

### **CANCELLATIONS**

Cancellations must be done in writing (email, letter) to Ruka911. Cancellation is considered as received when it arrives to Ruka911. If the cancellation is made more than 28 days before the period of reservation, a 30 € cancellation fee is charged. If cancellation is done 28-21 days before the reservation, 30 % of the booking is charged. For cancellations done under 21 days before the period of reservation the entire reservation cost is charged. If the cancellation is made before the intended date of arrival because of a serious illness or death of the client or his/her family member, the total price of the booking will be refunded. A cancellation fee of €30 will be charged. A certificate signed by a medical doctor must be provided. If the client wishes to change the booking (apartment, dates, etc.), the owner has to right to charge a fee of €30.

### **THE RIGHT OF THE RUKA911 TO CANCEL THE BOOKING**

The RUKA911 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.

### **Check In/ Check Out**

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. Late Check out Or Early Check in upon request. Please ensure you confirm time of arrival at least 24 hour in advance with ruka911.

Loss of key

Guests who lose their keys will be charged for the lock change and replacement keys.

### **Staying at the cottage**

Only registered guests are permitted to stay at the cottage. 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. We're happy to provide a cleaning service for your convenience, extra charges will apply. All our cottages are smoke free. When you do your booking you must let us know if you have pets. Pets are not allowed in every cottage.

In every cottage you can find detailed maps and information of slopes and local businesses.

Ruka 911 does not guarantee the accuracy of the information provided. Please note that the opening hours for the slopes, shops, restaurants, bars, ect. depend on the season. You can check for details and more information from Ruka911 p +35840 5966911, or [www.ruka.fi](http://www.ruka.fi)

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 Ruka 911 tel. +35840 5966911, [info@ruka911.fi](mailto:info@ruka911.fi). Complaints made after the stay will not be accepted. We reserve the right for any alteration of price.

