

## **RUKAKO BOOKING AND CANCELLATION TERMS**

These Booking Terms will become binding on both parties when the customer has made a reservation.

### **\*\* RESERVATION AND PAYMENT TERMS \*\***

- The reservoir must be 18 years of age and full-time responsible person / host. • Unaccompanied minors require a written commitment from the guardian who is sent to the service provider at least 14 days before the start of the stay.

- After making the reservation, the customer must pay an advance invoice if the reservation is more than 30 days. Advance payment is 30% of the total price of the service. In the case of prepayment, a charge of EUR 19 is charged for telephone bookings. On-line bookings are subject to a EUR 15 office fee

\* Booking.Com Reservations will be sent to one invoice and the due date is 3 weeks before the booking starts.

\* If the reservation is made less than 30 days before the date of completion, no prepayment will be charged separately, but the total amount of the service and the booking fee must be paid in accordance with the instructions given immediately.

- The customer receives instructions on the invoice with the instructions for key search. In online reservations instructions will be provided to the customer by e-mail, the customer will receive a driving instruction on the map for the apartment when applying for the key. The service provider does not send a separate mail or confirmation for online bookings (the information will be sent to the email at the time of booking). It is advisable to inform the office in advance of the late arrival.

- The customer must be prepared to submit a receipt for the payment in compliance with the key.

### **\*\*CANCELLATION\*\***

- Non-payment is not a cancellation, but cancellation of the reservation must be made directly to the service provider.

- If the customer has to cancel the reservation, he / she must immediately inform the service provider of his / her cancellation.

- The cancellation must always be made in writing or otherwise in an appropriate manner to the address indicated by the service provider.

1. If you cancel your reservation earlier than 30 days before the start of the service, an advance payment will be returned; with the exception of a cancellation fee of EUR 40.

2. If cancellation is made later than 30 days, an advance payment is to be made. Later on, cancellations will be subject to full payment unless the subject is re-leased.

- If the reservation is canceled prior to the commencement of the service, but after a sudden illness, accident or death that occurred after the reservation, the customer or his / her immediate family has the right to reimbursement of the service, minus 40 euros. (In these cases, compensation for the paid service can be claimed through a possible travel insurance.)

\* The event must be reported to the service provider immediately and presented with an acceptable statement (eg medical certificate).

\* If cancellation is made after the rental of accommodation, the total price of the service will not be refunded.

- If the customer changes the item, service or time, it will be considered as a cancellation of the previous reservation and as a new reservation.

- The seller always has the right to charge for a change of at least € 40 extra per booking.

**\*\* THE SELLER'S RIGHT TO CANCEL THE BOOK \*\***

- In the event of force majeure, the service provider may terminate the reservation. The service provider must then inform the customer without delay of the cancellation. The customer is then entitled to receive the total price of the service he / she has paid. Because of the force majeure barrier, any costs incurred by the customer are not reimbursed.

- The service provider has the right to cancel the reservation if the payment has not been paid by the due date.

**\*\* KEYS TO ACCOMMODATION \*\***

- The keys to the holiday destination are handed over to the customer at the office of Rukako open at the times of the times, see the times at Rukako.fi. Later arrivals are asked to contact the office 3 days before the beginning of the accommodation to accommodate the keys.

- If the key of the item is lost, the service provider is entitled to charge the costs incurred.

**\*\* LOCATION ON THE COTTAGE/APARTMENT \*\***

- The holiday property is available to the customer from the day of arrival at 16.00 and departure until 12.00.

- The rent of the holiday home includes free access to the apartment.

- The resort includes furnishings, dishes and pet clothes (blankets and pillows) as well as energy for heating, light and cooking. Fireplace stove with fireplaces available.

- The property does not include linen. The customer can rent a bed linen (including bed, duvet cover, cushion cover and bath towel) from the service provider at the time of booking (price: 14.20 € / person or 19 € / person make beds ready or bring own linen).

- If the customer has not used linens, a bill will be sent to the charger to wash linen and towels at actual cost, with a minimum charge of 60 €.

- The customer is responsible for the cleaning of the holiday property during the rental period and is obliged to clean it when leaving. Cleaning instructions can be found in the Holiday Apartment-folder.

- At the time of booking the customer can order the final cleaning at the price ALK. 60 - 200 eur / vacation object. If the final cleaning had been ordered, it is required that the object be a normal dwelling.

- A cleaner or defective holiday resort is entitled to charge up to double the cost of cleaning. The service provider is not responsible for the goods left in the apartment.

**\*\* PERSONNEL \*\***

- The holiday object can not be used by more persons than the number of beds stated in the destination description.
- The use of tents, motorhomes or caravans on a holiday without permission is forbidden.

**\*\* OBSERVATIONS \*\***

- The customer is obliged to immediately notify the service provider or his representative of any deficiencies, both in terms of service and housing. In that case, they can be repaired or compensated as far as possible during the stay.
- If the customer has not been in contact with the service provider during any lease period, he / she will lose the right to any refunds.
- If there is no satisfactory solution to the subject matter during the rental period, a written notice may be sent to the service provider within one week of the end of the accommodation booking.

**\*\* DISTURBANCE CONDITIONS \*\***

- The service provider or his authorized representative is entitled to terminate the lease immediately if the customer does not cease to cause interference to the same or adjacent residential property or otherwise violates agreed housing practices. The customer pays the costs incurred by the measures (eg a visit fee charged by the security guard).
- The service provider is not liable to compensate the natural conditions, insects, ants, rodents, sudden weather changes, works or constructions to neighboring plots, the owner do with comfort or other changes, which were not communicated to the service provider or a third-party problems caused by (eg. Interruptions in water supply, electricity or TV network) the customer may incur any inconvenience or expenses.

**\*\* DAMAGES \*\***

- The Service Provider is not liable for any damage caused by force majeure or any other unforeseeable cause that the trader or the trader may not have been able to prevent as far as possible.
- The service provider must inform the customer of the obstacle without delay and strive to act so that the damage suffered by the customer is minimized.
- The customer must comply with the instructions and regulations issued by the service provider regarding the use of the service, and the customer is liable for damages caused to the entrepreneur or to third parties.
- The customer is obliged to ensure that he has the valid documents required for the use of the service.
- If the customer does not use all the agreed services or uses them only partially, he does not have the right to a discount or refund of the fee.

- The customer is liable to compensate the owner of the property directly to the owner of the property for damage caused to the holiday resort or property by the service provider.

**\*\* PETS AND SMOKING \*\***

- Smoking is only allowed outside the resort and in the reserved area.
- Pets should not be brought to the resort unless otherwise stated. The pet is charged a separate € 35 surcharge, due to excessive wear and more detailed cleaning practices.
- The service provider is not liable for any unauthorized smoking or animal dust allergies or other problems to customers.

**\*\* FIREPLACES AND OUTSIDE POOLS PROHIBITED \*\***

- Due to the abundance of water and firewood, all kinds of self-imported or rentable pools and swimming pools are forbidden on the premises of holiday homes and apartments. They also cause interference with neighbors and drainage water causes erosion and slippery. If the apartment is equipped as standard with the occupants, then the use compensation is included in the rent of the apartment and is mentioned in the description of the dwelling.
- An unauthorized use of the pool or pool is subject to a penalty of € 500.

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