

ONLINE SALES, WEB SITE TERMS AND CONDITIONS OF ACCOMMODATION BOOKING

Reservation and payment

Terms and conditions will be binding to both parties once the client has paid the deposit (33 %) by the due date. However, the reservation may be cancelled free of charge before the due date.

Full payment is required in last minute bookings (less than 4 weeks before the period of reservation).

The final payment is due no later than four (4) weeks prior to the start of the holiday. If the amount is not be paid by the due date, the reservation will be considered cancelled.

The client must be of legal age. For unaccompanied minors to qualify for accommodation they must have a parent or guardian's written consent, which must be delivered to Rukajärven Lomamajat prior to the start of the holiday.

The key transfer will arranged with the owner 2 -3 days before the start of the stay.

Cottages and Villas

Cottage and Villa rentals are available to the customer on the day of arrival from 4.00 PM onwards. On departure day, the cottage/villa must be vacant by 12.00 Midday. The keys to the rented cottage/villa can be collected from the office of Rukajärven Lomamajat and they are asked to be returned to the same address. Address: Rukajärventie 60, 93830 Rukatunturi.

The rental includes a holiday home in open access, bedding (mattresses, blankets and pillows), firewood for the open fireplace, and basic kitchenware and cutlery and the use of the gas grill and rowing boat during the summer time.

Clients should bring their own bed linen and maintain the property to a reasonable level of cleanliness. When the final cleaning is ordered from Rukajärven Lomamajat, we expect that the property is left in the state which is was rented in. That is, furniture and other equipment are in place and intact and waste is taken to the waste bin and dishes and utensils washed.

Accommodation may not be used by more people than what was agreed on in the accommodation booking. Pet accommodation must be notified at the time of booking. While some pets are welcome, there is an additional fee associated with bringing a pet.

All complaints concerning the facilities or condition of the cottage/villa are to be made directly to the owner as soon as the issues arise. Complaints made afterwards will not be taken into account.

The client is liable for any damages to the room or other facilities, furniture or equipment of Rukajärven Lomamajat. This extends to the vacation rentals, other clients or their property, caused either intentionally or accidentally by the clients him/herself or by the client's guests or pets.

RUKAJÄRVEN LOMAMAJAT

Cancellations

Cancellations must always be given in writing to Rukajärven Lomamajat. The cancellation is effective when it has been received by Rukajärven Lomamajat. Reservation can be cancelled without extra charge before the due date. If the cancellation is made less than 28 days before the start of the reservation, the deposit will be refunded less 30 € administrative fee. If the cancellation is made in the 28 – 21 days period prior to check-in, the deposit will not be refunded. For cancellations less than 21 days prior to check-in date, the full rent will be charged unless another rental agreement can be made.

If the cancellation is due to serious illness, accident or death of the client or their close relative before the beginning of the stay, the fee will be returned for the rented accommodation less the 30 € administrative fee. In this case, a doctor certificate on the cause of cancellation is required.

Rukajärven Lomamajat reserve the right to cancel the reservation

For reason beyond their control, in the case of force majeure, Rukajärven Lomamajat reserves the right to cancel the reservation. In this case, the client receives a full refund.

If the deposit or balance invoice is not paid by the agreed due date.

Rukajärven Lomamajat reserves the right to change prices.

Payment Service Provider

Paytrail Plc acts as a collecting payment service provider and is an authorized Payment Institution. Paytrail Plc will be shown as the recipient on your bank or credit card statement. Paytrail Plc will forward the payment to the merchant. For reclamations, please contact the website the payment was made to.

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