



## 1. Ruka Experiences Ltd (Ruka Safaris) Accommodation booking terms:

Following Ruka Safaris terms apply to all international reservations. Client accepts these terms when confirming the reservation. The terms of domestic may vary. Ruka Safaris reserves the right to alternations. Booker needs to be at least 18 yrs. Minors travelling without guardians should have a written consent from the parent, which must be submitted to Ruka Safaris before the trip.

**Reservation and payment:** Client books the service(s) in Ruka Safaris online portal, email or by phone for the period he/she wants. When booking in online portal 100% of the booking value is to be paid with credit card. After the succeeded payment client will receive a confirmation. When booking is made by email or phone, invoice will be sent.

**Cancellations: (Villa Rukan Huurre A&B, Alinan Tupa, Iisakin Portti B, Karhun Maja, Papin Talo Apartments, Wilderness Hotel Papin Talo, Iisakki Guest House, Luhtiaitta, Kesäaitta, Papin Talo, Iisakki Glass Village, Tonttula ja Vanha Karhu Apartments):** All cancellations must be done in writing (e-mail). Leaving the invoice unpaid will not be considered as a cancellation. Cancellation takes effect when the information arrives to Ruka Safaris. If there is more than 30 days to the beginning of the reservation, the customer is justified to get his/her money back except the office fee 50€. If there is less than 30 days to the beginning of the reservation the whole sum will be withheld. If the client changes the reservation to another cottage/apartment or to another time period, this will be considered as a cancellation and a new reservation. Client is obliged to take care of necessary travel documents, such as visa if needed, in time. If the reservation is cancelled due to inappropriate documents cancellation terms will take place in all cases. In case of serious illness, accident or death of the client or his/her near relative, office fee 50 € will be withheld, all other payments will be returned. In such case doctor's certificate is required.

**Cancellations Otsolinna, Luppolinna:** All cancellations must be done in writing (e-mail). Leaving the invoice unpaid will not be considered as a cancellation. Cancellation takes effect when the information arrives to Ruka Safaris. If the cancellation is made 60 days

Myllylahdentie 4

+358 8 852 1610

93830 Rukatunturi

[sales@rukasafaris.fi](mailto:sales@rukasafaris.fi)

Finland

[www.rukasafaris.fi](http://www.rukasafaris.fi)



or more before the beginning of the reservation the money will be returned except the office fee 50€. If the cancellation is made 59-45 days before the beginning of the booking you will be charged 50 % of the booking value, if we are unable to rebook the venue. If there is less than 45 days to the beginning of the reservation 100% of the booking value will be withheld, if we are unable to rebook the venue. In case of serious illness, accident or death of the client or his/her near relative, cancellation fee 50 € will be withheld, all other payments will be returned. In such case doctor's certificate is required. If the client changes the reservation to another cottage/apartment or to another time period, this will be considered as a cancellation and a new reservation. Client is obliged to take care of necessary travel documents, such as visa if needed, in time. If the reservation is cancelled due to inappropriate documents cancellation terms will take place in all cases.

**Ruka Safaris right to cancel or change a reservation:** Ruka Safaris can cancel the reservation without notice if the reservation is not paid by the due date. In case that the deposit and office fees are paid but not the total rent we have right to keep the deposit and office fees. In force majeure cases Ruka Safaris can cancel the reservation. In this case all payments will be refunded to the client.

**Check-in, check-out, keys and stay at the cottage:** Ruka Safaris will inform the client few days before arrival about the key. If client loses the key(s) we will charge the costs of changing the locks. Check-in time is 4 p.m. at the arrival day and check-out time is at 12 a.m. on the day of departure. In Ruka Safaris' luxury cottages / apartments (Iisakki Glass Village, Luppolinna, Otsolinna, Karhun Maja, Iisakin Portti B, Vanha Karhu Apartments, Papin Talo, Wilderness Hotel Papin Talo, Papin Talo Apartments, Iisakki Guest House) there are always bed linen, towels and normal final cleaning included. To Villa Rukan Huurre, Kesäaitta, Luhtiaitta, Tonttula, and Alinan Tupa bed linen for an extra cost of 16 €/set. Cabins/Apartments have a set of dishes for number of a capacity of the accommodation place. During the stay client cleans by him/herself. All cottages/apartments are non-smoking. If there appears extra cleaning or laundry which are not included to the normal final cleaning in the apartment/cottage Ruka Safaris

Myllylahdentie 4

+358 8 852 1610

93830 Rukatunturi

[sales@rukasafaris.fi](mailto:sales@rukasafaris.fi)

Finland

[www.rukasafaris.fi](http://www.rukasafaris.fi)



keeps the right to charge min 100 € of extra cleaning. Pets are allowed in Alinan Tupa with extra fee of 50 € / stay and Kesäaitta, Luhtiaitta and Tonttula fee of 10 € / stay. Ruka Safaris will need the information of pets beforehand. Pets which are not informed beforehand we charge 100 €. If there are fireplace in the cottage / apartment firewood are included. We will fit the amount of firewood to the length of your stay. Please notice that fireplace is not the heating system in the cottage. More people than informed to Ruka Safaris and the max capacity of the cottage / apartment cannot stay in the accommodation destination. Tents and caravans or use of rental equipment (such as hot tub) are not permitted on the yard of cottage/apartment. Ruka Safaris has many saunas and hot tubs to rent and also camping area for caravans / tents.

**Damage and complaints:** Client is obliged to cover all damages caused to the cottage/apartment during the rental period. Complaints regarding the cottage/apartment must be addressed to Ruka Safaris right after they are noticed so that we can fix them soon as possible.

**Weekly programs' booking terms:** Following Ruka Safaris terms apply to all international reservations. Client accepts these terms when confirming the reservation. The terms of domestic may vary. Ruka Safaris reserves the right to alternations. Booker needs to be at least 18 yrs. The programs are open departures and are implemented when there are at least four people registered.

**Programs and prices:** Programs and prices are presented in product descriptions in our web shop. All our prices include VAT. Safaris are operated subject to prevailing weather conditions which are beyond our control. We keep the right to change the duration and program without advance notification for clients best. Ruka Safaris also reserves the right to interrupt the program for an individual if he/she is estimated to be a danger to themselves or others.

**Bookings:** Booking will be confirmed after payment. Payment can be done with Visa or Master Card. Payment is 100% of the program value.

Myllylahdentie 4

+358 8 852 1610

93830 Rukatunturi

[sales@rukasafaris.fi](mailto:sales@rukasafaris.fi)

Finland

[www.rukasafaris.fi](http://www.rukasafaris.fi)



**Cancellations:** You may cancel the weekly program booking 14 days before the date of the program with charge of 10 % of the value of the booking. If you cancel the program 13 days or less to the start of the program we will charge 100% from the value of the order.

**Exception:** Winter Adventure Week, Summer Adventure Week. If you cancel the program 30 days or less to the start of the program we will charge 100% from the value of the order. Cancellations and changes should be notified Ruka Safaris by email [sales@rukasafaris.fi](mailto:sales@rukasafaris.fi) or by calling us +358 (0)8 8521610. All changes must be made in writing within the normal Finnish office hours.

**Pregnant women:** Ruka Safaris doesn't recommend any motorized vehicles for pregnant women. Driving generates vibration and the snowmobile exhaust fumes can be harmful to the fetus.

**Liability insurance:** Ruka Safaris and their partners has a valid liability insurance required by law. Ruka Safaris recommends that you also take the personal travel insurance.

**Motor liability insurance:** We have motor insurance in all our programs with motor vehicles.

**Snowmobile programs:** In snowmobile programs driver's vehicle damage self-liability is max. 1000 €. The driver agrees to pay the vehicle damage and the cost of repairs till 1000 €. Payment is to be paid at the spot in Ruka Safaris safari house by cash or credit card. Snowmobile drivers must be at least 18 years old and have a valid driving license for car (remember to carry the license with you). Finnish law prohibits driving a motor vehicle in under the influence of alcohol or any other intoxicating drug. Ruka Safaris reserves the right to change the safari route or the content of the program if the safety requires it.

**Governing Law:** These terms and conditions are governed by and construed in accordance with the Finnish law. Any disputes to be solved primarily through negotiation, but if no agreement is reached then the dispute settled by the District Court of Oulu.

Myllylahdentie 4

+358 8 852 1610

93830 Rukatunturi

[sales@rukasafaris.fi](mailto:sales@rukasafaris.fi)

Finland

[www.rukasafaris.fi](http://www.rukasafaris.fi)



**Force Majeure:** If a contracting party is prevented from performing under this agreement or obligations otherwise based on the agreement, because of the situation beyond their control, external factors or exceptional barrier, which cannot reasonably be expected to have taken into account (such as war, fire, natural disaster, death, public transport, air transport (does not apply to scheduling delays), payment, telecommunications or electricity supply interruption) the contracting parties obligation under the contract stops on both sides till the duration of the force majeure.

**Payment by credit card:** Payments are implemented by a payment service provider Paytrail Corporation (2122839-7) in co-operation with Finnish banks and credit institutions. In a Visa, Visa Electron or MasterCard payments Paytrail Corporation will be seen as a payee in a card invoice and they forward the payments to the seller. Paytrail Corporation has a payment institution license. Paytrail Oyj, Business-ID: 2122839-7 Innova 2 Lutakonaukio 7 40100 Jyväskylä Telephone: 0207 181830 Paytrail Oyj (FI2122839) provides netbank related payment transfer services in co-operation with Finnish banks and credit institutions. For consumer the service works exactly the same way as traditional web payments.

**Covid-19 corona pandemic cancellation terms:** In case of nationwide or international traveling restrictions, customer can cancel the reservation and is entitled to a refund excluding 50 € of management and money transferring fees. As an option customer may transfer the reservation to another time period without extra charges. In case of transferring the reservation into more expensive time period or accommodation, customer must pay the difference. In case of transferring reservation into cheaper time period or accommodation, customer will not get a refund. Reservation can be changed into an open reservation with the amount that was paid for the original reservation. This open reservation is valid a year from the original date.

Myllylahdentie 4

+358 8 852 1610

93830 Rukatunturi

[sales@rukasafaris.fi](mailto:sales@rukasafaris.fi)

Finland

[www.rukasafaris.fi](http://www.rukasafaris.fi)