



TERMS OF BOOKINGS, PAYMENTS AND CANCELLATIONS

Terms of reservation are applied to Rukan Salonkilomat cottages. Once you have made a booking, you are bound by the booking conditions below. The deposit (30%) must be received by the due date.

The final payment must be received 28 days prior to your reserved holiday. Full payment is required in short term bookings (less than 28 days before the period of reservation).

The person who makes the booking must be over the age of consent. A written agreement provided by their parents is required of people under the age of consent, if they stay in Rukan Salonkilomat without a guardian. This written agreement must be delivered to Rukan Salonkilomat prior to travel.

The booking includes the right to use the cottage, the bedding, firewood, and basic kitchenware and cutlery. Only registered guests are permitted to stay at the cottage.

Please note that house-trained and kind dogs are welcome in some of the cottages and an extra charge of 50€ per stay will apply. Pets are not allowed for all cottages. If you travel with a dog the property must be notified in advance before make a booking.

The prices of cottages Rukan Salonki 9 and Rukan Salonki 13 include bedlinen and towels. In other cottages bedlinen and towels can be ordered in advance at an additional price of 20€ /person. The customer brings his own bedlinen, unless otherwise agreed.

TERMS OF CANCELLATION

Cancellations must always be made in writing to Rukan Salonkilomat's email: sales@rukansalonkilomat.fi
If the reservation is canceled before the due date of the advance payment, 50€ office costs will be charged.

In case the booking is cancelled by the booker after payment of the booking fee, the booking fee (30%) is not refunded. In case the booking is cancelled by the booker when there is 28 days or less to the arrival, full payment (100%) is required.

In case the cancellation is due to severe illness or death of the booker or his / her next of kin before the start of the booking, the payment will be refunded. In this case a valid doctor's certificate in English / translated to English is needed to state the cause of the cancellation. The cancellation concerns the person's participation or in the case of a family trip, the family in question. In a group trip (+4 persons) the cancellation does not apply to the entire cottage.

RUKAN SALONKILOMAT'S RIGHTS TO CANCEL THE BOOKING

In case of force majeure, Rukan Salonkilomat is entitled to cancel the booking, and the client is entitled to a full refund.

If the deposit or final payment is not received by the due date. If only the final payment is unpaid, the advance payment (30%) is withheld.

We reserve the right for any alteration of price.

Rukan Salonkilomat also reserves the right to change the booked cottage to a similar one of at least the same standard.

RUKAN SALONKILOMAT OY

email: sales@rukansalonkilomat.fi

tel. +358 405349183



INFORMATION ABOUT KEY AND STAY IN THE COTTAGE

The key is the key box near the main door, which the guests will receive own keycode. Owner's contact details and directions to have the reservation confirmation. Cottage is available to the customer on the same day starting at 16.00 and the day of departure until 12.00.

End-of-stay-cleaning is included in the cottage price.

Client's responsibilities in cleaning:

- Garbage is to be taken out to the dedicated garbage collections
- Cleaned dishes shall be put into their given places or the dishwasher
- Furniture and bedding shall be on their given places.

Charging of electric and hybrid cars is forbidden.

In case the accommodation unit is returned in an unusually unclean and untidy condition or in case there has been smoking indoors, supplements for cleaning apply. The amount of the supplement is decided on depending on the state and size of the accommodation unit.

KINDLY NOTE: NO SMOKING INSIDE IN THE COTTAGE

Smoking is strictly prohibited in all accommodation units. Additional cleaning charge of at least 2000€ will be applied if you smoke inside the cottage.

The prices of cottages Rukan Salonki 9 and Rukan Salonki 13 are bedlinen and towels, in other cottages bedlinen and towels can be ordered in advance at an additional price of 20€ /person. The customer brings his own linen, unless otherwise agreed. It is not allowed to sleep in the beds without bedlinen. If the beds have been slept in without bedlinen, we charge the price of the bedlinen rental and if necessary we also have to charge for the washing of mattress pads, pillows and blankets.

Only the number of persons that have been agreed on at booking is allowed in the accommodation unit during the stay. Please note that house-trained and kind dogs are welcome in some of the cottages and an extra charge of 50€ per stay will apply. If you travel with a dog the property must be notified in advance before make a booking.

COMPLAINTS

The customer is obliged to compensate for what happened to the holiday destination or its chattels during their stay damages directly to the owner.

Possible complaints concerning the accommodation unit's or its equipment's condition shall be made during the stay to the owner, as soon as the problem arises. Complaints made after departure will not be regarded.

WELCOME!

RUKAN SALONKILOMAT OY
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