

TERMS AND CONDITIONS / RUKAVILLAS

General

The terms and conditions of hire come into effect immediately after booking. In order to rent, the person must be at least 18 years old.

Booking and payment

Booking confirmation/invoice will be sent by email after the booking has been made. The terms and conditions of hire and driving instructions are sent along with the invoice. Deposit payment (30% of the total renting price) must be paid no later than seven (7) days after the booking has been made. The rest of the payment must be received by RUKAVILLAS 30 days before the commencement of the stay. Full payment of the rent is required when the booking is made less than four (4) weeks before the beginning of the stay. Ignoring the payment of the rent does not account to cancellation of the booking.

When making an online booking, the customer can choose from the following options:

- To pay the deposit payment when making the booking and print the invoice for the final payment. If there are less than four (4) weeks until the commencement of the stay, only the invoice for the full payment is shown.
- To pay the amount at once.

The online booking shall be paid with a credit card or via online banking services. If the payment is made with Visa, Visa Electron or MasterCard, RUKAVILLAS operates only as of the marketing organization for the goods and services and will deliver the goods to the customer.

Payment service provider:

Paytrail Oyj (2122839-7) acts as an implementer of the payment handling service and as a Payment Service Provider. Paytrail Oyj will be shown as the recipient in the invoice, and Paytrail Oyj will forward the payment to the merchant. Paytrail Oyj is an authorized Payment Institution. For reclamations, please contact RUKAVILLAS.

Paytrail Oyj, business ID 2122839-7

Innova 2

Lutakonaukio 7, FI-40100 Jyväskylä

Phone: +358 207 181830

www.paytrail.com

Online banking:

Paytrail Oyj (FI21228397) provides online banking related payment transfer services in co-operation with Finnish banks and credit institutions. For the consumer, the service works the same way as traditional online payments.

Cancellations

Any cancellation must be announced to RUKAVILLAS either by email or in writing. Cancellation takes place when the information of cancellation has been received by RUKAVILLAS. If the booking is cancelled at least 28 days before the commencement of the holiday, 100,00 € of the deposit will be charged, and the rest of the payment will be returned. If cancellations are made 21 to 27 days before the beginning of the renting period, the full deposit will be charged. If the cancellation date is later than 21 days before the commencement of the renting period, the full rent will be charged provided that the premises cannot be re-rented. If the booking is cancelled due to serious illness, accident or death of the customer's next of kin, the customer will be refunded the full amount paid, minus the 100,00 € cancellation fee. In such a case, a medical certificate or another reliable explanation must be provided to the RUKAVILLAS. If the renter customer changes the date of the booking, this will be handled as a cancellation of the original booking and as a new booking.

The property owner or RUKAVILLAS's right to cancel the booking

If there's an overwhelming hindrance, force majeure, the property owner and RUKAVILLAS have the right to cancel the booking. In such case all the payments already made will be refunded. The property owner and RUKAVILLAS have the right to cancel the booking, provided that the deposit or the rest of the rent are not paid before the date of expiry nor five (5) days after the payment reminder (phone call or email). In that case, the property owner and RUKAVILLAS have the right to demand payment for the whole renting price if the premises cannot be re-rented.

Handing over the keys and using of the keys

The resort can be used from 4 pm on the date of arrival until 12 pm on the date of departure unless otherwise agreed. When the rent is fully paid, the key code can be obtained from the RUKAVILLAS or other specified premises service company. More information regarding the key is found from the villa's information booklet. If a service company is ordered to open the door, the customer will bear the costs. If the key is lost, the customer is liable to pay all real expenses of new keys and changing the locks.

Staying at the premises

Once you arrive at the resort, you are kindly requested to make yourselves familiar with the information booklet. You will find important information about the equipment and stay at the premises. Smoking inside the building is prohibited. You must ask for permission if bringing any pets to the resort.

Headcount

The number of people staying at the premises cannot exceed the amount specified when the booking was made. The maximum amount of people cannot be surpassed without permission. The use of a camper-van and camping trailer or other rentable services (such as the outdoor bathing tub) without permission is prohibited.

Damage to property and reclamations

The customer is obliged to compensate for the damage caused to the premises or its movables. Any complaints about the state of the property or its contents must be told to RUKAVILLAS immediately. If the subject of reclamation cannot be fixed during the stay of the renter, a written reclamation must be returned during or immediately after the stay so that it can be treated.