

BOUTIQUE HOTEL

# RUKA PEAK

## GENERAL TERMS OF RESERVATION | ENGLISH | 1/5

### BOUTIQUE HOTEL

The general terms and conditions below apply for reservations made by an individual, private person unless a special agreement has been made. Separate rules apply for group reservations over 8 persons or over 5 rooms. The hotel reserves the rights to apply special terms and conditions that differ from these in case of public holidays, special events, seasonality or additional services require so.

### GENERAL TERMS AND CONDITIONS

When reserving a room your name, address, arrival- and departure time and method of payment are required.

A room reservation is binding once it has been confirmed verbally or in writing and you have received a reservation confirmation number. The hotel is entitled to apply different kinds of rules such as reservation fee or credit card guarantee in order to secure the reservation.

Terms of cancellation are stated on the confirmation received either directly from hotel or online reservation channel. In case you fail to arrive without cancelling your reservation or you wish to departure earlier the hotel may use cancellation charges as stated on the confirmation. Terms might differ from the general terms stated below.

### GENERAL TERMS OF RESERVATIONS RESERVED WITH BASIC, STANDARD OR FLEXIBLE RATE RESERVATION

Cancellation fees ( % of the total amount)

21 < days before arrival date	->	Free cancellation
21 - 14 days before arrival date	->	50%
13 - 0 days before arrival date / No show	->	100%

### GENERAL TERMS OF RESERVATIONS RESERVED WITH NON-REFUNDABLE RATES

100% deposit payment is charged to confirm reservation. After payment reservation can not be cancelled for free of charge and 100% of the deposit payment is held as cancellation charge if the reservation is cancelled or in case of no show or in any other reason you may not be able to use your reservation. When reservation is reserved with non-refundable terms you also choose the risk of not being able to use your reservation.

### ARRIVAL AND DEPARTURE

The hotel room is at your disposal from 4:00 pm on the day of arrival. On your departure day the room must be vacated by 12:00 noon. The hotel is entitled to apply exceptions on check-in and check-out times stated above. For safety reasons, only checked-in guests are allowed on private premises and the maximum capacity per room may not be surpassed.

The room will be reserved for you until 6:00 pm on the day of arrival unless no other agreement has been made at the time of reserving or if the confirmed rate or reservation period does not include any other special terms. In case of arrival after 6:00 pm you can guarantee the reservation with a credit card or other method specified. Otherwise the hotel can release the reserved room for sale after 4:00 pm.

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## GENERAL TERMS OF RESERVATION | ENGLISH | 2/5

### GUARANTEED RESERVATION

The hotel accepts international credit cards to guarantee the room reservation. A guaranteed room reservation will be held for arrival after 6:00 pm without a separate notification.

To guarantee the reservation the hotel will need the following information: your name, credit card number, credit card expiry date, credit card CVC/CVV code, address, phone number and email address. The hotel may acquire your contact details verbally or in writing.

### PAYMENT

The hotel accepts the most common credit/debit cards. The hotel is not obliged to accept foreign currency, vouchers, cheques or credit/debit cards unless the hotel has volunteered to do so.

In case the reservation has not been paid in advance it should be settled upon arrival at the hotel by cash or credit card. When reserving a room the hotel is entitled to approve and charge international credit cards. A reservation fee may be charged to the credit card as a prepayment. This will be deducted from the final bill. If the hotel has not made an approval for prepayment from your credit card, the hotel is entitled to require a deposit for additional services such as minibar. The amount of deposit is between 50-150€

The Internet-reservation shall be paid with credit card or by using netbank service. If You wish to pay with Visa, Visa Electron or MasterCard, is Chalet Ruka Peak only the marketing organisation, that will also provide the products 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 the website you made your payment to.

Paytrail Oyj, business ID 2122839-7 Innova 2  
Lutakonaukio 7  
40100 JYVÄSKYLÄ

Phone: +358 207 181830 [www.paytrail.com](http://www.paytrail.com)(1)

#### Netbanks

Paytrail Oyj(2122839-7)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.

### GUEST BEHAVIOUR IN THE HOTEL

We follow good manners and hotel rules at the hotel. In case of breaking these rules you may be immediately removed from the premises. In such cases you are still obliged to pay for the accommodation and additional services ordered. You are not eligible to claim a refund for payments already made.

For safety reasons, only checked-in guests are allowed on private hotel premises such as hotel rooms and the maximum capacity per room may not be surpassed.

BOUTIQUE HOTEL

# RUKA PEAK

## GENERAL TERMS OF RESERVATION | ENGLISH | 3/5

### RESPONSIBILITY ON YOUR VALUABLES

Hotel can store your valuables upon request. The hotel is entitled to collect a charge for storage of these items. There is no safety box in our boutique rooms.

In case the items you wish to store are exceptionally valuable you must notify the hotel before storing. The hotel may refuse to store this kind of valuables.

The hotel is not responsible for damage or disappearance of vehicles kept in the garage or the hotel's parking area or valuables inside the vehicle.

### GUEST'S RESPONSIBILITY ON DAMAGE

As a guest you are responsible for damage caused on purpose or by accident by you, your guest or your pet in the hotel room or in hotel premises. This applies also to the hotel furniture and other equipment, other guests in the hotel or their property.

The responsibility for caused damage is determined by general principles.

### RENTING HOTEL ROOMS FOR MINORS

Only a person over the age of 18 is allowed to make a reservation. The adult making a reservation for a person under the age of 18 will be held responsible for the minor, whether he or she accommodates with the minor or not. An underage person travelling alone will need a letter of consent signed by a guardian. The letter has to include the minor's name, birthday and dates of arrival and departure. The name and contact information of a guardian are also required.

BOUTIQUE HOTEL

# RUKA PEAK

## GENERAL TERMS OF RESERVATION | ENGLISH | 4/5

### PEAK LUXURY VILLAS

#### GENERAL

The 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 / bill will be sent by email or by mail after the reservation has been made. The terms and conditions of hire and driving instructions are sent along with the bill. Advance payment(50% of the total renting price) has to be paid no later than 14 days after the reservation has been made, the final payment has to be received by the landlord 30 days prior to the commencement of holiday. In last minute bookings (less than six weeks before the beginning of holiday) full payment of the rent is required. Ingoing the payment does not count as cancellation of booking.

The reservation that has been made via internet are free of service charge. When making an internet-reservation the customer can choose from following options:

\* To pay the advance payment when making the reservation, and print the invoice for final payment. If there is less than six weeks time until the hiring period is going to begin, only the final invoice will form.

\* To pay the whole amount at once.

The Internet-reservation shall be paid with credit card or by using netbank service. If You wish to pay with Visa, Visa Electron or MasterCard, is Chalet Ruka Peak only the marketing organisation, that will also provide the products to the customer.

#### Payment service provider

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# RUKA PEAK

## PEAK LUXURYVILLAS / TERMS AND CONDITIONS | ENGLISH | 5/5

### TERMS OF CANCELLATIONS

Any cancellation must be announced to Ruka Peak either by email or by mail. Cancellation takes place when the information of cancellation has been received by Ruka Peak. If the reservation is cancelled at least 45 days before the commencement of holiday, the cancellation fee 100,00€ and the office fee 30,00€ will be charged and the rest of the payment will be returned.

If cancellations are made less than 45 days before the beginning of booking, the whole advance payment ( 50%) will be charged. If the cancellation date is less than 30 days prior to the commencement of the holiday, full ( 100%) rent will be charged provided that the cottage cannot be re-rented.

If the reservation is cancelled due to serious illness, accident or death of the tenant or tenant's next of kin, the tenant will be refunded the full amount of paid, minus 100,00€ cancellation fee and 30,00€ office fee. In such case a medical certificate or another reliable explanation must be presented to the landlord. If the tenant changes the date of reservation, this will be dealt as a cancellation of reservation and as a new reservation.

### LANDLORD'S RIGHT AND CANCELLATIONS

If there's an overwhelming hindrance, force majeure, the landlord has the right to cancel the reservation. In such case the payment will be refunded. The landlord has the right to cancel the reservation, provided that the advance payment or the rest of the rent are not paid before the date expiry nor 5 days after the payment reminder (Phone call or email).

In that case the landlord has the right to demand payment for the whole renting price if the resort cannot be re-rented.

### HANDLING OVER THE KEYS

The resort can be used from arrival date 4 pm until the departure date 12 pm unless otherwise agreed. When the whole rate is fully paid, the key code is sent to the tenant by the message or by another way specifically agreed. More information regarding the key is found from the information booklet. If the key is lost, the tenant is demanded to pay all real expenses of new keys and changing the locks.

### SOJOURN AT THE RESORT

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 sojourn at the resort. Smoking inside the building is prohibited.

You must ask for the permission if bringing any pets to the resort.

### CAPITATION

More people than what was informed when booking cannot use the resort. The maximum amount of people cannot be surpassed without permission. The use of a campervan and camping trailer or other rentable services (Such as the removable bathing tub) without permission is prohibited.

Also about the pets are allowed only if it is agreed with landlord and pets are allowed to come to the resort/ Villa.

### DAMAGE AND RECLAMATIONS

The tenant is obliged to compensate for the damage caused to the Villa or its moveables. Any complaints about the state of the property or its contents must be told to the Caretaker- firm or to Chalet Ruka Peak at once. If subject of reclamation cannot be fixed during the layover of the tenant, a written reclamation must be returned during or right after the holiday so that it can be treated.