

TERMS AND CONDITIONS / RUKAVILLAS

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 (30 % of the total renting price) has to be paid no later than 7 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 short term bookings (less than eight weeks before the beginning of holiday) full payment of the rent is required. Ignoring the payment of rent does not count as cancellation of booking.

The reservations 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 eight weeks time until the hiring period is going to begin, only the final payment 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 RUKA-Villas 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

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www.paytrail.com [1]

Netbanks

Paytrail Oyj (FI21228397) 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.

Cancellations

Any cancellation must be announced to RUKA-Villas either by email or by mail. Cancellation takes place when the information of cancellation has been received by RUKA-Villas. If the reservation is cancelled at least 28 days before the commencement of holiday, 100,00 € of the advance payment will be charged and the rest of the payment will be returned. If cancellations are made 21 to 27 days before the beginning of holiday, the whole advance payment will be charged. If the cancellation date is later than 21 days prior to the commencement of the holiday, full 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 paid, minus the 100,00 euro cancellation cost. 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 to cancel the reservation

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 of 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 the arrival date 4pm until the departure date 12pm unless otherwise agreed. When the rent is fully paid, the key code is sent to the tenant by text 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 old fashioned bathing tub) without permission is prohibited.

Damage and reclamations

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