



## **BOOKING TERMS**

These booking conditions become legally binding once you have made an online booking and your first payment on our website. The person making a booking must be at least 18 years of age.

### **Booking and payment**

If you make your booking more than 1 month before the start of the rental period, you must pay a deposit at the time of booking, which is 30% of the total price. The other 70% of the payment will be due 1 month before the start of the rental period. If you make your booking less than 1 month before the start of the rental period, you must make the full payment at the time of booking.

### **Terms of Delivery**

Rukan Huvila & Huolto Oy FI29579538 (hereinafter "online store") sells its services to individuals within Finland. We reserve the right to change the terms of delivery and prices. All prices are VAT inclusive.

### **Online Store Contact Information**

Email: [posti@rhh.fi](mailto:posti@rhh.fi)

Phone: +358 40 135 1966

### **Payment**

Visma Pay (Paybyway Oy, business-id FI24865594) is the payment facilitator of the online shop. The Paybyway Oy is a payment facilitator authorized by the Financial Supervisory Authority of Finland. The payment process is conducted in the online service of the Visma Pay. Visma Pay or Paybyway Oy is shown as the payment received in the bank account listing and in the invoice. Paying with Visma Pay is safe. All information is exchanged through secured connections.

The trade happens between the online customer and the online shop. The online shop is responsible for all obligations related to the trade.

Read more about Visma Pay: <https://www.visma.fi/vismapay/>

### **Payment Methods**

With Visma Pay you can pay your order by an internet banking account, a wallet, a payment card (credit/debit), an invoice or a partial payment. The following methods of payment are supported: Osuuspankki, Nordea, Danske Bank, Oma Säästöpankki, Säästöpankki, Aktia, Paikallisosuuspankit, S-Pankki, Handelsbanken, Ålandsbanken, Jousto, MobilePay, Masterpass, Pivo, Visa-, Visa Debit-, Visa Electron-, MasterCard- and Debit MasterCard payment cards.

MobilePay: You can pay with your MobilePay wallet if you have allowed online payments in the settings of the MobilePay application. Payment via MobilePay takes place directly from the payment card linked to MobilePay. If charging the payment from the linked card fails, MobilePay can not be used in the online shop.

Pivo: Terms and conditions of Pivo can be found here: <https://pivo.fi/kayttoehdot/pivon-kayttoehdot>  
Jousto invoice and part-payment is a Finnish service for making purchases quickly and safely. Jousto is for private persons having their economy in balance. With Jousto you will get 30 days time to pay without interest or expenses. After you have received an invoice, you can decide to pay it at once or in parts. You can pay our purchase in up to 36 parts, starting from 9,90 eur/month. Expenses for Jousto part-payment are 3,90 eur/month and 19,90% interest. With Jousto you can pay purchases from 30 to 3000 eur. Aurajoki Nordic Oy issues the credit.

Read more from [www.jousto.com](http://www.jousto.com)



### **Visma Pay Contact Information**

Visma Pay, Paybyway Oy (FI24865594)

E-mail: helpdesk@vismapay.com

Telephone: 09 315 42 037 (workdays 9-17)

Address: Laserkatu 6, 53850 Lappeenranta, Finland

### **Cancellations**

Cancellations must be made by email or phone as soon as they are known.

#### Terms of cancellations:

- Deposits (30 % of total payment) will not be refunded.
- If you cancel your reservation less than 30 days before the start of your rental period, we will retain your deposit or 30% of the full booking total if a full payment has already been made, and we will refund the remainder. There will also be a 50€ cancellation fee.
- If you cancel your reservation 7 days or less before the start of your rental period, there will be no refund.

If you have not completed your payment, we will send you an email reminder. If we do not hear from you in three business days, we will cancel your booking without further notice. We will not be liable for any loss or damage you may suffer as a consequence.

We advise you to purchase adequate holiday insurance to cover for any eventualities.

### **Company's Right to Cancel a Booking**

We also reserve the right to cancel your booking due to some *force majeure* situation that cannot have been foreseen or prevented, or a similar situation that is out of our control. This could be a fire, water damage, pest infestation or similar occurrence that prevents you from staying at the cottage you have booked. We will refund the full cost of your booking but will not be liable for any associated costs you may suffer as a consequence.

### **Arrival and Cottage Keys**

The cottage keys are kept in a lockbox near the front door of the cottage. When your cottage is ready, we will text the address and code for the lockbox to the phone number you provided when completing your booking. You will be responsible for the cottage keys for the entire rental period. If you lose the keys, we will charge you the cost of cutting new keys.

### **Staying at the cottage**

Check-in time is 16:00 on your arrival day. Check-out time 11:00, unless agreed differently between the customer and company. During your stay at the cottage, you must complete your own cleaning. The final cleaning, bed sheets and towels are included in the rental price, but it is necessary to complete a light cleaning and tidying before leaving on your last day. If the cottage has been left unreasonably dirty or messy, we have the right to charge you extra for the additional hours required for a more thorough and extensive cleaning. The removal of dog hair from the furniture is not included in the normal final cleaning. For more information, please look at the pet owner's responsibility at the cottage.

When using the sauna, you need to use the sauna towel on the sauna seat.

All the products and equipment at the cottage are free for you to use during your stay, but please do not take anything with you. This excludes hot tubs which are available to use for an extra fee.

At the cottage you will find all the necessities, such as toilet paper, paper towels, coffee filters, etc. You might need to replenish these if you have a longer stay.

Everything in the cottage must be handled carefully, such as games, DVDs, decorations, and furniture. After your visit leave the cottage in good condition and respect others property.



Before you leave, please take out the garbage and the ashes from the fireplace. Please collect the sheets and towels in one place (for example, the bathroom floor), load the dishwasher and turn it on. Empty bottles, metal cans, and glass jars can be left separate on the terrace; we will take them to the recycling.

Setting up a tent or parking a caravan or motor home on the cottage grounds is only allowed with a prior agreement with the company.

At the time of your booking, please state the number of persons staying in the cottage as well as by the cottage in a tent or caravan.

### **Damages**

The person making the booking is responsible for any damage his or her party may have caused to the cottage or its grounds during the rental period. The company must be notified immediately of any damage caused.

### **Renting to a Third Party**

It is strictly forbidden to make a booking with our company and rent the cottage to another party for your own profit. If we become aware of these actions our contract and your booking will end immediately.

### **Smoking**

Smoking is strictly prohibited in all our cottages. If any smoking has taken place at the cottage during your stay, the local cottage caretaker is entitled to charge you for all associated costs for a full house clean and airing (1000 € fee). Smoking is allowed only outside and please use ashtray.

### **Pet Owner's Responsibility**

Pets are allowed, but the company must be notified in advance. You must mention any pets at the time of your booking. Only house-trained or caged pets can stay at the cottage, and the cottage grounds must be left clean and tidy at the end of your stay. The person making the booking is responsible for any damage his or her pets may have caused to the cottage or its grounds during the rental period. The company must be notified immediately of any damage caused.

Please note, that pets are not allowed to stay on the couch or beds without a decent furniture covering (this will not be provided). Pet owner needs to take care of his or her pet and all pet hair must be removed from furniture and the cottage prior to departure.

Please do not let your dog mark right next to the terraces and front door! If the owner of the pet does not take care of these responsibilities, we will charge an extra fee of 150€ afterwards. Final cleaning which is included in the rental price does not include any extra vacuuming that is required to remove all pet hair from furniture, beds, rugs, or anywhere else in the cottage.

### **Wood-heated hot tubs**

If there is a hot tub outdoors on the cottage property, please always ask about using it correctly and its extra fee. Please ask for instructions, especially in the wintertime because it can freeze if not used correctly. The person renting the hot tub is responsible for heating it correctly and taking care of it correctly during their stay.

It is not allowed to bring your own hot tubs without company's permission.

### **Complaints**

The cottages are checked before your arrival by the company. If you notice anything missing or any shortages, please contact us immediately. If something is not right upon your arrival at the cottage, or during your holiday there, you must take up the issue directly with the company as soon as the problem becomes apparent, so that any necessary action can be taken without delay and during your rental period.