

General conditions of rental

1. The parties to the rental agreement

The Rental Company

Rukan Huvila & Huolto OY (2957953-8)

The Renter

The person signing the rental agreement. The Renter shall have a valid driving license, sufficient driving skill for the circumstances and must be over 18 years old.

2. Object to be rented

VOLKSWAGEN CARAVELLE 2.0 TDI 4MOTION, 9 people, 4 doors, A/C, 9 bags, automatic, Diesel

3. Termination of the lease

The rental company has the right to terminate the lease agreement during the rental period, if it becomes apparent that the renter is in material breach of the agreement or that the renter is unable, in the rental company's opinion, to handle the vehicle properly. If the use of the vehicle is prevented due to damage or theft, the contract is terminated after the rental company receives notification of the damage or theft. When the rental company terminates the lease, the renter is obliged to return the vehicle to the rental company without delay.

4. Export of the object to be rented abroad

Taking the vehicle outside the borders of Finland is prohibited without the rental company's written consent. Contact us well in advance of the vehicle rental date if you are planning a trip abroad.

5. Transfer of the lease to a third party

Transferring the rental agreement and handing over the vehicle to another person is prohibited.

6. The rental company's responsibility, limitations of liability and rights

The rental company must hand over the vehicle to the renter in usable condition at the agreed time and place. In addition, the rental company is obliged to give the renter adequate guidance and instructions on the use of the vehicle.

If the vehicle has not been handed over within 1 hour after the agreed time, the renter has the right to receive compensation for the lost rental time. For a delay of more than 4 hours, the renter has the right to terminate the rental agreement, in which case the entire paid rental amount will be returned.

6.1 Limitations of liability

If the object to be rented cannot be picked up at the agreed time at the agreed place, the rental company will compensate the renter for an amount equal to the rental price at most for the delayed time. The rental company is not responsible for the indirect or direct costs or damages incurred by the renter as a result of the breakdown of the rented object. The rental company is also not liable in case of damage to the vehicle or equipment for more than what the insurance company reimburses the rental company.

6.2 Rights

The rental company has the right to terminate the lease agreement in cases of abuse or in the event of a force majeure obstacle independent of the parties to the agreement that prevents the fulfillment of the agreed obligation (see section Termination of the lease agreement).

The rental company has the right to find out and store the location information of the rented object using technological methods.

7. Rental prices and renter's responsibility

The renter must have a valid driving license, which is checked when picking up the vehicle. The Renter shall have a valid driving license, sufficient driving skill for the circumstances and must be over 18 years old.

When the rental company hands over the vehicle to the renter, both parties must check the condition of the vehicle and the list of equipment to prevent disputes about the time of occurrence of possible damages and defects. If the renter neglects to check or, after completing the check, fails to report the damage to the rental company, it is assumed that the damage occurred during the rental period.

During the rental or test drive period, the renter is obliged to take care of the normal checks of the vehicle, such as the amount of engine oil and coolant, the air pressure of the tires, etc.

7.1 Duty of care

The renter must handle the vehicle and its equipment with care. The rented equipment must be returned in its entirety as agreed.

Before handing over the car, the condition of the car are checked together with the renter. If, at the end of the rental, broken parts or abnormal wear are found on the car, the renter is obliged to replace them.

If the vehicle is returned in a condition that cannot be considered as caused by normal use of the vehicle, the rental company has the right to collect the costs incurred from the cleaning from the renter afterwards.

The equipment may only be used for normal traffic/tourist driving. Participation in competitions or other activities deviating from normal road driving is strictly prohibited.

The renter is obliged to compensate the damage to the vehicle in accordance with the deductible (€2000) for each case of damage separately.

If the damage has occurred intentionally, due to gross carelessness, intoxication, etc., the renter undertakes to compensate the damages caused in full, regardless of the amount of the deductible.

The renter is also responsible for personal and property damage he causes to the extent that the statutory traffic insurance does not cover them. However, in traffic accident cases where the other party is at fault, the deductible is not charged. The renter is released from liability for compensation if the renter receives full compensation for the damage based on the other party's motor insurance or from the person who caused the damage. The renter must immediately fill out a damage report in the event of damage. If the renter neglects to fill out the damage report, he is responsible for the costs incurred by the renter.

7.2 Rental prices and rental period

The rental period begins and ends at the time specified in the rental agreement.

The rental price includes:

-Unlimited kilometers

Extra services available for extra fee:

-Child safety seats

7.3 Returning the rental car

The price of fuel is not included in the rent. The vehicle is handed over with a full tank of fuel and must be returned with a full tank of fuel. If the vehicle is returned without refueling, the renter will be charged €200. The renter is fully responsible for damages caused by using the wrong quality fuel.

7.3.1 Returning the rental car after the agreed return time

If the vehicle has not been returned at the end of the rental period and an extension of the rental period has not been agreed with the rental company, the matter will be reported to the police. In addition, the rental company has the right to charge full compensation for the incurred expenses, as well as charge a new starting daily rent for each starting rental day increased by 100%.

7.3.2 Returning the rental object before the end of the agreed rental period

Returning the rental car before the end of the agreed rental period does not entitle you to a refund of the rental price.

7.3.3 Picking up the rental car after the agreed pick-up time

Picking up the rental car after the agreed pick-up time does not entitle you to a refund of the rental price.

7.4 Damaged, stolen or lost rental car

The renter must immediately notify the rental company of a fault in the vehicle or damage or theft to the vehicle. Theft must be reported to the police immediately. The rental company must then inform the renter of the measures to be taken because of the incident.

In the event of a traffic accident, the renter is always obliged to report the damage to the rental company without delay. If the culpability is unclear, the renter must notify the police. A report to the police must be made whenever there is a personal injury. Also, the renter must always report deer damage to the police and provide the rental company with a certificate issued by the police about the reported event.

If the renter neglects to make the above-mentioned notifications, he is responsible to the rental company for the resulting damage.

7.5 Fines and parking violation fees

During the rental period, the renter is responsible for the fines and parking fines applied to the vehicle.

7.6 Tire damage

The renter is responsible for the costs of a flat tire. All kinds of repairs must always have the rental company's permission.

8. Cancellation terms

8.1 Cancellation more than 14 days before the start of the rental period

Contact us if you want to cancel the rental. If there are more than 14 days to the rental date, we will return the payments we received.

8.2 Cancellation 3-14 days before the start of the rental period

Contact us if you want to cancel the rental. We will return 50% of the payment we received.

8.3 Cancellation less than 3 days before the start of the rental period

Contact us if you want to cancel the rental. Cancellation does not entitle you to a refund of the rental price.

8.4 Failure to pick up the rented object

Failure to pick up the rental product does not entitle you to a refund of the rental price.

9. Payment and payment methods

The vehicle to be rented is paid for in the online while booking or before the start of the rental. The condition for handing over all rental equipment is a valid credit card.



10. Refunds

If you have canceled your purchase and are entitled to a refund, we will return the payments we received no later than 14 days after we received your cancellation notification.

Contact us to arrange refunds.

11. Insurances

The rental company is responsible for ensuring that the vehicle has valid insurance, which includes traffic and comprehensive insurance.

The renter's deductible (€2000) is indicated in the rental agreement.