



## TERMS AND CONDITIONS OF BOOKINGS, PAYMENTS AND CANCELLATIONS

### Online bookings

The booker is committing to the given terms and conditions by making the online booking.

The booker shall be min 18 years of age. A guardian-signed promissory note is required for minors accommodating without guardian, stating that the guardian is responsible for the booking and the responsibilities on spot.

#### Terms of payment

Booking fee is 30% of the total (incl. possible supplements, like bedlinen, meals and transfers) is to be paid on the given due date to confirm the booking or the booking will be cancelled by the service provider.

Final payment is due 28 days before start of booking.

Short term bookings (less than 28 days to arrival) are charged by the full sum with the booking.

#### Terms of cancellation

In case the booking is cancelled by the booker before the due date of the booking fee, an office fee of 50 € will be charged.

In case the booking is cancelled by the booker after payment of the booking fee, the booking fee is not refunded.

In case the booking is cancelled by the booker when there is 28 days or less to the arrival, full payment is required.

In case the cancellation is due to severe illness or death of the booker or his / her next of kin before the start of the booking, the payment will be refunded. In this case a valid doctor's certificate in English / translated to English is needed to state the cause of the cancellation.

#### Rukan Salonki's rights to cancel a booking

Rukan Salonki is entitled to cancel bookings in case of a Force Majeure, a situation where the booked service cannot be provided by the service provider. In this case, the booker is entitled to a full refund.

In case the booking fee is not paid until the given due date, the booking will be cancelled. In case the final payment is not paid until the given due date, the booking will be cancelled. The booking fee (30%) is non-refundable.

#### During the stay in Rukan Salonki

Time for check-in / handing over of keys is to be agreed on between the booker and the service provider 2-3 days prior to arrival. The contact information of the service provider is given through in the final invoice together with driving instructions.

The accommodation unit is at the disposal of the booker from 16:00 on the arrival day, until 12:00 on the departure day.

The rental of the accommodation unit includes free use of the unit, bedding (mattresses, pillows and duvets), firewood and tableware. Superior-category chalets and apartments include bedlinen and towels, while these are supplementary for the standard-category chalets (17 € / person). The booker can also bring his / her own bedlinen and towels.

End-of-stay-cleaning is included in the rental price. In case the accommodation unit is returned in an unusually unclean and untidy condition or in case there has been smoking indoors, supplements for cleaning apply. The amount of the supplement is decided on depending on the state and size of the accommodation unit.

Smoking is strictly prohibited in all accommodation units. The penalty of smoking indoors is min 2 000 €. In case smoking is detected during the stay, the penalty of 2 000 € applies and in addition the client is removed from the accommodation unit for the remainder of the stay without refund.

#### Client's responsibilities in cleaning:

- garbage is to be taken out to the dedicated garbage shelters outdoors
- dishes shall be put into the dishwasher and / or on the working top in the kitchen.
- furniture and bedding shall be on their given places.

Only the number of persons that have been agreed on at booking is allowed in the accommodation unit during the stay. Pets are not allowed in the accommodation units.

#### Complaints

Possible complaints concerning the accommodation unit's or its equipment's condition shall be made during the stay, as soon as the problem arises. Complaints made after departure will not be regarded.

We keep the right to change prices as well as terms and conditions for bookings, payments and cancellations. We keep the right to move your booking to another accommodation unit, which is corresponding to the originally booked one.