

Ruka Caravan area booking and cancellation terms

These booking terms are valid in Ruka caravan area for day and week camper/trailer pitch reservations.

When booking is made, it is binding.

Reservation fee of the day and week camper/trailer pitch will be paid fully when reservation is made. Rukakeskus Oy uses Paytrail paying service in Online-shop.

Day and week camper/trailer pitches:

During the holidayseason there can be deviant minimum reservation times.

Camper/trailer pitch is in clients use starting at 13:00 on arrival day until 12:00 on departure day.

Use of maintenance building is included to the pitch reservation time, cooking facilities, use of washer and dryer, bathroom, sauna and toilets are included.

CHANGE AND CANCELLATION TERMS

Changes

It is possible to make changes for Caravan area day and week camper/trailer pitch reservation as follows: It is possible to change reservation's dates seven (7) days prior the start date of the reservation with following terms: free of charge for same rate period as the original booking was made. If the change is made to cheaper period (from winter season to summer season) or shorter period than originally booked period, price difference won't be returned. Booking and cancellation terms are always valid according to original booking period.

Cancellations

If the cancellation is made at least 14 days prior to booking's start date, reservation fee will be returned, except 46€ cancellation fee.

If the cancellation is made later than 14 days prior to booking's start date, reservation fee won't be returned.

Caravan area Address:

Vuosselintie 13
93830 RUKATUNTURI
+358103825150
ski-inn@ruka.fi

Caravan area administrator:

Rukakeskus Oy
Rukankyläntie 8, 93830 Rukatunturi
+358 10 382 5222
myynti@ruka.fi

The person making the reservation and at least one of the guests must be over 18 years old.

Damages:

Any damage caused to the maintenance building or pitch or the facilities by the customer during their stay shall be fully compensated for by the customer.

If the customer or their guests causes disturbance or danger to the other caravan area dwellers, the service provider or their representative has the right to terminate the agreement after one (1) warning.

The costs accrued by all matters above shall be compensated for in full by the customer who has booked the pitch.

All our customers are advised to respect the peace and quiet of Caravan area between 11 pm and 7 am. Pets are allowed to caravan area once they are on leash.

Any reclamations or complaints concerning the facilities or equipment of the maintenance building or pitch shall be made to the service provider through the reception of Hotel RukaVillage or RukaValley, respectively, as soon as any flaws or other issues are detected. Any complaints made at a later date shall not be considered.

CANCELLATION RIGHT OF THE SERVICES PROVIDER

In case of force majeure Rukakeskus Oy has the right to cancel the reservation. In such cases, the full rental fee will be refunded to the customer.

All rights to price changes reserved.

THE USE OF PERSONAL DATA

The personal data of customer is added to the Marketing Register of Rukakeskus Ltd. Data is used for example: arrival instructions at the destination and other useful information regarding your reservation. You will receive newsletters via email or SMS messages about your bookings, access codes, marketing and communications. Your information will be processed in accordance with above mentioned Rukakeskus Oy company terms of service and you can request the removal of your information at any time. Your information will not be disclosed for any other use. More information: <https://ruka.fi/yritys/rukakeskus-oy>.