# RESERVATION AND CANCELLATION TERMS OF RUKAPALVELU 2025

## Tour operators and groups

The reservation is considered confirmed when Rukapalvelu Oy has confirmed it in writing. Accommodation and program packages must be confirmed no later than 45 days before the start of the accommodation/program. We invoice the services after confirmation.

In group bookings, Rukapalvelu charges 30% of the services according to the confirmed program with an advance invoice upon confirmation. We reserve the right to use different payment terms which are negotiated separately in each case. If the number of participants changes from the preliminary participant number that the offer was based on, we reserve the right to change prices.

### Terms of payment

The reservation is confirmed by paying 30% of the total reservation amount. The final invoice is due 21 days before the event. The late payment interest is 11.5%, and the fee for a reminder invoice is €8. All prices include VAT.

### Terms of cancellation

- 45–22 days before event/program/travel: we charge 30 % of the total reservation amount
- 21–0 days before event/program/travel: we charge 100 % of the total reservation amount

In addition, any costs that may have already been incurred will be charged as cancellation costs.
Cancellation of the reservation must be made in writing.

### Travel insurance

We recommend travel insurance to our customers for possible exceptional situations and cases.

## Force majeure

Rukapalvelu Ltd. is not liable for any failure to fulfil its obligations towards the client if such failure is due to war, strike, lockout, industrial action, fire, flood, drought, tempest, exceptional weather conditions, sub-contractor's bankruptcy or other events beyond the reasonable control of either party. This applies also to subcontractors of Rukapalvelu. If the client’s trip/event is cancelled due to Force Majeure, Rukapalvelu Ltd. has the right to charge the client for the realized costs of cancellation.

Rukapalvelu Oy reserves the right to alter the course, duration, or route of any of its programs if necessary. If the customer's health condition changes during the program or if the customer behaves in a way that endangers themselves or other participants, Rukapalvelu Oy reserves the right to suspend the program. Rukapalvelu Oy has liability insurance for its programs. If the customer causes damage to Rukapalvelu equipment or gear, Rukapalvelu has the right to charge a €1500 deductible.