

1.6.2008

## Booking terms and conditions for Raut-Kotka Oy's cabins

Raut-Kotka Oy abides by the following terms and conditions for booking, confirming and cancelling the booking of its cabins and other accommodation services. The terms bind both the parties upon the client's payment of the booking fee referred to in this agreement.

### Booking and paying for the cabins

A booking becomes binding upon the client's payment of a 20% cabin deposit by the deadline set by Raut-Kotka Oy. Along with the deposit, a 12-euro delivery charge is levied. For cabin hire periods of 4 weeks or longer, 50% of the hire price is charged at the time of booking as a deposit. The remainder becomes payable 4 weeks prior to the time of hire at the very latest. If the booking is made less than 4 weeks prior to the start of the accommodation, the entire hire becomes due in one invoice directly. If the deposit and/or final payment have not been paid by the due date, the booking is considered cancelled. A written confirmation (=invoice) is sent to the client including the detailed location of the cabin, together with the directions to hand over the key. On the arrival to the holiday destination / delivery point for the keys, the client must show the receipt for the payment of fees. Raut-Kotka Oy will ensure that the client receives the holiday services, which he/she has paid for. The client can agree to purchase other services directly at the location.

### Cancellations

Cancellations must always be made in writing to Raut-Kotka Oy. Cancellations are considered effective from the moment when this information has been received by Raut-Kotka Oy. In the case of cancellations, the 20% booking fee and 12-euro delivery fee are charged for the booking. If the booking is cancelled later than 21 days prior to the start of the holiday, the entire hire becomes payable. Regardless the terms above, Raut-Kotka Oy is entitled to a refund the hire sum, minus the 20% booking fee and 12-euro delivery fee if the client or another person belonging to the same household suddenly becomes ill, suffers a serious accident or dies. In these circumstances, the reason for cancellation must be proven reliably with for instance the use of a doctor's certificate or certification from police or the client's insurance company. Raut-Kotka Oy must be notified of the cancellation immediately. The client's payments to Raut-Kotka Oy, except the booking and delivery fees, will be returned to the client without delay on delivery of evidence of the change in the client's circumstances. If the cancellation happens after the accommodation has started, the payments are not refunded. The changes of the timing or cabin later than 4 weeks to the holiday are considered as cancellation of the booking and a subsequent new booking.

### Entitlement of Raut-Kotka Oy to cancel a booking

In the case of force majeure, Raut-Kotka Oy may cancel the booking. In this case, the client is entitled to a full refund of the sum paid.

### Handing over the keys

The keys to the holiday property are handed over to the client at a time agreed in writing or by phone between him and Raut-Kotka Oy.

### The hire period at the holiday property

The holiday property is available to the client from 4pm on the day of arrival to 12 noon on the day of departure. The weekly charge of the cabin includes the hire of the property, sauna and boat. The hire includes furniture, kitchen equipment and crockery, energy for heating, cooking and lighting. The clients bring their own bed linen, unless otherwise agreed (The client can also agree to hire the bed linen and bath towel sets from Raut-Kotka Oy). Cleaning of the cabins during and at the end of the hire period is the responsibility of the client, unless a final cleaning charge has been paid by the client at the time of booking. If cleaning has not been done at the end of the hire period (and it was not paid for at the time of booking), the owner is entitled to levy a charge of 85 euros for the cleaning.

### Compensating for damages

The client is responsible for a damage caused to the holiday property or its equipment and this is payable directly to Raut-Kotka Oy.

### Number of occupants, smoking and bringing pets to the property

The maximum occupancy numbers given for each cabin must not be exceeded. The maximum capacity of each cabin is mentioned in the [www.raut-kotka.fi](http://www.raut-kotka.fi) web pages, Raut-Kotka brochure and each cabin document folder. The use of a tent or a caravan is forbidden at the holiday property without Raut-Kotka's permission. Pets are not allowed at the holiday property. Smoking is forbidden indoors.

### Reclamations

All comments and complaints relating to the state of the holiday property or its equipment must be addressed immediately during the holiday to Raut-Kotka representative. If he/she fails to resolve the situation, the client can make a written complaint to Raut-Kotka Oy. This must be done within four weeks of the end of the hire period. If the client and Raut-Kotka Oy cannot reach an agreement over the dispute, the client may pass their complaint to the consumer arbitration panel.