



Talvijärventie 10

93830 Rukatunturi

Tel. +358 40 5544 892

www.heikkala.com / info@heikkala.com

Matkailumaja Heikkala

Terms and Conditions for Accommodation Bookings and Cancellations

Once the customer has paid the retainer (30 % of the total balance of the booking) by the due date, these terms will be binding to both parties and the booking is confirmed. The remaining balance of the booking is due 28 days before the beginning of the booking. In case of last minute bookings (less than 28 days before the beginning of the booking) the total balance is charged at once.

Cancellations must always be given in writing by email directly to Matkailumaja Heikkala. The cancellation is effective when it has been received by Matkailumaja Heikkala. Failure to pay the booking invoice does not count as cancellation. In case the cancellation is made at least 28 days before the beginning of the booking, the fee paid by the customer is refunded less €50 administrative fee.

In case of illness less than 14 days before the beginning of the booking, and the booking is cancelled by the customer, a doctor's certificate is required for a full refund less €50 administrative fee.

The customer is liable for any damages to the room or other facilities, furniture or equipment of Matkailumaja Heikkala, or to the hotel's other customers or their property, caused either intentionally or accidentally by the customer him/herself or by the customer's guests or pets.

The keys to the rented cottage can be collected from the office of Matkailumaja Heikkala, address Talvijärventie 10, 93830 Rukatunturi. Check-in time begins at 5 p.m., and check-out time on the day of departure is 11 o'clock, by which time the room or cottage must be vacated. If the time of arrival is after 9 p.m., a prior notice is required.

End cleaning or bed linen are not included in the cottage price. **If customer is travelling with pet, prior notice is required.**

The person who does the booking has to be over the age of majority.

The Right of Matkailumaja Heikkala to Cancel a Booking

In case of force majeure, Matkailumaja Heikkala has the right to cancel the booking. In such case the customer is entitled to a full refund of the rent he/she has paid.

In case the retainer or balance of the booking has not been paid by the due date.

We reserve the right to change our prices.



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Online payment service provider

Online payments are completed and payment service is provided by Paytrail Oyj (2122839-7).

In your debit/credit card invoice, the name of the payee will be Paytrail Oyj.

Paytrail Oyj will deliver your payment to the seller. Paytrail Oyj is a licenced payment institution.

Paytrail Oyj, business ID: 2122839-7

Innova 2

Lutakonaukio 7

40100 Jyväskylä

Tel: 0207 181830

www.paytrail.com