



RANUA RESORT BOOKING AND CANCELLATION TERMS – ADMISSION TICKETS

If a customer makes an individual booking for admission tickets to Ranua Wildlife Park, and it does not constitute a travel package (e.g., accommodation and tickets), these booking and cancellation terms apply.

BOOKING TERMS FOR RANUA WILDLIFE PARK TICKETS

The opening hours of Ranua Wildlife Park may vary seasonally or due to exceptional circumstances, so it is advisable to check the opening hours via Ranua Wildlife Park's customer service or website at ranuaresort.com before purchasing a ticket.

Admission tickets do not automatically include a right to a refund, as purchasing a ticket primarily supports species conservation and biodiversity. If a customer makes an individual booking for an admission ticket to Ranua Wildlife Park that is not part of a travel package, the following terms apply:

- ✦ The admission ticket grants a single entry to Ranua Wildlife Park and is only valid on the specified date until the closing time indicated on the ticket or confirmed by customer service.
- ✦ If the customer is unable to visit on the specified date but still wishes to use the ticket, they can exchange it at Ranua Wildlife Park's customer service.

Admission tickets to Ranua Wildlife Park are personal. A family ticket permits entry only for the number of visitors specified at the time of booking. If the number of visitors exceeds the booked amount, the customer must purchase additional tickets accordingly at the customer service desk. Ranua Resort's staff has the right to verify the number of visitors and the ages of children using children's tickets.

TICKET EXCHANGE

If a customer purchases an admission ticket online and cannot visit at the specified time, they must immediately contact Ranua Wildlife Park's customer service. If the ticket is confirmed as unused, the customer may exchange it for another date at the customer service desk. The customer service representative will verify the ticket's unused status before processing the exchange.

Any difference in ticket price due to seasonal pricing will be adjusted at the time of exchange, which may result in an additional charge or a refund. Cancellations for unused bookings are always handled on a case-by-case basis. Bookings are not automatically cancelled, as purchasing an admission ticket primarily supports species conservation and biodiversity. Any costs incurred due to cancellations or changes will be determined based on the current service price list.





ERRORS IN PRICING

Ranua Resort is not bound by incorrect pricing if the error is so apparent that the customer should have recognized it. This applies, for example, if the difference between the stated price and the actual price is significantly large or if the incorrect price is exceptionally low compared to the general price level.

CANCELLATION TERMS

Admission ticket cancellations must be made in writing (via email or letter) to Ranua Resort's customer service. Failure to pay an invoice does not constitute a cancellation; the customer must always cancel in writing. Admission tickets are generally non-refundable, as purchasing a ticket primarily supports species conservation and biodiversity.

Cancellations are assessed on a case-by-case basis. A cancellation is considered received when the written notice reaches Ranua Wildlife Park's customer service.

If Ranua Resort exceptionally approves a refund for an admission ticket, the customer must present a booking confirmation and the cancellation email sent to customer service for verification. Online reservations are not automatically cancelled, and the customer must inform Ranua Resort's customer service of any cancellations. Service fees associated with online reservations are non-refundable.

CANCELLATION OF GROUP TICKETS

If a group booking is made for admission tickets and some participants do not attend, their tickets are not automatically refunded, as ticket purchases support species conservation and biodiversity. Group ticket cancellations and refunds are always handled on a case-by-case basis.

For matters related to group ticket cancellations, customers must contact Ranua Resort's customer service. If a customer cancels an entire group booking and Ranua Resort approves the cancellation and refund, the service fee associated with the group booking is non-refundable.

CANCELLATION DUE TO SUDDEN ILLNESS OR DEATH

For unexpected illness, accident, the death of a close relative, or other exceptional circumstances preventing the trip, the customer must ensure that their travel and accident insurance covers cancellation costs.

Cancellations must be reported to Ranua Resort's customer service in writing without delay. Admission tickets are not automatically cancelled or refunded, as purchasing a ticket primarily supports species conservation and biodiversity. However, cancellations in such cases are evaluated individually.





RANUA RESORT'S RIGHT TO CANCEL A BOOKING

Ranua Resort has the right to cancel a booking in cases of force majeure. Ranua Resort also has the right to cancel a booking if payment terms have not been met or payments have not been made on time.

FORCE MAJEURE

Force majeure includes natural conditions, fire or water damage, orders issued under infectious disease laws, or other risks identified by Ranua Resort that pose a threat to life or health. If Ranua Resort cancels a booking due to force majeure, the customer is entitled to a full refund of the payment. All cancellations due to force majeure are handled on a case-by-case basis.

COVID-19 RESTRICTIONS ON TICKET BOOKINGS

Ranua Resort is not responsible for cancellations made by the customer due to restrictions based on infectious disease laws, national or international travel restrictions, or other health and safety concerns. The customer is responsible for obtaining travel insurance before the trip and understanding the coverage related to cancellations and potential COVID-19-related disruptions.

If a booking is unused due to restrictions related to COVID-19 or other health concerns, the customer must notify Ranua Resort immediately. The customer has the right to reschedule their unused booking within 12 months of the original booking date, subject to Ranua Resort's availability. The customer must promptly inform Ranua Resort's customer service of any COVID-19-related changes.

APPLICABLE LAW AND DISPUTE RESOLUTION

The parties will attempt to resolve any contractual disputes through negotiations. If a resolution cannot be reached, the customer may take the matter to the Consumer Disputes Board or the District Court of Lapland. The agreement between the customer and Ranua Resort is governed by Finnish law.

ranuaresort.com

Customer Service Contact:

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