



RANUA RESORT – RESERVATION AND CANCELLATION TERMS FOR ACCOMMODATION

(For 1–3 units)

The following reservation and cancellation terms apply to individual bookings for accommodation only (Ranua Resort Villas and Glass Igloos, Camping Eläinpuisto, and Camping Ranuanjärvi accommodations). Reservations that are part of travel packages (e.g., accommodation with tickets) are subject to separate terms regulated by the Package Travel Act.

- ✦ These cancellation terms do not apply to group bookings (4 units or more).
- ✦ Please note that different terms may apply based on the time of year and the type of accommodation.
- ✦ Special or promotional rates are subject to specific conditions, which will be provided at the time of booking.

RESERVATION AND BOOKING CONFIRMATION

All reservations are confirmed via email, including details of the booking and the total price. Advance reservations can be made for accommodation units and some caravan spaces at Camping Eläinpuisto.

- ✦ Accommodation reservations must be paid in advance via the booking website or a payment link. If payment upon arrival has been agreed upon, a valid credit card must be provided as a guarantee. Ranua Resort reserves the right to pre-authorize the credit card before arrival.
- ✦ Accommodation reservations can only be made by legal adults.
- ✦ The person making the reservation is responsible for complying with the terms, and cannot transfer the booking to another party.
- ✦ The reservation must be made for the correct number of guests. If it is found that more guests, than stated in the reservation have stayed or that additional beds have been used, Ranua Resort will charge the additional costs based on the accommodation's pricing policy.

To receive a booking confirmation the following information must be provided at the time of reservation: guest name, number of guests, home address (Poste Restante addresses are not accepted), email address, phone number, and, if required, credit card details. By making a reservation, the customer agrees to abide by the terms in effect at the time of booking.

Unless a separate agreement is made between the customer and the accommodation provider, the following general booking and cancellation terms apply. Prices for online bookings include VAT. Ranua Resort reserves the right to modify terms and pricing.

By booking accommodation via <https://store.ranuaresort.com/>, the customer agrees to these terms, and is responsible for reviewing the booking instructions. The online booking system automatically generates a confirmation. Customers should print their receipt/confirmation and the applicable terms at





the time of booking. Upon payment, the customer must wait to be redirected to the booking confirmation page.

Payments via the booking site are processed by Paytrail Oyj, a licensed payment service provider collaborating with Finnish banks and financial institutions. Complaints regarding payments should first be directed to the service provider.

CHECK-IN AND CHECK-OUT TIMES

Please inform us of your estimated arrival time in advance. Updated opening hours can be found at ranuaresort.com/yhteystiedot/

- ✦ If you plan to arrive late, please notify us at the time of booking. If the reservation is prepaid, check-in is possible at any time.
- ✦ **Villas, Igloos & Camping Cabins:** Check-in from 15:00, check-out by 11:00.
- ✦ **Caravan and Tent Sites:** Check-in is available at any time based on availability. Check-out by 14:00 or as per availability.

CANCELLATION AND MODIFICATION TERMS

- ✦ All cancellations and modifications must be communicated to Ranua Resort Reception by phone or email.
- ✦ If a standard-priced, prepaid reservation is cancelled within the allowed time frame, a refund will be issued minus processing fees (Paytrail/bank transfer fee).
- ✦ All accommodation types: Standard cancellation terms apply, and reservations must be paid in full by the arrival date. The reservation period is binding, and unused nights are non-refundable.
- ✦ Special event-related offers will have specific cancellation terms, which will be provided at the time of booking.

Accommodation Type	Spring–Autumn (Apr 1 st – Oct 30 th)	Winter Season (Nov 1 st – Mar 31 st)
Villas & Igloos	Free cancellation up to 3 days before arrival. After that, a 100% cancellation fee applies. A 15 € processing fee is deducted from refunds.	Free cancellation up to 22 days before arrival. A 15 € processing fee is deducted from refunds. Cancellation 21–15 days before arrival: 50% charge. Cancellation 14–8 days before arrival: 75% charge. Cancellation 7–0 days before arrival: 100% charge.
Caravan & Tent Sites	Free cancellation by 16:00 the day before arrival. After that, a 100% cancellation fee applies. A 15 € processing fee is deducted from refunds.	Free cancellation up to 3 days before arrival. After that, a 100% cancellation fee applies. A 15 € processing fee is deducted from refunds.
Camping Cabins	Free cancellation up to 3 days before arrival. After that, a 100% cancellation fee applies. A 15 € processing fee is deducted from refunds.	





BOOKING CONDITIONS

- ✦ Failure to comply with staff instructions may result in immediate removal from the property without a refund.
- ✦ Pets are allowed in designated Villas, Igloos, and Camping Cabins. Pets must be declared in advance. If a pet is found in a non-pet-friendly unit, a 100 € cleaning fee will be charged.
- ✦ Guests causing disturbances or violating booking terms may be removed from the premises. Costs associated with disturbances will be charged to the guest.
- ✦ Final cleaning is included in the price. However, accommodations must be left in reasonable condition, with furniture and fixtures intact. Additional cleaning cost of 200 € and damages will be charged as necessary.
- ✦ Smoking indoors is strictly prohibited, a 400 € penalty applies for violations.

COMPLAINTS

All complaints regarding accommodation conditions must be reported immediately to reception. If issues are not reported during the stay, no compensation will be granted. If a satisfactory resolution is not reached during the stay, complaints must be submitted in writing within one week after the end of the reservation.

RANUA RESORT'S RIGHT TO CANCEL A RESERVATION

Ranua Resort reserves the right to cancel a reservation if:

- ✦ The guest has provided incomplete or incorrect information at the time of booking.
- ✦ The guest does not comply with booking terms, staff instructions, or causes disturbances or safety concerns.
- ✦ A force majeure or an external factor beyond Ranua Resort's control prevents the booking. In such cases, any pre-paid fees will be fully refunded.
- ✦ The guest fails to make payments on time.
- ✦ Due to compelling reasons, Ranua Resort may relocate the reservation to an equivalent or higher-category accommodation. Any direct costs incurred from the relocation will be covered by the resort. Accommodation reservations fall under hospitality regulations, not package travel laws.

CANCELLATIONS DUE TO SERIOUS ILLNESS OR ACCIDENTS

Cancellations must be reported immediately before the accommodation period begins. A medical certificate or other credible documentation must be submitted within 14 days for a refund. Late submissions will not be considered.

Cancellations during the stay do not qualify for a refund. Guests should ensure that their travel insurance covers trip cancellations. Any costs incurred from additional services (e.g., special requests) will be charged in full in the event of a cancellation.





RIGHT TO AMEND TERMS

Ranua Resort reserves the right to amend booking and cancellation terms. Customers must review and accept the current terms before making a reservation. Customer data is handled confidentially. Unless otherwise stated, the general booking and cancellation terms of MaRa ry apply.

