



GENERAL TERMS & CONDITIONS

Please read the below terms and conditions as well as payment terms carefully. You must agree with the following rules and regulations (unless otherwise agreed); this is to ensure smooth travel arrangements.

Apukka Resort reserves the right to adapt/ change room rates, terms & condition and payment terms.

1. BOOKING AND CONFIRMATION

Booking can be done orally, in written form or through our booking system. When making a reservation at Apukka Resort, you must provide the following information: name, date of birth, address, phone number, email, payment method, arrival and departure date as well as the estimated time of arrival.

A booking shall be confirmed when the prepayment has been received by Apukka Resort and you have received a booking number. Apukka Resort reserves the right to reject confirmation, in case the prepayment has not been received. All bookings are subject to availability and are not confirmed until written confirmation has been provided.

NOTE: Different conditions are linked to different time periods; see the detailed payment terms.

2. CHILD POLICY

Children up to age of 12 stay free of charge in parents' room when sharing an existing bed. Extra bed can be arranged with supplement. Baby cot is free of charge, on request.

3. CHECK-IN AND CHECK-OUT

Check-In will be available starting from 04:00pm until 10:00pm on the day of your arrival.

Check-Out will be available starting from 08:00am until 12:00 o'clock noon on the day of departure.

Late Arrival: In case you are arriving later than 10:00pm, please inform us in good time in advance. Otherwise we cannot insure that check-in will be available.

For safety reasons only checked-in guests are allowed on private premises and the maximum capacity per room may not be surpassed. Please let us know your estimated time of arrival at least a couple of days in advance. When staying at Apukka Resort, every guest must bring a valid ID.

4. RELOCATION

Under very exceptional circumstances, Apukka Resort reserves the right to transfer guests to a nearby hotel of equivalent or superior category and provide them with a room of equivalent or superior category, without price supplements.

5. INSURANCES

We recommend our guests to take out a travel insurance to cover any contingencies; Apukka Resort does not accept cancellations without cancellation fees (if not stated differently in the cancellation terms), not even if a medical certificate or other documentary evidence is presented.



6. FORCE MAJEURE

Force majeure is covering up situations in which Apukka Resort cannot deliver the agreed services due to unexpected events or circumstances, such as a strike, natural catastrophe, or another factor that affects its operations. In this case Apukka Resort reserves the right to make changes or cancellation without any further notice. This applies to Apukka Resort's own services only and excludes any external services, such as those related to the means of transport.

7. GUESTS RESPONSIBILITY ON DAMAGE AND OWN VALUABLES

As a guest you are responsible for damage caused on purpose or by accident by you, your guest or your pet in the room/apartment or in resort premises. This applies also to the resort furniture and other equipment as well as other guests in the resort or their property. Adults do have a parental responsibility to look after their children and are responsible for any damages caused by their children. Apukka Resort has rights to charge the costs of caused damages on spot at the resort from the customer.

The resort is not responsible for damage or disappearance of valuables whilst your stay. Keep a good care of your belongings.



PAYMENT TERMS

1. METHOD OF PAYMENT

The booking shall be confirmed by making a deposit of 50% of the full price for the whole reservation. We accept the most common credit/debit cards, cash in Euros as well as payment per bank transfer. In last case, please use as a reference your name as well as your reservation number. The outstanding amount of the reservation must be paid latest when arriving to Apukka Resort. You can pay at the hotel with cash in Euro or by card.

Apukka Resort reserves the right to charge the deposit after the reservation process has been finished. In case a non-refundable rate has been booked, Apukka Resort reserves the right to charge the total sum of the reservation after the reservation process has been finished.

If the booking time is so close to the arrival date that an advance payment would not appear in our account before arrival, the booking shall be confirmed by credit card.

2. CANCELLATION, CHANGES AND NO SHOW – INDIVIDUAL BOOKING

You can change and cancel your reservation at Apukka Resort. Please find below our cancellation terms. Note: for different dates apply different cancellation terms. Apukka Resort reserves the right to charge an administrative cancellation fee. Please note as well, that all changes and cancellations are based on availability.

a. 1st December 2018 – 7th January 2019

Reservations made for the above-named time are non-cancellable and non-refundable. If the reservation is cancelled or modified, the total price of the reservation will be charged. Same applies for cases of no-show. The resort is entitled to charge the total amount of your reservation from your credit card.

b. 1st November 2018 – 30th November 2018 / 8th of January 2019 – 31st March 2019

If the reservation is cancelled up to 31 days before your arrival, 50% of the total price of the reservation will be charged. If the reservation is cancelled or modified later (in less than 31 days before the date of arrival) or in case of no-show, the total price of the reservation will be charged. The resort is entitled to charge the total amount of your reservation from your credit card.

c. 1st April 2019 - 30th October 2019

If the reservation is cancelled or modified up to 15 days before date of arrival, there will be no fee charged. If the reservation is cancelled or modified later (in less than 15 days before the date of arrival) or in case of no-show, the total price of the reservation will be charged. The resort is entitled to charge the total amount of the reservation from your credit card.

Apukka Resort is looking forward to help you!

Read more and book your stay & activities on our website or email us. You can book additional services whilst staying at Apukka Resort.



Apukka Resort contact information:

Address 1: Tutkijantie 28

City: Rovaniemi – Lapland

Country: Finland

Postal Code: 96900

Contact Name: Apukka Resort

Phone: +358449793564

Emails:

For individual bookings, please contact info@apukkaresort.fi

For group reservations please contact sales@apukkaresort.fi

We are available by phone from 08:00 – 22:00 (GMT+2):

+358 44 979 3564 (Reception)

+358 44 979 1602 (Sales team)