



## GENERAL TERMS AND CONDITIONS

### Update to Apukka Resort Accommodation “General Terms & Conditions\_2020-21”

These special terms and condition are an update for Apukka Resort Accommodation Terms & Conditions 20210-21 sheet, which cover accommodation bookings from 12<sup>th</sup> October, 2020 – 11<sup>th</sup> April, 2021.

**This update shall be applied for all the new bookings made from 9<sup>th</sup> September until 11<sup>th</sup> April 2021.**

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 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 staying in the same room with adults pay extra person price in all room categories. Baby cot delivered to room on request, 20,00 EUR/stay.

#### **3. CHECK-IN AND CHECK-OUT**

Check-in will be starting from 16.00 until 22.30 on the day of arrival.  
Check-out will be starting from 8.00 until 12.00 on the day of departure.

In case of room change same times apply.

Late Arrival: In case you are arriving later than 22.00, please inform us well in advance. Otherwise we cannot ensure that late 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 provide 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 require 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**

Neither Party shall be held liable for any default, damage or loss due to a condition force majeure or to unreasonable impairment of the Party's operations due to a similar cause (including but not limited to war, strike, weather, lack of snow, or other natural condition etc.). If encountered a force majeure condition, the Party shall immediately notify the other Party in writing thereof and shall keep the other Party fully informed of the continuance of the force majeure condition and of any relevant change of circumstances whilst such force majeure continues. When encountered a force majeure conditions Parties shall also take all reasonable steps available to it to minimize the effects of the force majeure on the performance of their obligations under this contractual relationship.

#### **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 the right to charge the cost of caused damages on spot at the resort from the customer.

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



## PAYMENT TERMS

### 1. METHOD OF PAYMENT

The booking shall be confirmed by making a full payment for the reservation. We accept the most common credit/debit cards, cash in Euros as well as payment per bank transfer. In last case, please use your name and reservation number as a reference. All additional expenses you might have during your stay you can pay at the hotel with cash in Euro or by card. We check your credit card details on arrival for any future charges.

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

Please note for different dates apply different cancellation terms. Apukka Resort reserves the right to charge an administrative cancellation fee. Note as well that all changes and cancellations are based on availability. Find below our cancellation terms.

#### a. 1<sup>st</sup> December – 14<sup>th</sup> March

If the reservation is cancelled up to 31 days before your arrival, the total amount of the reservation will be refunded. 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.

#### b. 12<sup>st</sup> October – 30<sup>th</sup> November / 15<sup>th</sup> March – 11<sup>th</sup> April

If the reservation is cancelled or modified up to 3 days before date of arrival, there will be no fee charged. If the reservation is cancelled or modified later (in less than 3 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.



## **2.1 COVID-19 RELATED CANCELLATION POLICY**

Cancellation and rescheduling terms of bookings are always assessed based on the valid official restrictions and instructions by the relevant Authorities. Apukka Resort may require relevant documentation and official proof e.g. travel documents / flight tickets/ medical document.

The booking can be rescheduled without extra charges when:

- the borders of the departure country/town/region of the customer are closed by the government at the time of your departure which would prevent the travelling
- the Finnish borders or relevant towns/regions are closed by the Finnish government which would prevent the travelling
- there are quarantine procedures in place in Finland or in the country of the departure of the customer at the time of departure / arrival date which would prevent the travelling

Please notice that all reservations will be considered as no-show reservations and will be charged as its full amount unless information and documents requested by Apukka Resort at least 48h prior to arrival and approved by us.

We will not rearrange/postpone/refund:

- if a customer voluntarily decides not to travel out of fear of COVID-19
- if a customer is not capable to travel for being diagnosed with COVID-19 or any other medical condition. Compensations in these cases must be claimed from personal travel insurance.
- if the transportation of the travel is cancelled or rescheduled
- cancellations made in breach of the terms and conditions of this Update

Please notice that Apukka Resort withholds all rights for changes in service content. We have the right to cancel the service 28 days before the arrival of the guest/group at the latest if there are not enough bookings for that specific period or for other significant reason.

We hold the right to cancel or rearrange the service due to the COVID-19 restrictions issued by the officials until 48 hours before the service date.



**Apukka Resort is looking forward to helping you!**

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

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We are available by phone from 08:00 – 22:30 (Local time): +358 29 3700 268 (Front Desk)