

TERMS & CONDITIONS OF SALE AND BOOKING

Valid 01 December 2024 – 01 December 2025

PARTIES & DEFINITIONS

Seller

North Star Muotkan Ruoktu Tunturikyla Oy
Karigasniementie 2281, 99910 Inari
y-Tunnus 3380405-6
contact@muotkanruoktu.fi / +358 40 08 60 668

“**Muotkan Ruoktu**” (later referred to as “the Merchant”) is the marketing name for North Star Muotkan Ruoktu Tunturikyla Oy, including the brand names Muotkan Ruoktu, Munay Experience, and Scandlap Explorer. Muotkan Ruoktu can also operate under the brands Munay Experience and Scandlap Explorer, and all conditions outlined in this document apply.

Customer

The Customer who purchases products and services from the Seller agrees to adhere to these terms, as well as specific terms provided by the Merchant, when purchasing products and services from North Star Muotkan Ruoktu Tunturikyla Oy.

GENERAL TERMS

- All prices displayed on the website include VAT.
- Dynamic pricing applies to accommodation and activity facilities. Prices vary monthly, weekly, and daily based on demand.
- Products and services are sold to adults and business customers.
- Prices are subject to change.
- The customer is responsible for ensuring the accuracy of the information provided during booking.
- Delivery terms may be updated; customers must review the current terms before placing an order.

BOOKING & PAYMENT TERMS FOR ACCOMMODATION, ACTIVITIES & TRAVEL PACKAGES

Booking

- These terms apply to rentable and reservable products and services (collectively referred to as “items”).
- Customers must review the descriptions, instructions, and associated terms of the items before booking.

- Reservations become binding once the order/payment confirmation is sent to the customer's email address.
- Customers must pay for reservations using the chosen payment method and adhere to its conditions.
- If a reservation fails, the customer must contact the Merchant promptly to rectify the issue. The Merchant does not guarantee item availability in such cases.
- If the item is unavailable, the Merchant will offer a refund or an alternative item if possible.

Payment

- A reservation is considered confirmed upon receipt of the confirmation fee or full payment, or when the Merchant's official confirmation email is received.
- If payment is via invoice, the due date must be observed.
- Reservations may be canceled if payments are not received by the due date or if valid credit card details are not provided.

Payment Schedules

- **Accommodation and Activities:**
 - **1 December 2024 – 31 March 2025, 1–22 September 2025, and Event Weekends:** 100% payment upon reservation.
 - **Other Periods:**
 - Online bookings: 100% payment upon reservation.
 - Phone bookings: 30% deposit or as agreed.
- **Travel Packages:**
 - 30% deposit upon reservation.
 - Full payment 14 days prior to travel start.

Payment Methods

- Payment links, Visa, Mastercard, and cash. All methods are also available directly at Muotkan Ruoktu.

Accommodation Restrictions

- A two-night minimum stay applies between 23 December 2024 and 23 March 2025.

CANCELLATIONS & CHANGES

Customer Cancellations

- Cancellations must be sent promptly via email to contact@muotkanruoktu.fi. The cancellation date is the date the Merchant receives notice.
- **16 December 2024 – 5 January 2025 and Event Weekends:**
 - 61+ days before: €50 office cost.
 - 60 days or less: 100% cancellation fee.
- **1–15 December 2024, 6 January – 31 March 2025, and 1–22 September 2025:**
 - 31+ days before: €50 office cost.
 - 30 days or less: 100% cancellation fee.
- **Other Periods:**
 - 8+ days before: Free cancellation.
 - 7 days or less: 100% cancellation fee.

Illness

- Regular cancellation policies apply in cases of illness. Customers are strongly encouraged to have personal travel insurance.

Merchant Right to Cancel

- The Merchant may cancel in force majeure situations. Customers will receive a full refund but will not be compensated for indirect costs.
- Reservations may also be canceled if the total amount is not paid by the due date, or if credit card details are invalid.

ACCOMMODATION & PETS

Use of Accommodation

- Customers are responsible for the cleanliness of the accommodation and waste removal during and after their stay.
- Final cleaning is the customer's responsibility unless otherwise agreed.
- Room cleaning is not included during the rental period.

Keys

- Key instructions are provided in the payment confirmation. Lost or unreturned keys will incur a charge (€100 minimum).

Pets

- Customers are fully responsible for any damages caused by their pets and must clean up after them in all areas of the hotel.
 - Pets must not be left unsupervised in the accommodation and must remain on leashes in the national park.
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ACTIVITIES & EQUIPMENT RENTAL

- Customers must familiarize themselves with the safety and usage instructions for all equipment. Equipment must be used responsibly and only for its intended purpose.
 - Equipment must be returned clean and in good condition. Late returns may incur additional charges.
 - Damage caused by careless use must be compensated at replacement value.
 - For water sports equipment, customers confirm they can swim and have prior experience.
 - Activities requiring physical exertion (e.g., snowmobiling, sledding) may be unsuitable for customers with certain health conditions. Customers must consult a doctor if in doubt.
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LIABILITY

Merchant Liability

- The Merchant is not responsible for losses caused by delays, injuries, weather, or other unforeseen causes.
- Activity durations may vary based on conditions; the Merchant is not liable for related losses.

Snowmobile Liability

- Snowmobiles are insured per Finnish Traffic Insurance Act, covering medical costs for drivers and passengers.
- Participants are liable for up to €900 per snowmobile per accident. Alcohol consumption before or during snowmobile use is strictly prohibited.

Customer Responsibilities

- Customers must notify the Merchant immediately of any deficiencies or issues with items. Damages caused by customers must be compensated.
 - Customers must follow all safety instructions, particularly regarding activities involving animals or hazardous equipment.
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TRAVEL PACKAGES

- Travel packages comply with Directive (EU) 2015/2302, ensuring refund protection and, where applicable, repatriation guarantees in the event of insolvency.
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MISCELLANEOUS

Force Majeure

- Events such as strikes, natural disasters, pandemics, or extreme weather may cause cancellations or changes. Customers will receive refunds but no compensation for related costs.

Environmental Policy

- Customers are encouraged to minimize their environmental impact by disposing of waste properly and respecting the natural surroundings.

Legal Disputes

- Disputes will be resolved under Finnish law in the Rovaniemi district court. Alternative Dispute Resolution methods are encouraged prior to litigation.
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North Star Muotkan Ruoktu Tunturikyla Oy reserves the right to make changes to these terms at any time.