

## SERVICE AND ADDITIONAL PAYMENT TERMS

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This service and additional payment terms is available at [www.ranuazoo.com](http://www.ranuazoo.com) and you also find it from room booklet. In case of need, you can find booking and cancellation terms, as well as also service and additional payment terms from receptions of Arctic Fox Igloos and Holiday Village Gulo Gulo. Service and additional payment terms are being implemented in use on 1st of October 2020.

### Service and additional payment terms

Accommodation booking 15,00 € \*

Entrance fee booking 1,00 € \*

Equipment Rental 1,00 €\*

Activity booking 15,00 € \*

Holiday package booking 15,00 € \*

Additional cleaning fee 200,00 €

Non-informed pets 100,00 €

Smoking inside 400,00 €

Opening the doors outside of service hours 60,00 €

*\* applied to bookings made in advance*



## Service payments in Web Store

We will implement new service payments in our web store on 1st of October 2020 on the following categories, in website <https://store.ranuazoo.com>. Prices of service payments are marked under each category.

- Activities	15,00 €
- Entrance tickets	1,00 €
- Accommodation	15,00 €
- Equipment Rental	1,00 €

Service payment is charged 100% when making booking in web store. It is determined under the specific category and is charged per booking.

Collected service payments will be used to enhance the online sales in the future.

### Example 1

If you book tickets to Ranua Zoo for your group, two adults and one child, the service fee is € 1.00 / reservation. The size of the group is not relevant to the determination of the service fee.

### Example 2

If you book accommodation in Arctic Fox Igloos, Holiday Village Gulo Gulo or Ranuanjärvi Camping, the service fee is 15.00 €. If the accommodation reservation has more than one apartment, the service fee is still € 15.00.

### Example 3

If you book an activity (activity or safari) for your group, two adults and three children, the service fee is € 15.00 / reservation. The size of the group or the number of activities in the reservation is not relevant to the determination of the service fee.

### Example 4

If you book entrance tickets and accommodation and / or activity for your group, the total service fee is € 15.00. The amount of the service fee cannot therefore exceed the specified limit of € 15.00 per booking.





## Additional payment terms

We will implement new additional payment terms on 1st of October 2020, in case of misconduct and harm caused in our accommodations. Additional charges will be charged from the customer when the misconduct has been identified. The more extensive terms and conditions of the additional payments are included in the booking and cancellation conditions of Ranuan Seudun Matkailu Oy / Visit Ranua.

Opening of the door of the guest's

apartment / accommodation between 18-08 60,00 €

Smoking inside the apartment 400,00 €

Non-informed pets 100,00 €

Additional cleaning fee for the apartment / accommodation 200,00 €

Apartment repair costs According to the damage

If after the stay it is clearly noticeable that the apartment has been accommodated more than the stated number of people or the beds have been used more than the stated number of people, Ranuan Seudun Matkailu Oy / Visit Ranua will charge the difference according to the price list.

Please note that this surcharge applies for accommodations where the Accommodation Price depends on the number of people staying.

### Example 1

The customer has booked the apartment for two (2) people and paid according to this number of people. After the stay, it is stated that four (4) of the six beds in the apartment have been used. In this case, the guest will be charged an additional fee, assuming that the apartment has accommodated four (4) people instead of two (2) people. The amount of the surcharge is always determined according to the valid accommodation price list. Cases are always dealt with on a case-by-case basis.

