

Booking Terms

These booking terms are applied to Rauman Saaristokuljetus (later referred as RSK or company) cruise ships on route Poroholma-Kuuskaajaskari-Kylmäpihlaja-Kuuskaajaskari-Poroholma.

1. Tickets are purchased in advance from the internet. Customer agrees to booking terms as it is when purchasing ticket/tickets. Booking confirmation is sent to customer's e-mail, so as the tickets.
Passenger must arrive to the port of departure at least 15 minutes before the ship departures. Ticket's QR-code must be readable from the printout, or from customer's mobile device. If passenger doesn't arrive on time to the ship, company has the right to cancel the ticket/tickets unilaterally, without a reimbursement obligation to the customer.
2. Tickets can't be changed or canceled without a redeemed right of withdrawal as bought additional service. In this case, ticket changes or possible cancellation must be made at least 7 days before the reserved trip. Customer will have the full refund of the ticket price. 15€ payment of right of withdrawal is not refundable. If customer cancels the trip later than 7 days before the trip, payments are not refundable. The redeemed right of withdrawal bought as an additional service concerns only the tickets/trips mentioned in the booking confirmation.
3. In the event of possible illness of client, paragraph 2 will be abided as it is. RSK recommends customer to get travel insurance.
4. If company cancels the trip for weather conditions, technical issue etc. force majeure, the customer will have the full refund of the ticket price. In any other matter RSK is not liable to the customer or the expenses caused to customer. Customer agrees that when wind speed is 16m/s or over, is possible that company will cancel the trip to Kylmäpihlaja. Company can cancel the trip to mentioned destination also for forceful swell of the sea. In case of cancelled or changed trips, customer will be informed immediately as RSK is aware of the changes. Informing the customer will be sent as an e-mail, or a text message or combo of these. RSK isn't liable to customer of possible expenses. If the ship is late from it's schedule for maximum of 30 minutes, RSK isn't liable for possible expenses caused to the customer.
5. The parking area is located outside of Poroholma Camping. Parking area is free for RSK customers. It's not possible to park inside the camping area without a permit of exception which must be obtained in the camping area reception. Customer is responsible for the removal expenses of the vehicle, when parking against the the orders in Poroholma Camping area. Poroholma has the right to remove vehicles from their premises. RSK is not liable in any case to the passenger.
6. Payment service provider:
Transfer service and payment service provider is Paytrail Oyj (2122839-7) in collaboration of Finnish banks and credit institutions. Paytrail Oyj is marked as payment receiver in bank statement or credit card bill and transmits the payment to the merchant. Paytrail Oyj has the payment institutions concession. In case of complaint, we ask you to contact the vendor primarily. Paytrail Oyj, Business ID: 2122839-7 Innova 2 Lutakonaukio 7 40100 Jyväskylä. Phone number: 0207181830
www.paytrail.com