Rental and cancellation terms and conditions

By purchasing products or services from us, the customer agrees to comply with these rental and cancellation terms.

All equipment is delivered in good condition and ready for use. Payment for rentals is made at the time of rental by card or in advance via invoice sent by email. When renting a bicycle, the renter must provide valid identification (passport, EU driver's license, or ID card).

The renter is responsible for taking proper care of the rented equipment as if it were their own and agrees to use particular care and caution. The customer agrees to return the equipment in the same condition it was in when rented and, if necessary, to compensate for any damage, breakage, or missing parts. Customers are not allowed to make personal adjustments to the equipment.

If equipment is damaged during the rental period, the renter must cover the repair costs (new part + labor). If the equipment is damaged beyond repair, destroyed, or lost, the renter will be liable for the full present market price of a comparable replacement item.

The renter uses the equipment at their own risk and is responsible for having valid personal insurance. Tunturivaruste/ North Hike is not liable for any illness, injury, or damage to or loss of personal belongings during the trip. The renter releases Tunturivaruste/ North Hike from all liability for any harm caused to the renter or to third parties. The customer is required to report any issues with the equipment immediately. The customer is also responsible for complying with all transport and safety regulations when using the equipment.

Paddling is done at your own risk and swimming ability is required. A paddle vest must be worn while paddling, along with other safety gear when necessary. Extra caution must be taken in rapids or fast-flowing water, and a helmet must be worn. Never paddle rapids alone. A bicycle helmet must be worn when cycling.

The rental period begins at the pre-agreed pick-up location and ends at the pre-agreed drop-off time and place. If the renter returns the equipment late or fails to return it, Tunturivaruste/ North Hike reserves the right to charge additional rental fees until the equipment is returned or found.

Customers are not allowed to sublet the equipment or take it outside of Finland.

Small bookings (total under 400€): If the customer cancels the reservation more than 72 hours before the rental period begins, the cancellation is free of charge. Cancellations made 72–24 hours before the rental period are subject to a 50% fee. If the cancellation is made less than 24 hours before the rental period, 100% of the rental fee will be charged.

Group bookings (total over 400€): €): If the customers/ group cancel the reservation for more than one month the rental period begins, the cancellation is free of charge. Cancellations made under one month- 8 days before the rental period is subject to a 50% fee. If the cancellation is made less than 7 days before the rental period, 100% of the rental fee will be charged.

Tunturivaruste/ North Hike reserves the right to charge a deposit of up to €280 per bike/ packraft up to 24 hours before the rental begins. The deposit will be refunded once the equipment is returned and inspected.

In case of force majeure, the service provider may cancel the agreement and will notify the customer immediately. The customer is entitled to a full refund of any payments made. Tunturivaruste's/ North Hike liability is limited to providing the agreed equipment at the agreed time and in the agreed manner.

These rental and cancellation terms are valid until further notice.

Examples of Compensation Costs (incl. VAT 25,5%; final price may vary depending on current spare part prices and labor):
Minimum charge for labor: 30 min

- Rear derailleur: €100
- Chain: €40
- Brake lever: €70
- Brake disc: €35
- Rear wheel: €180
- Front wheel: €130
- Outer tire: €85
- Saddle: €100
- Crank arm: €70
- Pedal: €50
- Electric motor: €600
- E-bike battery: €370
- Packraft repair (max. 2.5 cm): €120