



RUKAN KEISARI

Guest Guide

Kuvernöörinkuja 2, Rukatunturi

A warm welcome to Rukan Keisari!

We hope you enjoy your stay at our cabin and make the most of Ruka's nature and amenities in every season. Best wishes, Tero and Susanna.

Guide updated 11 September 2026

Address	Kuvernöörinkuja 2, 93830 Rukatunturi
Check-in	From 16:00 , unless otherwise agreed
Check-out	If cleaning has been ordered: 12:00 . If you are cleaning yourself: 14:00 .
Free Wi-Fi	Network name: Rukan Keisari , password: 1122334455
Urgent matters	Ruka911 Kiinteistöpalvelu Oy +358 40 5966 911
Other enquiries	info@rukankeisari.fi / Airbnb / WhatsApp 040 3243342 (owner)
Emergency number	112

Welcome!

This cabin is very dear to our family, so please treat it and its contents with care. If you notice anything missing, any damage or anything that could be improved, please let us know as soon as possible. This may allow us to put things right during your stay or before the next guests arrive. If you are happy with your stay and your expectations were met, we would love you to give the cabin a five-star review! 🍷

This guide contains essential information and instructions to help you during your stay. More detailed appliance manuals are in the drawer of the TV unit or, where applicable, near the appliance. Please also let us know if anything is missing from these instructions.

Main house rules

- ✓ Only the number of guests declared when booking may stay at the cabin.
- ✓ Parties and events are generally prohibited and require prior agreement with the owner.
- ✓ Pets are not allowed, so that guests with allergies can also enjoy a comfortable stay.
- ✓ Smoking and vaping are strictly prohibited indoors. Collect cigarette ends in the designated container and empty it into the rubbish bin. If smoking takes place indoors despite this ban, the guest must reimburse the owner for the additional cleaning of the cabin's equipment, furnishings and furniture.
- ✓ Please respect the neighbours and avoid unnecessary noise, especially in the evening and at night.
- ✓ Report any damage immediately. The cabin is insured, but guests are responsible for any damage they cause.
- ✓ Charging electric and hybrid vehicles is prohibited. A charging facility will become available later.
- ✓ Use only a reasonable amount of firewood, and only for the cabin's fireplace and its own outdoor barbecue area. Use of the barbecue area is strictly prohibited during a forest fire warning!
- ✓ Only flush toilet paper down the toilet to prevent blocked drains.
- ✓ If you do the cleaning yourself, read the cleaning instructions found at the end of this guide.

Arrival and parking

Your stay begins at 16:00. Park in the yard or carport. In winter, leave enough space for snow-clearing equipment and the rubbish collection vehicle to pass. A subcontractor handles mechanical snow clearing. Guests may need to clear small amounts of snow by hand. A snow pusher and shovel are on the outside wall of the carport.

Snow and ice can make the yard slippery in winter. Grit is available in the outdoor storage room.

Keys and locking

The front door has both a mechanical and an electronic lock. Use it like a normal door. The key is in the key safe outside next to the door. I recommend returning it to the key safe immediately after each use. There is another key on a lanyard indoors, which you can take with you when you leave the cabin. Scramble the numbers after returning the key to the key safe.

To keep the door unlocked, flick the black switch on the edge of the door down. To enable locking, flick it up. To open a locked door from inside, turn the electronic lock's thumbturn clockwise, then open the door using the handle.

Security cameras

There are two outdoor security cameras: one covers the yard and the other the carport. There are no security cameras indoors.

Reindeer and barriers

Many reindeer roam the area. When leaving, fasten the chains across the entrances to the terrace and carport to keep reindeer out and prevent damage.

Wi-Fi and remote control

Network name	Rukan Keisari
Password	1122334455

IMPORTANT: The cabin's heating and other remotely controlled functions rely on Wi-Fi. Do not unplug the network equipment or reset its settings.

Kitchen equipment

The kitchen has a fridge, freezer, dishwasher, induction hob, combination oven (convection, microwave and air fryer), coffee maker, kettle, toaster, crockery and cooking utensils.

You are welcome to use the dry goods and spices. If you wish, you may leave non-perishable items for the next guests.

You may leave mustard, ketchup and similar long-life products in the fridge. Please take all other food with you.

Unplug the coffee maker, kettle and toaster when you leave.

Ventilation and cooker hood

IMPORTANT: The cooker hood controls ventilation throughout the cabin. Do not switch the ventilation off using the on/off button, except when lighting the fireplace.

Use the following settings:

Setting 1 when the cabin is unoccupied.

Setting 2 during normal occupancy.

Settings 3–4 when cooking or using the sauna.

When cooking, turn the cooker hood's selector switch fully anticlockwise. Return the ventilation to its normal setting after cooking.

Combination oven and microwave

The oven also has a microwave function, so there is no separate microwave. Check the selected programme before starting it and use only microwave-safe dishes in microwave mode. To activate the microwave function, press the button to the right of the clock. Please note that the oven also has a touchscreen for selecting options.

Induction hob

The induction hob is powerful. Use only induction-compatible pots and pans. Do not leave the hob on unattended or heat an empty pan.

Dishwasher

Open the dishwasher's water supply valve at the base of the kitchen tap by turning it anticlockwise.

Load the dishwasher without overcrowding it and use dishwasher detergent.

Let the programme finish, then close the water supply valve by turning it clockwise. The dishwasher door opens automatically at the end of the programme.

Heating and cooling

The cabin has an air-source heat pump for heating and, when needed, cooling. Adjust the temperature and other settings using its remote control. There are also electric radiators in the bedrooms and living room, and underfloor heating in the entrance hall and wet areas.

IMPORTANT: When leaving, set the heat pump to 22 °C and leave it in heating mode (sun symbol). Set the radiators to 20 °C. Do not turn off the heating. The opening window sections have automatic fresh-air vents; please do not adjust them.

Using the fireplace

Open the flue damper. It is high up on the chimney and can be reached from one of the sleeping lofts or by using the stick on top of the display cabinet or fireplace.

Start a small fire at the back of the firebox and make sure the chimney is drawing properly. Adjust the cooker hood ventilation to a low setting or turn it off completely while lighting the fire. You can also crack open a window if necessary to admit make-up air.

Only add more firewood once you have confirmed a good draught. Do not burn trash in the fireplace, and do not leave the fire unattended.

Close the flue damper after use to prevent air and the smell of smoke from entering the room through the chimney.

Empty cooled ashes into the black metal bucket.

IMPORTANT: Close the flue damper only when the embers are completely extinguished; otherwise, deadly carbon monoxide can form. Do not put hot or smouldering ashes in the rubbish bin. Use firewood in moderation, and only in the cabin's fireplace and outdoor barbecue area.

Sauna

The sauna has an “always-ready” heater: it maintains a standby temperature, allowing the sauna to heat up quickly. More detailed heater instructions are on the shower room wall.

1. Open the heater lid by pressing the handle on the front of the heater. Sometimes you also need to press the lid down at the same time to release it.
2. Switch on the high-power heating elements by turning the right-hand control knob clockwise; 5–10 minutes is enough. The sauna warms up quickly when you throw water onto the stones.
3. You can also open the air vent by turning the left-hand knob. This produces more intense heat and steam.
4. After using the sauna, close the heater's air circulation using the left-hand knob and switch off the high-power elements using the right-hand knob. The high-power elements also switch off automatically after a set time.
5. Close the lid only after the high-power heating elements have been switched off.
6. Increase the ventilation briefly, then return it to normal setting 2.

IMPORTANT: The heater lid must not be closed while the high-power elements are on, as the heater will overheat. Do not touch the main switch on the right-hand side of the heater, so that it remains at its standby temperature.

Water

Finnish tap water is the best in the world and, of course, safe to drink!

The main water shut-off valves are under the sauna benches, on either side of the water meter. You do not normally need to touch them. The valves may be stiff: turn anticlockwise to open and clockwise to close.

IMPORTANT: If you notice a water leak, close at least one of the main water shut-off valves by turning it clockwise, stop using the leaking appliance and contact the owner. If there is immediate danger, call 112.

Beds and bedding

The cabin has beds and bedding for ten adults. Downstairs there are two double beds, one of which can be separated into two narrower beds. Some of the upstairs beds have two mattress toppers; one of these can be used in place of the wide topper. Each sleeping loft has two single beds, with folding mattresses also available if needed. The living room has a sofa bed; its mattress topper is stored beneath the chaise longue section.

Bed linen must be used on all beds. Sleeping in sleeping bags is prohibited for hygiene reasons.

Travel cot high chair and potty

A travel cot, high chair and potty are available for young children.

Televisions and PlayStation

The living room TV is connected to a soundbar. You can adjust the volume using the TV remote. You do not normally need to change any settings with the soundbar remote. Do not disconnect any cables.

Guests are welcome to use the PS4 Pro and its games. You may move it to the small TV upstairs if you wish, but please return it downstairs before leaving.

Laundry and cleaning equipment

Guests may use the washing machine. Open the water supply valve before use and remember to close it after washing. Also unplug the washing machine.

Cleaning equipment and toilet paper are in the entrance hall cupboard and the cupboard under the toilet washbasin. Please tell the owner if anything is missing.

Waste and recycling

Put general waste in the cabin's mixed-waste bin.

Only biodegradable waste, such as food scraps, coffee grounds and fruit peel, may go into the composter. You can collect compostable waste in the black food-waste caddy, using the black compostable bags. When taking waste to the composter, tear open the bag and empty out the contents so they decompose faster. Cover the waste with compost bulking material, which is stored in a container next to the composter.

You can collect deposit-return bottles in a bin bag inside the large metal bucket, for example. Take them with you or leave them in the carport or outdoor storage room, much to the delight of the owners' children! ☺

Ruka's public recycling point is about 3 kilometres away, near Sale / the new S-market (Rukanriutta, 93830 Kuusamo). You can recycle paper, plastic, carton and cardboard, glass packaging and small metal items there. Always follow the signs at the recycling point.

End-of-stay cleaning

If you have paid for end-of-stay cleaning, you only need to take rubbish to the bin and food waste to the composter, empty the fireplace ashes into the ash container and start the dishwasher. Ruka911 handles the cabin cleaning. The cottage must be vacated by 12:00 so that the cleaners have time to clean before the next tenants arrive.

If you are cleaning the cabin yourself, the handover must take place by 14:00. Follow the instructions below, please.

Cleaning instructions

Cleaning is essential to ensure the next tenant arrives at a clean cottage and can enjoy a pleasant holiday. If the cleaning has not been done properly, a professional cleaning service will have to be hired, and the costs will be charged afterwards.

- ✓ Wash the dishes (start the dishwasher early enough). Put the dishes away and close the dishwasher's water supply valve.
- ✓ Take rubbish to the bin or recycling point and food waste to the composter. Take deposit bottles with you or leave them in the carport.
- ✓ Clean the kitchen sink, hob, oven, coffee maker and toaster.
- ✓ Wipe the dining table, coffee table, kitchen worktops and fridge shelves with a slightly damp cloth.
- ✓ Wipe the toilet mirror and surfaces with a cloth and clean the washbasin. Clean the toilet, including the lid and base.
- ✓ Shake out the rugs, vacuum and mop the floors if necessary.
- ✓ Make sure the sauna and shower room are clean. Remove loose debris and hair from the floor drain grille.
- ✓ Return any moved furniture and items to their original places.
- ✓ Make the beds neatly.

Checklist before leaving

- ✓ Make sure the fireplace flue damper is closed.
- ✓ Make sure the sauna heater is left at its standby temperature.
- ✓ Make sure the washing machine's water supply valve is closed and the machine is unplugged.
- ✓ Make sure the dishwasher's water supply valve is closed (on the kitchen tap).
- ✓ Make sure no water is running from the kitchen, toilet or shower room taps, or into the toilet bowl.
- ✓ Unplug the small kitchen appliances.
- ✓ Make sure the windows are closed.
- ✓ Leave the heat pump to 22 °C. If you have changed the radiator temperatures, set them to 20 °C.
- ✓ Do not switch the ventilation off completely: make sure the on/off button is pressed in. Leave the ventilation on setting 1.
- ✓ Leave the key lanyard hanging on the coat rack in the entrance hall and the spare key in the key safe. Scramble the key safe code.
- ✓ Switch off the lights but leave the light strip on the terrace ceiling on.
- ✓ Make sure the front door locks properly. Remember to lock the outdoor storage room too.

- ✓ Fasten the chains across the entrances to the terrace and carport.
- ✓ Report any damage, missing items or other issues to the owner by this point at the latest.

Thank you for staying with us!

We hope you enjoyed your stay at our cabin! We welcome feedback and suggestions so that we can make your next holiday even better.

Have a safe journey home, and we hope to welcome you back!

Safety and troubleshooting

Emergency number	112 – fire or other immediate danger
Medical Helpline	116117 – advice on urgent health problems before going to an emergency department
Cabin address	Kuvernöörinkuja 2, 93830 Rukatunturi
Kiinteistönhuolto	Ruka 911 Kiinteistöpalvelut, +358 400 891 597
Owner	WhatsApp / phone 040 3243342, info@rukankeisari.fi, Airbnb message

Safety

The cabin is equipped with smoke alarms and a carbon monoxide alarm.

The fire blanket and fire extinguisher are in the entrance hall, next to the front door.

The first aid kit is on top of the mirrored cabinet in the toilet.

What to do

Fire or carbon monoxide alarm: If possible, tackle the fire at its early stage. Help others to safety, leave the building and call 112. Do not go back inside to collect belongings.

Water leak: Close the main water shut-off valve beside the water meter under the sauna benches by turning it clockwise. Contact the owner and, if necessary, the emergency services.

Power cut: Avoid opening the fridge and freezer. If only the cabin is affected, contact the owner. You can check the fuses in the main electrical panel behind the cabin, outside one of the bedrooms. The main fuses are conventional fuses, with spares in the electrical cabinet. The circuit breakers can be switched back on after they trip. The same applies to the residual-current device (RCD). If the outage affects the wider area, follow Caruna's information channels.

Wi-Fi problem: You may switch the router off and back on, but do not reset it. Contact the owner if needed.

Lost key or lock problem: Ruka911 can provide a spare-key service if needed: +358 40 5966 911 / <https://www.ruka911kiinteistopalvelut.fi/> Price: EUR 50.

Activities and services in Ruka

The Ruka–Kuusamo area offers activities all year round. Check current opening hours, routes, events and bookings directly with the service provider.

Winter: downhill skiing, snowboarding, cross-country skiing, snowmobiling and snowshoeing.

Summer and autumn: cycling, hiking, swimming, fishing, berry picking, disc golf and scenic gondola rides.

Popular hiking destinations: Karhunkierros, Konttainen and Riisitunturi.

The Ruka area has many restaurants, bowling and other leisure services.

Holiday Club Kuusamon Tropiikki is at Kylpyläntie 5, Kuusamo, a 24 km drive from the cabin. Facilities include a spa, an Angry Birds park for younger children, a bowling alley, an escape room, a golf course and a gym.

Hunting and fishing require the appropriate permits for the activity and area. Check and buy permits at www.eräluvat.fi

Current tips and services in the Ruka area: www.ruka.fi

Medical Helpline: www.116117.fi

Emergency guidance: www.112.fi

Nearest medical centre: www.tunturinlaakarikeskus.fi (open in winter)

Nearest pharmacy: Kuusamo town centre. Non-prescription medicines and dressings: Ruka Sale and Kumpare Shopping Centre.

Nearest defibrillator: www.def.fi

Electric vehicle charging points: www.latauskartta.fi

Taxi: Services in the Ruka area include Otaxi 0100 84200 and Rukan Taksipalvelu 0600 04141.