

APPENDIX 2

TERMS & CONDITIONS FOR SERVICES Denmark - Stromma Regular Tours

Booking:

1. Booking of Services shall be made with the Stromma's reservation system used for the specific Service. Bookings will only be valid if made in accordance with Stromma's instructions.
2. The Reseller shall book the Service in the name of the client.
3. Stromma accept advance bookings online up until one hour before departure. Unspecified, prepaid tickets with an open departure time shall be valid where space permits and shall be redeemed for tickets at the relevant ticket offices. This, however, does not apply for special tours as for example Dining Cruise.

Cancellation & Change rules:

- If the booking is cancelled at least 7 days before departure, 100% of the invoice amount will be reimbursed to the Reseller.
- If the booking is cancelled 3-6 days before departure, 50% of the invoice amount will be reimbursed to the Reseller.
- If the booking is cancelled less than 3 days before departure, the Reseller will not receive any refund.

Charter Service (Denmark)

Booking:

Bookings can be made electronically or by telephone to Stromma Danmark and will confirm the bookings received via e-mail to the e-mail address that has been provided. The Reseller is required to check that the information is correct on the order confirmation to avoid mistakes and misunderstandings.

Payment:

The Reseller must pay the price for the agreed services at the specified time stated on the order confirmation, unless otherwise agreed and confirmed in writing by Stromma Danmark. Any payment made must quote the booking number as stated on the order confirmation. Only official payment receipts are valid as proof of payment. Home banking receipts are not accepted as valid proof of payment.

Stromma Denmark carries out a credit check on all customers who hire a boat/bus. The payment method after approved credit check is by invoice after the event. Private customers and foreign clients need to prepay 14 days prior to departure. Exceptions are subsidiaries of regular Danish business customers and Sightseeing's foreign Resellers.

. All payments must specify the order number or invoice number either by bank transfer or credit card:

Stromma Danmark can also invoice electronically if the above conditions are met.

Resellers will be credit rated if they wish to receive invoices, but if this is not possible, these Resellers must pay in accordance with the above conditions.

If the invoice address is not correct before the boat tour/arrangement and Stromma Danmark have already made the invoice, and the Customer wishes to change the invoice, Stromma Danmark will do this for a fee of DKK 175 ex. VAT.

STROMMA operates in

Stockholm, Gothenburg, Malmö, Copenhagen, Helsinki, Oslo, Stavanger, Bergen, Geiranger, Aalesund and Amsterdam
www.stromma.se / www.stromma.dk / www.stromma.fi / www.stromma.no / www.stromma.nl

Cancellation & Change rules:

The Customer can cancel or change their booking with Canal Tours. The Customer has the burden of proving that the cancellation/change has been received by Canal Tours. Costs of, for example catering that Stromma Danmark has incurred its planning, will be charged to the Customer.

A tour guide cannot change a time schedule, extend a tour or book extra boats/busses. Changes must be agreed between the Customer and Stromma Danmark. Changes to the Departure Time are considered in all cases as the Customer's cancellation of all the agreed services and a new order.

Upon cancellation of boats/busses, the following applies:

- ✓ Free cancellation up to 4 weeks before departure
- ✓ Cancellation less than 4 weeks, but more than 2 weeks before departure, 50 % of the price will be invoiced.
- ✓ Cancellation less than 14 days before departure, 100 % of the price will be invoiced.

Changes made to the booking less than 8 days before departure will be charged a fee of DKK 250 ex. VAT per time a Customer makes a change to the booking. But if the Customer makes several changes at once this will only release one fee.

Whole or partly unused parts of the agreed services will not be refunded.

Stromma Danmark changes or cancellations

Stromma Danmark reserves the right without notice to increase the confirmed order price for services already agreed upon, as a result of changes in transport costs, taxes, duties, fees or exchange rates. Stromma Danmark also reserves the right to cancel or change the agreed boat transport/Event, including a change to the agreed Departure Times.

The Customer will be informed as soon as possible of any changes and cancellations that Stromma Danmark assess as being significant. At the same time the Reseller will be informed of their rights and to whom and within what period the Customer must complain.

For significant changes or cancellations that are no fault of the Reseller, the Reseller can terminate the agreement with Stromma Danmark and recover all amounts paid in accordance with the order confirmation, or participate in another boat/bus/ /another Event of their choice, if Stromma Danmark can offer this without suffering disproportionate costs or losses.

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