

APPENDIX 2

TERMS & CONDITIONS FOR SERVICES Finland - Stromma Regular Tours

Booking:

- 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.
- The Reseller shall book the Service in the name of the client.
- Stromma accept advance bookings online up to 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 like, for example, Dining Cruise.

Cancellation rules:

Groups 1-9 persons:

- Sightseeing tours: Up to 24 hours prior to departure - free cancellation with full refund
- Pizza Cruise and Midsummer Cruise: Up to 30 hours prior to departure - free cancellation with full refund

Groups 10 persons and over:

- Sightseeing tours: Up to 72 hours prior to departure - free cancellation with full refund
- Pizza Cruise and Midsummer Cruise: Up to 6 days prior to departure - free cancellation and full refund

TERMS & CONDITIONS FOR SERVICES Finland – Helsinki Card

Booking:

- Bookings must be made through the City Break booking system provided by Stromma, unless otherwise agreed. The Retailer is responsible for ensuring that the guest receives the booking confirmation City Break. The Retailer must inform the guest that the "ticket" in the confirmation is a link from which the guest must retrieve the voucher code. This voucher code is required to download the actual Helsinki Card on the helsinkicard.com website. The Retailer must also inform the guest that Helsinki Cards including public transportation must be printed on paper.
- If preferred, the Retailer may download the Helsinki Card on behalf of the guest using the voucher code and send the actual Helsinki Card directly to the guest.
- The booking becomes binding for both Stromma and the Retailer as soon as it has been completed in the booking system.

Cancellation rules:

- The Retailer must submit all cancellations and changes by email to sales@stromma.fi. Cancellations must not be made directly in the booking system.
- Stromma will verify whether the voucher code has been used (the Helsinki Card downloaded) before processing the cancellation request.
- If the Helsinki Card has not yet been downloaded: Up to 24 hours prior to departure - free cancellation with full refund
- **Once the voucher code has been used and the Helsinki Card has been downloaded, the booking is always non-refundable and cannot be cancelled.**
- The full Terms & Conditions for the Helsinki Card are available at www.helsinkicard.com. This document is a shortened version. If any terms are not included here, the relevant terms in the full version will apply.

TERMS & CONDITIONS FOR SERVICES Finland – Charter Services**Bookings:**

Bookings can be made by e-mail to Stromma Finland. Stromma Finland 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 terms:

The payment is in advance unless otherwise agreed on. Stromma Finland accepts Visa and Mastercard /Eurocard.

Cancellation & Change rules: All cancellations and changes shall be notified in writing to us by e-mail (sales@stromma.fi)

Monday through Friday by 16.00.

Cancellation and changes of vessel bookings:

Cancellations 60-21 days before the cruise: a cancellation fee of 250€ will be charged.

Cancellations 20-0 days before the cruise: 100% of the vessel rental will be charged as a cancellation fee.

Cancellation of catering on board the vessels: Cancellations 6 to 0 working days before the event 100% of the restaurant order excluding drinks is charged. Adjustment to the number of guests can be made free of charge until seven (7) working days before the event.

Services ordered from cooperation partners of Stromma Finland Oy Ab: terms and conditions of the cooperation partner will apply.

Cancellations and changes of guide and transport bookings:

Last minute modification fee 50 €. Changes informed latest 7 days before the arrival.

If the booking is changed or cancelled 5 days or less before the start of the tour, and in case of no show, full price of the booking will be charged. All cancellations must be made in writing Monday through Friday by 16.00 on the day of cancellation to sales@stromma.fi

General booking and cancellation conditions can be read in full www.stromma.fi

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