



## **GENERAL TERMS AND CONDITIONS FOR RETAILERS**

These general terms and conditions for agents shall obtain between Strömma Turism & Sjöfart AB (Stromma), and any party who, either directly or through another party, concludes an agreement with Stromma in accordance with the provisions of the confirmation (the RETAILER). The agreement may be in respect of other products and services, or a combination of the same for the following brand product:

Gothenburg Pass (cards)

### **WHO IS LIABLE?**

The responsible tour organizer is

Strömma Turism & Sjöfart AB, Pusterviksgatan 13, S-413 01 Göteborg, Sweden.

Tel +46 (0)31-158115. Org.nr. 556051-5818. VATNO SE556051581801

### **THE AGREEMENT, ETC.**

As the organizer, Stromma has a responsibility to the RETAILER for those services that the latter may expect by reason of the agreement. The responsibility also applies with regard to any services that shall be rendered by any party other than Stromma. Information contained in catalogues, brochures and on the website shall be binding upon Stromma, but may be amended before the agreement is concluded if a clear reservation to that effect has been made and the RETAILER has been clearly informed of the change. Stromma makes reservation for any printing or proofreading errors. As the organizer, Stromma is liable to ensure:

- That the RETAILER get access to a written confirmation of their reservation and other necessary documentation;
- That details of how payment is to be made is provided and that the RETAILER is otherwise informed of other issues of importance in connection with the event/arrangement;
- That the event/arrangement corresponds to the description contained in the confirmation. Stromma shall not be liable for undertakings that may have been given by third parties directly to the RETAILER without Strommas knowledge and of which Stromma was not aware, nor should have been aware. (Try and get such undertakings in writing, for safety's sake.)

### **AGREEMENT VALIDITY**

This agreement is valid from the day it was received by the RETAILER and will be prolonged automatically unless cancelled by either party with one (1) month's mutual notice.

### **BOOKING**

A web booking shall be made by logging in to the booking system provided from Stromma. The Retailer is liable to provide the guest with a confirmation or a voucher and to inform the guest



that either of these documents should be print out and brought along to the redemption centre where they collect their Gothenburg Pass.

You`ll find our redemption centers on [www.gothenburgpass.com](http://www.gothenburgpass.com)

Please note that it`s not the same as a retailer.

### **COMMISSION**

A web booking made by logging in to the booking system provided from Stromma provides the agreed commission on sold cards (including VAT), for the Gothenburg Pass but no commission shall be payable to the RETAILER for add on products and/or any postage and handling fees. No commission shall be payable to the RETAILER in connection with advance bookings made by telephone to Stromma`s Sales Department.

### **BOOKING FEE**

A booking fee of SEK 100 per booking will be charged in conjunction with advance bookings by telephone via Stromma`s Sales Department, irrespective of the number of persons in the party.

### **VOUCHERS/FREE SALE**

Vouchers/tickets issued by the RETAILER only apply if the RETAILER has a separate written agreement with Stromma.

### **WHEN DOES THE CLIENT`S BOOKING BECOME BINDING?**

The booking is binding upon both Stromma and the RETAILER as soon as Stromma has confirmed the booking and the RETAILER has, within the agreed time, paid the agreed fee for the booking.

### **CONFIRMATION/VOUCHER**

The RETAILER prints the confirmation or a valid voucher from the reservation system.

### **DISCOUNTS**

- Children aged 6-15 pay 50% of the adult price.
- No group discounts.

### **INVOICING**

30 days` payment terms shall obtain. A common invoices will be issued per calendar month. The number of booked products in the booking shall form the basis for the invoice.

### **WHAT HAPPENS IF THE RETAILER WISHES TO CANCEL/REBOOK?**

The RETAILER shall make any cancellations and alterations to bookings by logging in to the reservation system.

#### **STRÖMMA Turism & Sjöfart AB**

Pusterviksgatan 13  
S-413 01 Göteborg

Tel vx: +46 (0)31-6096 60

Styrelsens säte: Stockholm  
VAT No SE556051581801

[gotenorg@stromma.se](mailto:gotenorg@stromma.se)  
[www.stromma.se/goteborg](http://www.stromma.se/goteborg)

- For cancellation made more than 14 days after the time of reservation Stromma will keep 100 % of the value of the booking.
- For cancellation made at the latest 14 days after the time of reservation Stromma gives full refund provided that the Gothenburg Pass hasn't already been activated.

### **GOTHENBURG PASS**

The Gothenburg Pass is a QR code card that, against a one-time payment, entitles the card holder to a single free admission to each attraction listed on the Gothenburg Pass website for the chosen duration of one, two, three or five consecutive days.

### **CARD HOLDER**

The card holder is the person to whom the Gothenburg Pass was issued.

### **RIGHTS AND DUTIES OF THE CARD HOLDERR**

- The card must be dated otherwise the Gothenburg Pass will not be valid. You can date the card your self on the back of the card.
- During the validity period of the Gothenburg Pass, the card holder may use the services as listed on the Gothenburg Pass website.
- The card holder must date the Gothenburg Pass with the date of first use, on the reverse side.
- The card is personal and non-transferable without the written permission of Gothenburg Pass.
- The customer is not entitled to any reimbursement for unused or not consumed services or for attractions being closed during the validity period of their pass.
- The cardholder is obliged to store the Gothenburg Pass carefully.
- In case of loss of an unused Gothenburg Pass, Stromma must be notified immediately.  
No
- replacements or refunds can be offered for lost or stolen cards. The Gothenburg Pass is not valid for return visits to any attraction.