

## GENERAL TERMS AND CONDITIONS FOR RETAILERS

These general terms and conditions for agents shall obtain between Destination Stockholm AB (DSAB), and any party who, either directly or through another party, concludes an agreement with DSAB 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 products:  
Stockholm Pass (cards).

Destination Stockholm AB is a part of Strömma Turism & Sjöfart.

### WHO IS LIABLE?

The responsible tour organiser is

Destination Stockholm AB, Svensksundsvägen 17, 111 49 Stockholm, Sweden.

Tel +46 (0)8-663 00 80. Org.nr. 556842-5960. VATNO SE556842596001

### THE AGREEMENT, ETC.

As the organiser, DSAB 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 DSAB. Information contained in catalogues, brochures and on the website shall be binding upon DSAB, 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. DSAB makes reservation for any printing or proofreading errors. As the organiser, DSAB 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. DSAB shall not be liable for undertakings that may have been given by third parties directly to the RETAILER without DSAB's knowledge and of which DSAB 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 DSAB.

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 Stockholm Pass.

You'll find our redemption centres on [www.stockholmpass.com](http://www.stockholmpass.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 DSAB provides 8 % commission on sold cards (including VAT), for the Stockholm 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 DSAB.

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

The booking is binding upon both DSAB and the RETAILER as soon as DSAB 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.

- For cancellation made more than 14 days after the time of reservation DSAB will keep 100 % of the value of the booking.
- For cancellation made at the latest 14 days after the time of reservation DSAB gives full refund provided that the Stockholm Pass and/or the SL Travel card hasn't already been activated.

#### **STOCKHOLM PASS**

The Stockholm 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 Stockholm 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 Stockholm Pass was issued.

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

- The card must be dated otherwise the Stockholm Pass will not be valid. You can date the card your self on the back of the card.
- During the validity period of the Stockholm Pass, the card holder may use the services as listed on the Stockholm Pass website.
- The card holder must date the Stockholm Pass with the date of first use, on the reverse side.
- The card is personal and non-transferable without the written permission of Stockholm 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 Stockholm Pass carefully.



- In case of loss of an unused Stockholm Pass, Destination Stockholm must be notified immediately. No replacements or refunds can be offered for lost or stolen cards. The Stockholm Pass is not valid for return visits to any attraction.

#### **LIABILITY**

Destination Stockholm AB shall not be liable for any deficiencies, damages, losses, or non-provision of services by individual contractual partners. Any complaints and claims the cardholder may have regarding the use of the services of a contractual partner can therefore only be raised against the relevant contractual partner of Destination Stockholm AB. In such a case, the terms & conditions of the relevant contractual partner of Destination Stockholm AB shall apply.

#### **PERIOD OF VALIDITY**

The Stockholm Pass is valid for one, two, three or five consecutive days, as agreed. This agreed-upon validity period will be printed on the Stockholm Pass. The Stockholm Pass must be redeemed within one year of its purchase or during the validity period printed on the card; thereafter, the card shall no longer be valid. If the contract between Stockholm Pass and a contractual partner of the operator of an attraction is terminated, the Stockholm Pass shall no longer be valid for that attraction.

#### **ALTERATIONS BY DSAB AND THE RETAILER'S RIGHTS, ETC.**

DSAB may alter the terms of the product to the extent that the RETAILER can be offered other, equivalent services. If DSAB incurs increased costs after the point when the agreement has become binding on both parties, DSAB may increase the price of the card in an amount corresponding to the increase in costs, if the cost increase is due to changes in taxation or other charges in respect of services included in the card.

#### **WAR, NATURAL DISASTERS, STRIKES, ETC.**

Both Parties shall be entitled to waive the agreement if the event/arrangement cannot be provided due to acts of war, natural disasters, industrial disputes, extended interruptions to the water or energy supply, fire, or other similar major incidents which neither Party could either predict or influence.

#### **WHAT HAPPENS IN THE EVENT OF A DISPUTE?**

The RETAILER should contact DSAB with any complaints. Any dispute, controversy or claim arising out of or in connection with this contract, or the breach, termination or invalidity thereof, shall be finally settled by arbitration in accordance with the Rules for Expedited Arbitrations of the Arbitration Institute of the Stockholm Chamber of Commerce. The seat of arbitration shall be Stockholm. This contract shall be governed by the substantive law of Sweden.