

TERMS & CONDITIONS FOR SERVICES

| <b>Stromma Regular Tours (Sweden)</b>   |
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| <p><b>Booking:</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>2. The Reseller shall book the Service in the name of the client.</li> <li>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.</li> </ol>   |
| <p><b>Cancellation &amp; Change rules:</b></p> <ol style="list-style-type: none"> <li>1. <b>1-9 people:</b> The Reseller may cancel a booking up until twenty-four (24) hours prior to departure. Bookings that are not cancelled in accordance with this Agreement are to be paid in full, unless otherwise agreed.</li> <li>2. <b>10 people or more:</b> <ul style="list-style-type: none"> <li>• If cancellation occurs 20 days, or more, before the day of the arrangement, the entire amount will be refund to the Reseller. (Stromma Sweden)</li> <li>• If cancellation occurs 8 - 19 days before the day of the arrangement, a fee corresponding to 50% of the booking value will be charged. (Stromma Sweden)</li> <li>• If cancellation occurs 0 - 7 days before the day of the arrangement, a fee corresponding to 100% of the booking value will be charged. (Stromma Sweden)</li> </ul> </li> </ol> |
| <b>Charter Service (Sweden)</b>   |
| <p><b>Booking:</b><br/>Inquiries for charter bookings shall be sent directly to Stromma destination country's sales team</p>  |
| <p><b>General:</b><br/>In addition to the terms below, Stromma apply the applicable parts of the general terms for package tours issued by the Swedish Consumer Agency and the Association of Swedish Travel Resellers and Tour operators.</p> <p><b>Payment:</b><br/>Stromma will carry out a credit check on all companies renting individual boats.</p>  |
| <p><b>Cancellation &amp; Change rules:</b><br/>All cancellations must be submitted to us in writing by email.</p> <ul style="list-style-type: none"> <li>✓ Cancellation more than 45 days before the event date: a cancellation fee of 10% of the boat hire is charged. If payment has been received, this fee is deducted by Stromma</li> </ul>  |

STROMMA operates in

Stockholm, Gothenburg, Malmö, Copenhagen, Helsinki, Oslo, Stavanger, Bergen, Geiranger, Aalesund and Amsterdam  
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before the payment is refunded.

- ✓ Cancellation 45-21 days before the event date: 50% of the boat hire will be debited as a cancellation fee.
- ✓ Cancellation 20-11 days before the event date: 100% of the boat hire will be debited as a cancellation fee. For restaurant boats, 30% of the restaurant order, excluding drinks, will be debited. If no restaurant order was placed by the client, the restaurant order will be valued at SEK 395 per person, ex. VAT, based on the minimum number of guests for the booked boat.
- ✓ Cancellation 0-10 days before the event date: 100% of the boat hire will be debited as a cancellation fee. For restaurant boats, 100% of the restaurant order, excluding drinks, will be debited. If no restaurant order was placed by the client, the restaurant order will be valued at SEK 395 per person, ex. VAT, based on the minimum number of guests for the booked boat.

#### **Cancellation of supplementary bookings**

- ✓ 100% of the guide hire cost will be charged for the cancellation of guides made less than 5 working days before the event.
- ✓ 100% of the cost of the coach hire will be charged for the cancellation of coaches made less than 3 working days before the event.
- ✓ 50% of the total cost will be charged for the cancellation of other supplementary orders, such as entertainment or activities, 45-11 days before the event. 100% of the cost will be debited for cancellations made less than 11 days before the event.

The customer must read the booking confirmation and make sure that the details are correct. An administration fee of SEK 500 ex. VAT per change will be debited for any change to the berth, departure time (not departure date), number of hours' rental, invoice address, menu and/or choice of drinks made less than two weeks before the event date. Adjustments to the number of guests in the booking can be made free of charge up to five (5) working days before the event date. Please note that the consumption of privately acquired food and drink on board is not permitted. We need to receive your order for a shared and uniform menu and drinks for your party no later than two weeks before the event date. The customer is liable for any damage or similar caused during the event. This applies even if the offender cannot be identified. Stromma reserves the rights to, without any liability to compensate, provide another boat than the agreed boat. Stromma reserves the right to cancel the event or the route in case of unfavourable weather conditions (such as ice obstacles or water levels) or closed locks. Penalty interest is charged in case of arrears of payment.

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