

APPENDIX 2
TERMS AND CONDITIONS FOR SERVICES

Scheduled Tours & Excursions (SWEDEN)

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 until one hour before departure.

Cancellation & Changes

1-9 people:

The Reseller may cancel a transport/sightseeing booking up until twenty-four (24) hours prior to departure.

The Reseller may cancel a dining cruise up until seventy-two (72) hours prior to departure.

Bookings that are not cancelled in accordance with this Agreement are to be paid in full, unless otherwise agreed.

10 people or more:

If cancellation occurs 20 days, or more, before the day of the arrangement, the entire amount will be refunded to the Reseller.

If cancellation occurs 8 - 19 days before the day of the arrangement, a fee corresponding to 50% of the booking value will be charged.

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 operates in

Stockholm, Gothenburg, Malmö, Copenhagen, Helsinki, Oslo, Stavanger, Bergen, Geiranger, Aalesund and Amsterdam
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Charter Service (SWEDEN)

Booking

Inquiries for charter bookings shall be sent directly to the local Stromma destination sales team.

General

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.

Payment

Stromma will carry out a credit check on all companies renting individual boats.

Cancellation & Changes

All cancellations must be submitted to us in writing by email.

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 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

Guide

100% of the cost will be charged for cancellations made less than 5 working days before the event.

Coach

100% of the cost will be charged for cancellations made less than 3 working days before the event.

Other supplementary orders such as entertainment or activities

50% of the total cost will be charged for the cancellation of, 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,

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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.

We need to receive your order for a shared and uniform menu and drinks for your party no later than two (2) 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 unfavorable 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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