

General Terms and Conditions for Bookings

These General Terms and Conditions apply between Strömma Turism & Sjöfart AB (hereafter referred to as STS), and anyone entering into an Agreement with STS, whether personally or through agreement third party, (hereafter referred to as the Guest) with STS in accordance with that stated in the written confirmation. The Agreement may relate to travel, purchase of other products and services or a combination of these (the Arrangement) with the following brands: Strömma Kanalbolaget, Stockholm Sightseeing, City Sightseeing, Hop On-Hop Off, Cinderellabåtarna, Birka Vikingastaden and Paddan Sightseeing.

Other terms and conditions apply to private charter of a vessel – please contact STS for further information.

The responsible organiser is Strömma Turism & Sjöfart AB, Svensksundsvägen 17, 111 49 Stockholm. Tel: +46 (0)8 1200 40 00. Company registration no. 556051–5818. VAT registration no. SE5560515818.

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AGREEMENT

As organiser, STS is responsible for the performance of the services under the Agreement. This responsibility also applies to tasks that are to be performed by other parties than STS. Information contained in catalogues, brochures and on the website is binding on STS, although subject to change prior to the Agreement being concluded if a clear reservation has been made and the Guest has been clearly informed of the changes. STS is not liable for claims resulting from printing errors or typos. As organiser, STS is responsible for ensuring that:

- the Guest receives a written confirmation of their booking, as well as other necessary documentation;
- information is provided regarding how payment is to be made and that the Guest is informed of any other issues of significance to the Arrangement; and
- the Arrangement is consistent with the description supplied in the written confirmation. STS cannot be held liable for promises made directly to the Guest by a third party without the knowledge of STS and of which STS is unaware or cannot reasonably be expected to know of.

For the purposes of these General Terms and Conditions, the following terminology applies:

Departure – the date and time at which the Guest departs from the point of departure.

Arrival – the date and time at which the Guest arrives on the completion of their trip.

On-board – when the Guest is on one of STS' vessels or buses.

Booking

We accept bookings online and over the telephone up to one hour before departure. Unspecified, prepaid tickets with an open departure time apply subject to availability. Tickets are redeemed at the ticket terminal in question.

Payment

The Guest must pay for the Arrangement when booking.

Cancellation rules for bookings of 1-9 people:

The Guest can cancel a booking by email to STS or at the place where the booking was made.

The Guest cannot cancel individual elements of bookings relating to combined arrangements sold in advance by STS at a predefined price (Packages).

Restaurant and food bookings:

- For cancellations and alterations of ordered products less than 48 hours prior to departure, STS will retain 100% of the value of the booking.
- For cancellations made no later than 48 hours prior to departure, the entire sum will be refunded.

All other bookings:

- For cancellations and alterations of ordered products less than 24 hours prior to departure, STS will retain 100% of the value of the booking.
- For cancellations made no later than 24 hours prior to departure, the entire sum will be refunded.

Cancellation rules for bookings of 10 people or more:

The Guest can cancel a booking by email to STS or at the place where the booking was made.

The Guest cannot cancel individual elements of bookings relating to combined arrangements sold in advance by STS at a predefined price (Packages).

- For cancellations made 20 or more days prior to the day of the Arrangement, the entire sum will be refunded.
- For cancellations made 8-19 days prior to the day of Arrangement, a cancellation fee equivalent to 50% of the value of the booking will be charged.
- For cancellations made 0-7 days prior to the day of the Arrangement, a cancellation fee equivalent to 100% of the value of the booking will be charged.
- Until 24 hours prior to departure, the Guest may change the number of restaurant reservations as follows: for groups of 10-20, up to 4 reservations may be cancelled free of charge. For groups of over 20, up to 8 reservations may be cancelled free of charge.

Changes made by STS and the Guest's rights, etc.

STS reserves the right to change the terms and conditions of an Arrangement to the extent that the Guest can be offered other equivalent services. If STS incurs increased costs subsequent to the Agreement becoming binding on the parties, STS reserves the right to increase the price for the Arrangement by an amount equivalent to the increased cost, provided that the increase is a result of increased taxes or other fees relating to services included in the Arrangement.

The price may not be increased during the final 20 days prior to departure. Any change must immediately be notified to the Guest. The price of the Arrangement shall be reduced if STS' costs are reduced for the same reasons as stated above earlier than 20 days prior to arrival.

If it proves impossible to provide the Arrangement in accordance with the written confirmation and these General Terms and Conditions, and STS is unable to offer the Guest other equivalent services, the Guest may withdraw from the Agreement. The Guest may also withdraw from the Agreement if the terms and conditions are materially altered to the disadvantage of the Guest. STS shall then

refund the sum paid for the booking. Defects arising during the trip should be reported by the Guest on-board, so that STS has the opportunity to rectify these. Otherwise, the Guest's right to claim for the defect lapses.

Any damages relating to injury covered by the provisions of the Swedish Maritime Code (SFS 1994:1009) will be reimbursed up to the maximum amount stated in said legislation at the time the damage was incurred. It is the responsibility of the Guest to as far as possible limit any damage.

Any liability on the part of STS to pay damages lapses if STS can demonstrate that it was impossible to undertake the Arrangement due to circumstances beyond STS' control and which STS could not reasonably have been expected to foresee at the time the Agreement was entered into, and the consequences of which STS could not reasonably have avoided or overcome.

The Guest's obligations

In order to make a booking/enter into an agreement with STS, the Guest must be at least 18 years of age. The Guest bears the sole responsibility for observing any formalities required for undertaking the trip. STS reserves the right to terminate the Agreement with immediate effect if the Guest or anyone in their company behaves disturbingly or causes damage while on-board. In the event of immediate cancellation of the Agreement due to the above causes, STS shall debit the Guest a supplementary fee equivalent to the damage incurred, but no less than SEK 5,000.

The Guest is responsible for providing STS with correct contact information and updating it as and when necessary.

Force majeure

Both parties retain the right to withdraw from the Agreement if the Arrangement cannot be provided due to acts of war, natural disasters, industrial conflict, extended interruptions to water or power supplies, fire, or other similar major events that neither party could have foreseen or influenced.

Personal data

By paying, the Guest gives their consent for their personal data to be processed by STS and/or the insurer providing cancellation insurance.

The purpose of this is to facilitate the usual administration of guests, to ensure that STS has access to reliable personal documentation in the event of accident, to fulfil insurance terms and conditions for cancellation insurance and to administer any claims. Data may also be used to provide information on insurance and payment services and travel-related offers. The Guest may also be contacted for marketing surveys.

Disputes

The Guest should address any complaints to STS. If the Guest and STS are unable to reach a negotiated settlement, they may turn to the Swedish National Board for Consumer Disputes or the Swedish courts.

The Swedish National Board for Consumer Disputes website is at www.arn.se and their postal address is Box 174, 101 23 Stockholm.