

BOOKING TERMS AND CONDITIONS STRÖMMA TURISM & SJÖFART AB

These general terms and conditions apply between Strömma Turism & Sjöfart AB (STS) and the person who either directly or via a third party enters into an agreement with STS in accordance with the specifications of the confirmation (GUEST). The agreement may apply to a journey, the purchase of other products and services, or a combination of these (arrangements) for the following brands: Strömma Kanalbolaget, Stockholm Sightseeing, City Sightseeing, Open Top Tours, Cinderellabåtarna, Birka Vikingastaden and Paddan Sightseeing.

Official organiser: Strömma Turism & Sjöfart AB, Svensksundsvägen 17, SE-111 49 Stockholm, Sweden.
Tel +46 8-1200 40 00. CIN 5560515818. VAT NO SE5560515818

AGREEMENT

As the official organiser, STS has a responsibility towards the GUEST for the rights this person acquires as a result of the agreement. The responsibility also applies to actions that are to be fulfilled by some party other than STS. Information in catalogues, brochures and on websites is binding on STS but may be changed before an agreement is reached, provided that a clear reservation on this point has been made and the GUEST is clearly informed about the change. STS accepts no liability for printing or proofing errors.

As an organiser, STS has an obligation to ensure:

- That the GUEST receives written confirmation of his/her booking and other essential documents
- That information is provided about means of payment and that the GUEST is also provided with information about other issues of significance for the arrangement.
- That the arrangement matches the description in the confirmation. STS is not responsible for promises that a third party may have made directly to the GUEST without STS's knowledge and that STS did not know about or ought to have known about

In these General Booking Terms & Conditions: Departure – the point in time when the GUEST leaves the point of departure. Arrival – the point in time when the GUEST arrives and concludes their journey. On board – when the GUEST is on board an STS vessel or bus.

BOOKING

We take advance online or telephone bookings via Strömma's Sales Department up to one hour before departure. Unspecified pre-paid tickets with flexible departure times are valid provided there is space available. These are exchanged for tickets at each ticket terminal.

When making an advance booking by phone via Strömma's Sales Department, a booking charge of SEK 100 per booking will be added regardless of the number of people.

The booking is valid for both STS and the GUEST as soon as STS has confirmed the booking and the GUEST has paid the agreed booking charge within the stipulated time period.

CONFIRMATION

We confirm the bookings via email to the email address provided.

PAYMENT

STRÖMMA Turism & Sjöfart AB
Svensksundsvägen 17
S-111 49 Stockholm

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STRÖMMA GROUP operates in

Stockholm, Gothenburg, Malmö, Copenhagen, Helsinki, Oslo, Bergen and Stavanger
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The GUEST shall pay for the arrangement no later than the time specified in the confirmation. STS is entitled to require an initial part-payment in connection with the confirmation (registration fee).

- Booking a journey
For travel-only arrangements, the booking value is paid by card at the time of booking online or via Strömma's Sales Department. Under the terms of the agreement, STS should have received the value of the booking by 24:00 on the day the booking is made.
- Package booking
For package travel arrangements, the booking value is paid by card at the time of booking online or via Strömma's Sales Department. Under the terms of the agreement, STS should have received the value of the booking by 24:00 on the day the booking is made.

STS does not send payment reminders for unpaid bookings. The booking will be cancelled if STS has not received payment by the due date specified in the confirmation. If the GUEST has paid the registration fee, ONE reminder for payment in full will be sent. The booking will be cancelled if STS has not received payment in full by the due date specified in the reminder. If the GUEST does not pay in time, this will be considered to be a cancellation whereupon the rules relating to cancellation will apply.

CANCELLATION RULES FOR 1-9 PEOPLE

The GUEST can cancel verbally or in writing to STS or to the place that took the booking.

When booking combinations of arrangements that STS sells for a pre-set price (package), the GUEST is not able to cancel individual parts of the arrangement.

- STS will keep 100% of the booking value when ordered products are cancelled or changed 24 hours or less before departure.
- The entire amount will be repaid in the case of cancellations no later than 24 hours before departure.

CANCELLATION RULES FOR 10 OR MORE PEOPLE

The GUEST can cancel verbally or in writing to STS or to the place that took the booking.

When booking combinations of arrangements that STS sells for a pre-set price (package), the GUEST is not able to cancel individual parts of the arrangement.

- 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.

DISCOUNTS

- Five children aged 0 - 5 years travel free of charge per full price adult*
- Children aged 6 - 15 years pay 50% of the adult price
- There are no group discounts available

*) Shrimp Cruise and Dinner Buffet – Lake Mälaren: children 0-5 years pay 50% of the adult price

STS'S CHANGES AND THE GUEST'S RIGHTS, ETC.

STS is allowed to change the terms and conditions for the arrangement, provided that the GUEST can be offered other equivalent services. If STS experiences cost increases after the agreement has become binding on the parties, STS is allowed to increase prices for the journey correspondingly, provided that the cost increase is due to changes in taxes or other charges relating to services that are part of the arrangement.

The price may not be increased during the final 20 days before departure and the GUEST should be informed immediately. The price of the arrangement should be lowered if STS's costs are reduced for the same reasons specified above 20 days before arrival.

If the arrangement cannot be provided according to the confirmation and its terms & conditions, and STS is not able to offer the GUEST other equivalent services, the GUEST is entitled to withdraw from the agreement. The GUEST is also entitled to withdraw from the agreement if the terms & conditions are changed significantly to his/her disadvantage. In this case, STS must repay the entire amount that has been paid. The GUEST should report any problem that arises during the journey on board so that STS has a chance to rectify it. If the GUEST does not do so, he/she will lose the right to make a complaint about the problem.

Any compensation for loss or damage under the provisions of the Swedish Maritime Code (1994:1009) will be paid up to the maximum amount specified in the above-named legislation as it is worded at the time the damage occurred. The GUEST is under an obligation to limit the extent of the damage as far as possible. STS's possible obligation to pay compensation will not apply if STS is able to show that the journey was not possible to undertake due to circumstances beyond the control of STS that STS could not reasonably be expected to have foreseen when entering into the agreement and the consequences of which STS could not reasonably have avoided or overcome.

THE GUEST'S OBLIGATIONS

The GUEST must be aged 18 years or over in order to book/enter into an agreement with STS. The GUEST has a personal responsibility to observe the necessary formalities for the journey's implementation. STS is entitled to terminate the agreement with immediate effect if the GUEST or someone in his/her party behaves in a disorderly manner and/or causes damage on board. In the event of any termination of the contract with immediate effect due to the above-mentioned reasons, STS will charge the GUEST an expenses fee equivalent to the damage caused but at least SEK 5,000.

THE SWEDISH PERSONAL DATA ACT

By paying the GUEST consents to the processing of their personal data by STS or the insurance provider of cancellation insurance.

The purpose of this is to allow the customary guest administration, to make sure that STS has access to reliable personal documentation in the event of an accident, to fulfil insurance terms & conditions in the cancellation insurance, as well as to administer and process any damages. The details may also be used to provide information about insurance and payment services, as well as travel-related offers. The GUEST may also be contacted for market surveys.

DOGS AND CATS ON BOARD

Dogs/cats are allowed on the foredeck or afterdeck on a lead. Dogs/cats are not allowed in canteens and cafeterias or on sightseeing boats and buses. They must be kept on a lead at Birka and Drottningholm.

ANY DISPUTES

The GUEST should contact STS if they have a complaint. If the GUEST and STS cannot resolve a negotiation, they can contact the Swedish National Board for Consumer Disputes or a general court.

WAR, NATURAL DISASTERS, STRIKES, ETC.

Both parties are entitled to withdraw from the agreement if the arrangement cannot be provided on the grounds of acts of war, natural disasters, labour market conflicts, long-term interruptions in the water or power supply, fire, or other similar major events that neither of the parties could have foreseen or influenced.

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