

TERMS & CONDITIONS of bookings transfers, excursions, safaris and other non-accommodation services.

AGENT – Booking agent
OPERATOR – Scandinavian Travel Group

For Weekly/Scheduled ONLINE program bookings in autumn-winter season 1.09.2023 – 30.04.2024

TERMS OF CONFIRMATION AND PAYMENT

Reservation is confirmed by a confirmation letter.
100% prepayment of the total amount latest 7 days before the start of the program.
After full payment is received, OPERATOR sends to AGENT voucher for services by e-mail.

TERMS OF CANCELLATION

7 days and earlier before the start: cancellation charge 10 EUR per person.
7 – 2 days before the start: 50% cancellation fee.
Less than 2 days before the start: 100% cancellation fee.
In case payment is not received on the due date, booking will be cancelled with no obligations for OPERATOR.

NOTICES

All notices regarding booking changes, incl. cancellations have to be sent to OPERATOR by **email**. Notices sent thru Skype, WhatsApp or any other means cannot be considered as valid.

For OFF-LINE & ON REQUEST program bookings in autumn-winter season 1.09.2023 – 30.04.2024

TERMS OF CONFIRMATION AND PAYMENT

Reservation confirmation: 50% deposit payment of the total amount within 5 days after confirmed reservation.
15 days before the start: 100% deposit payment of the total amount.
After payment is received, OPERATOR sends to AGENT voucher for services by e-mail.

TERMS OF CANCELLATION

15 days and earlier before the start: cancellation charge 25 EUR per person.
14-8 days before the start: 50% cancellation fee.
7-0 days before the start: 100% cancellation fee.
In case payment is not received on the due date, booking will be cancelled with no obligations for OPERATOR.

NOTICES

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For PRIVATE program bookings in autumn-winter season 1.09.2023 – 30.04.2024

TERMS OF CONFIRMATION AND PAYMENT

Reservation confirmation: 50% deposit payment of the total amount within 5 days after confirmed reservation.
30 days before the start: 100% deposit payment of the total amount.
After full payment is received, OPERATOR sends to AGENT voucher for services by e-mail.

TERMS OF CANCELLATION

31 days and earlier before the start: NO cancellation charge.
30-16 days before the start: 50% cancellation fee.
15-0 days before the start: 100% cancellation fee.
In case payment is not received on the due date, booking will be cancelled with no obligations for OPERATOR.

! SPECIAL TERMS OF CONFIRMATION AND PAYMENT FOR BOOKINGS OF SANTA PARK / SANTA SECRET FOREST PRODUCTS.

Reservation confirmation: 100% deposit of the total amount 30 days prior to arrival of clients.

After full payment is received, OPERATOR sends to AGENT voucher for services by e-mail.

In case of group size 11+, cancellation terms are following:

70 days and earlier before the start: NO cancellation charge.

69-30 days before the start: 30% cancellation fee.

29-0 days before the start: 100% cancellation fee.

In case payment is not received on the due date, booking will be cancelled with no obligations for OPERATOR.

! SPECIAL TERMS OF CANCELLATION FOR BOOKINGS OF SAUNA PROGRAM IN ROVANIEMI during December 2023- January 2024.

After reservation is confirmed, cancellation is subject to 100% fine.

For reservations outside December-January months, normal cancellation terms apply.

NOTICES

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PAYMENT METHODS:

Payment can be done in 2 ways:

1. **By bank transfer** to Scandinavian Travel Group Oy bank account in Finland:

IBAN Account: FI51 6601 0010 4665 06

Bank: ALANDSBANKEN

SWIFT: AABAFI22

All possible bank charges for the transfer should be paid by the sender and should be added on the top of the order sum.

2. **By bank card** MasterCard / Visa / American Express.
Additional surcharge of 3% of the order sum will apply.