

TERMS & CONDITIONS of accommodation bookings.

AGENT – Booking agent

OPERATOR – Scandinavian Travel Group

For FIT bookings with arrivals in the period 21.12.2019 – 11.01.2020

TERMS OF CONFIRMATION AND PAYMENT

Reservation confirmation: 50% deposit payment of the total amount within 5 days after confirmed reservation.

90 days before the arrival: 100% deposit of the total amount.

In case deposit payment is not received on the due date, booking will be cancelled and any deposits that were made will be withheld as penalty fee.

Deposit payment is non-refundable in all occasions.

Deposit payment will not be refunded for cancelled rooms and it cannot be used any other bookings.

EXCURSION AND TRANSPORT CLIENT SERVICES

AGENT commits to order excursions and other services for its clients only thru OPERATOR.

NOTICES

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

Final names, transfer and additional service lists are to be sent latest **10.12.2019**.

For FIT bookings with arrivals BEFORE 21.12.2019 and AFTER 11.01.2020.

TERMS OF CONFIRMATION AND PAYMENT

Reservation confirmation: 50% deposit payment of the total amount within 5 days after confirmed reservation.

45 days before the arrival: 100% deposit of the total amount.

TERMS OF CANCELLATION

Within 2 banking days after confirmation: no cancellation fee.

46 days and earlier before arrival: cancellation charge EUR 50.

45-0 days before arrival: 100% cancellation fee.

In case deposit payment is not received on the due date, booking will be cancelled and any deposits that were made will be withheld as penalty fee.

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NOTICES

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

Final rooming, transfer and additional service lists are to be sent latest **2 weeks before the arrival**.

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 or Visa.

Additional surcharge of 3% of the order sum will apply.

AGENT – Booking agent

OPERATOR – Scandinavian Travel Group

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

For GROUP program bookings starting in the period 15.12.2019 – 11.01.2020

EXCURSION AND TRANSPORT CLIENT SERVICES

AGENT commits to order excursions and other services for its clients only thru OPERATOR.

TERMS OF CONFIRMATION AND PAYMENT

Reservation is confirmed by a confirmation letter.

100% prepayment of the total amount latest 15 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

15 days and earlier before the start: cancellation charge 10 EUR per person.

14-3 days before the start: 50% cancellation fee.

48-0 hours 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.

SICKNESS CANCELLATIONS on the spot by the client. If client cancels services due to his sickness, he/she is eligible for a refund of the full amount minus 10 EUR per person if cancellation is done no later than 17:00 on the day before and only with a local doctor's certificate. Refund is given only to the person who is sick. Other members of his/her family or friends and company members will follow the general terms.

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 PRIVATE program bookings starting in the period 15.12.2019 – 11.01.2020

EXCURSION AND TRANSPORT CLIENT SERVICES

AGENT commits to order excursions and other services for its clients only thru OPERATOR.

TERMS OF CONFIRMATION AND PAYMENT

Reservation confirmation: 50% deposit payment of the total amount within 5 days after confirmed reservation.

31 days before the start: 100% deposit 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: cancellation charge 20 EUR per person.

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.

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NOTICES

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For GROUP program bookings starting BEFORE 21.12.2019 or AFTER 11.01.2020**EXCURSION AND TRANSPORT CLIENT SERVICES**

AGENT commits to order excursions and other services for its clients only thru OPERATOR.

TERMS OF CONFIRMATION AND PAYMENT

Reservation is confirmed by a confirmation letter.

100% prepayment of the total amount latest 5 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

5 days and earlier before the start: cancellation charge 10 EUR per person.

4 days - 25 hours before the start: 50% cancellation fee.

24-0 hours 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.

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AGENT commits to order excursions and other services for its clients only thru OPERATOR.

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 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: cancellation charge 10 EUR per person.

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.

SICKNESS CANCELLATIONS on the spot by the client. If client cancels services due to his sickness, he/she is eligible for a refund of the full amount minus 10 EUR per person if cancellation is done no later than 17:00 on the day before and only with a local doctor's certificate. Refund is given only to the person who is sick. Other members of his/her family or friends and company members will follow the general terms.

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