

BOOKING TERMS for services in LAPLAND.

For FITs bookings with arrivals in the period 21.12.2017 – 11.01.2018

PAYMENT

When OPERATOR confirms of a booking request to AGENT, OPERATOR sends to AGENT invoice for a full payment due in 5 banking days. AGENT has 2 banking days option to cancel the booking free of charge. If the booking is made more than 100 days before the arrival, AGENT should pay min. 50% of the total order sum within 3 banking days from the date of the invoice. The remaining 50% sum needs to be paid at the latest **90 days** before arrival. If the booking is made later than **90 days** before arrival, invoice must be paid in full within 5 days from the invoice date. In case the payment is not received by OPERATOR, booking will be cancelled and any deposits that were made will be withheld as penalty fee.

CANCELLATIONS

91 days or earlier before arrival: cancellation charge EUR 50.

0-90 days before arrival: 100% cancellation fee

In case of cancellation due to client's or close relatives' illness or death, client is advised to use travel insurance to claim any possible compensation of the cancellation charges.

NOTICES

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

The final rooming list with the travelers' names and all accommodation details, transfer list and the list with extra services have to be sent to OPERATOR no later than 2 weeks before the arrival.

For FITs bookings with arrivals OUTSIDE the period 21.12.2017 – 11.01.2018.

PAYMENT

When OPERATOR confirms of a booking request to AGENT, OPERATOR sends to AGENT invoice for a full payment due in 5 banking days. AGENT has 2 banking days option to cancel the booking free of charge. If the booking is made more than 70 days before the arrival, AGENT should pay min. 50% of the total order sum within 3 banking days from the date of the invoice. The remaining 50% sum needs to be paid at the latest **60 days** before arrival. If the booking is made later than **60 days** before arrival, invoice must be paid in full within 5 days from the invoice date. In case the payment is not received by OPERATOR, booking will be cancelled and any deposits that were made will be withheld as penalty fee.

CANCELLATIONS

61 days or earlier before arrival: cancellation charge EUR 50.

0-60 days before arrival: 100% cancellation fee

In case of cancellation due to client's or close relatives' illness or death, client is advised to use travel insurance to claim any possible compensation of the cancellation charges.

NOTICES

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

The final rooming list with the travelers' names and all accommodation details, transfer list and the list with extra services have to be sent to OPERATOR no later than 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: FI 04 1134 3000 6320 01
Bank NORDEABANK FINLAND PLC
SWIFT NDEAFIHH
All possible bank charges for the transfer should be paid by the customer 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.