

## **TERMS & CONDITIONS of bookings** **transfers, excursions, safaris and other non-accommodation services** **autumn-winter season 1.09.2024 – 30.04.2025**

AGENT/CLIENT – Booking agent/client  
OPERATOR – Scandinavian Travel Group

### **Weekly/Scheduled reservations up to 8 persons, booked ONLINE.**

#### **TERMS OF CONFIRMATION AND PAYMENT**

100% of the total amount needs to be paid immediately when the booking is made (ONLINE).  
AGENT/CLIENT automatically receives ticket/voucher by e-mail immediately after the booking has been made.

#### **TERMS OF CANCELLATION**

22 days or earlier before the start: cancellation fee 10%.  
21 – 8 days before the start: 50% cancellation fee.  
7 days or less 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.

### **Weekly/Scheduled group reservations 9 persons and more, booked ONLINE**

#### **TERMS OF CONFIRMATION AND PAYMENT**

100% of the total amount needs to be paid immediately when the booking is made (ONLINE).  
AGENT/CLIENT automatically receives ticket/voucher by e-mail immediately after the booking has been made.

#### **TERMS OF CANCELLATION**

46 days or earlier before the start: cancellation fee 10%.  
45 – 15 days before the start: 50% cancellation fee.  
14 days or less before the start: 100% cancellation fee.

### **ON REQUEST reservations up to 8 persons for NON-PRIVATE program, booked OFF-LINE\***

\* There are exceptional terms for some of the products/service to be confirmed in a reply to a request.  
Terms for groups 9+ persons are always given on request.

#### **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 full payment is received, OPERATOR sends to AGENT/CLIENT voucher for services by e-mail.

#### **TERMS OF CANCELLATION**

31 days and earlier before the start: cancellation fee 10%, minimum 35 eur  
30 – 8 days before the start: 50% cancellation fee.  
7 days or less before the start: 100% cancellation fee.

### **ON REQUEST reservations for PRIVATE PROGRAM, booked OFF-LINE\***

\* There are exceptional terms for some of the products/service to be confirmed in a reply to a request.

#### **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/CLIENT voucher for services by e-mail.

#### **TERMS OF CANCELLATION**

61 days and earlier before the start: cancellation fee 10%, minimum 35 eur.  
60 - 31 days before the start: 50% cancellation fee.  
30 days or less before the start: 100% cancellation fee.

## 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.

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

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## PAYMENT METHODS:

Payment can be done in 3 ways:

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

IBAN Account: FI51 6601 0010 4665 06

SWIFT: AABAFI22

Bank: ALANDSBANKEN

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. **Using payment link Paytrail: 3,5%** surcharge.
3. **Without payment link: 5%** surcharge.