



BOOKING TERMS AND CONDITIONS - m/s Jenny

1. Application

Kokkola Tourism Ltd. applies by the following conditions in vessel rentals, restaurant services, program services, as well as other services related to charter cruises. The vessel's owner and renter is Kokkola Tourism Ltd. The official contract terms and conditions for Kokkola Tourism Ltd. are in force.

2. Conclusion of contract

The contract is binding when the customer has confirmed the reservation. When the reservation is confirmed the customer will receive a confirmation of the booking showing the reservation details. The customer must notify within 7 days after making the reservation, if he or she has not received a booking confirmation or if he or she objects to the content of the booking confirmation.

3. Payment

An advance payment of 500 euro will be charged for charter cruises. The total sum will be charged after the cruise, unless otherwise stated. The vessel rent must be paid by the due date. Charter cruises will be invoiced, unless otherwise agreed.

4. Ticket sales policies and passenger guidelines

Ticket sales at the terminal open 1 hour before departure. If there are tickets remaining after advance sale, the tickets will be sold on a first-come, first-served basis. Ticket sales will continue until all tickets are sold or the vessel is scheduled to depart.

Pre-booked tickets must collect 3 days before the departure at Kokkola Tourism Ltd's office, Tehtaankatu 3-5.

Large groups, such as groups coming by bus, must be at the terminal at least 30 minutes before the scheduled departure. The tour leader is advised to sign up at the terminal ticket office or to a crew member when the terminal is closed. If the tickets are booked directly to the terminal, the tickets will be released at sign up.

The ticket (QR-code) must be presented to a member of the crew upon boarding the vessel.

5. Catering

Catering services must be ordered in advance, at the latest 14 days prior to departure. Catering services will be invoiced after the cruise according to the number of people confirmed by the customer up to 2 days before the departure. Beverages will be charged on actual consumption.

6. Cancellations

All confirmed reservations must be cancelled in writing to Kokkola Tourism Ltd's office (individuals customers and groups). A confirmed charter cruise can be cancelled, at the latest 45 days prior to departure. We reserve the right to charge an administration fee of 50 euro.

- Cancellations made 45–14 days before departure are subject to a cancellation fee of 25 % of the total value of the service.
- Cancellations made 13–8 days before departure are subject to a cancellation fee of 50 % of the total value of the service.
- Cancellations made 7–2 days before departure are subject to a cancellation fee of 75 % of the total value of the service.
- Cancellations made less than 48 hours before departure are subject to a cancellation fee of 100% of the total value of the service.

Notice that the bad weather due to rain, is not acceptable reason for cancellations by the customer.

7. Changes

If a customer wishes to make changes to the schedule of a confirmed booking or service, Kokkola Tourism Ltd. has the right to charge the costs caused by the changes.

8. Liability

Kokkola Tourism's liability is limited to the Finnish maritime law. Kokkola Tourism Ltd. is not responsible for services provided by a third party.

9. Complaints

Complaints should be made immediately to a member of the crew. If this is not possible or a claim for compensation is included in the solution, the complaint must be made in writing to Kokkola Tourism Ltd. within 14 days. Kokkola Tourism Ltd. reserves the right to a month of processing time for dealing with complaints.

10. Force Majeure

Kokkola Tourism Ltd. reserves the right to make schedule changes, arrange transportation with another vessel or cancel a reservation in the event of force majeure, i.e. unusual and unforeseeable circumstances, such as weather conditions, technical faults or other traffic circumstances that are beyond their control.

Kokkola Tourism's primary aim is to offer the customer another departure day, if the new date does not suit the customer, the customer will be reimbursed for the ticket. The repurchase can only be made at Kokkola Tourism Ltd's office, Tehtaankatu 3-5, Kokkola, tel. +358 (0)40 8065 075.

Kokkola Tourism Ltd. is not liable for any expenses caused to the customer by force majeure.

Dated May 2017.