

# ADDITIONAL AND SPECIAL CONDITIONS FOR TRAVEL PACKAGES

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These terms and conditions apply to all travel packages produced and sold by TTE - The Travel Experience Oy, whose contract with the passenger is entered into after January 1, 2024.

The additional and special conditions supplement the general travel package conditions, which are negotiated by the Finnish Tourism Association and the consumer representative. The additional and special terms and conditions have been drawn up taking into account the mandatory provisions of the directive on travel packages and combined travel arrangements (EU 2015/2302) and the law on combined travel services (901/2017/www.finlex.fi/fi/laki/alkup/2017/20170901).

Due to the special nature of the trips, the exceptional accommodation and travel program conditions, and the special conditions of the travel destinations, we apply the general travel package conditions from sections 4.1.-4.3. and 7. abnormal cancellation, change and transfer conditions; regardless of the reason for cancellation, change or transfer of the trip. A booked and paid trip cannot usually be canceled, changed or transferred to another person free of charge.

## SCOPE OF APPLICATION

Unless otherwise stated in the travel description or the contract, travel packages are trips that follow a pre-planned travel program and are carried out as a group collected by the tour operator. The realization of the trips requires the fulfillment of the minimum number of participants per trip. The tour operator reserves the right to cancel the trip or tour series if the minimum number of participants is not met. Trips are offered for purchase in Finland.

During the trips, some destinations can only be reached on foot. On the walking sections, you have to be prepared for uneven and/or sloping surfaces, stairs and differences in height, as well as congestion or crowding in some places. Participating in the trip and the safe implementation of the trip requires unhindered physical ability and stable physical and mental health as well as normal general fitness. Those suffering from severe developmental, visual or hearing disabilities, diseases of the heart, musculoskeletal system and respiratory system, or those with impaired health for other reasons, must assess the conditions for participating in the trip with a health care professional on a trip-by-trip basis and, if necessary, consult with the tour operator before booking the trip.

## TRAVEL PACKAGE AGREEMENT AND RESPONSIBILITY FOR THE IMPLEMENTATION OF THE AGREEMENT

Insurance coverage, sufficiently comprehensive travel and luggage insurance, compensation amount limitations and the tour operator's responsibility

Trips do not include travel insurance or cancellation insurance or luggage insurance. We urge travelers to take out sufficiently comprehensive travel insurance already at the booking stage, which includes e.g. cancellation insurance in case of illness or death of you, your next of kin or a traveling companion.

We also urge you to check the insurance's cancellation protection clause and the possible compensation amount limitation. situation, especially if it is an annual insurance or an insurance linked to a payment card. In some insurances, the amount of compensation is limited, which can result in an expansion of the passenger's own responsibility.

The tour operator is not liable for damages caused by force majeure, strike situations, natural disasters, terrorism or other similar situations. The tour operator is also not responsible for possible damage to passengers or luggage.

If the passenger has physical or sensory limitations or other disability/illness that may affect the accessibility of travel or the implementation of the trip as agreed, he must inform the traveler and agree on his participation with the tour operator before making the reservation.

## PASSPORT AND VISAS

It is the passengers' responsibility to check whether they need a visa in addition to a passport to enter Finland and to ensure that they have the necessary, valid documents. The tour operator is not responsible for the damage caused to the passenger, if his trip is prevented or interrupted due to insufficient travel documents, an expired or broken passport, or the refusal of a visa. The tour operator is not responsible for the voluntary insurances the traveler needs on the trip, but the traveler is responsible for his own insurance coverage and its coverage, e.g. cancellation coverage. For this reason, the tour operator urges the traveler to purchase a sufficiently comprehensive travel insurance cover covering the person and property and including cancellation coverage for the trip.

## CREATION OF THE CONTRACT AND PAYMENT OF THE PRICE

The passenger is obliged to check the travel confirmation and report any errors or omissions before making the payment. A travel contract is created when the passenger, after ordering the trip, pays at least the advance payment determined by the tour operator.

When booking a trip, the price of the entire trip is paid, unless otherwise agreed upon during the booking phase. For trips booked through our online service, the booking fee is paid at the time of booking.

The tour operator has the right to cancel the reservation if the passenger has not paid the price of the trip or part of it by the agreed payment date at the latest.

## THE PASSENGER'S RIGHT TO CANCEL THE TRIP BEFORE STARTING THE TRIP

Due to the special nature of our trips, we apply different cancellation conditions to our trips than the general travel package conditions. The cancellation conditions are followed regardless of the reason for the cancellation (also in cases of illness).

If the trip is canceled no later than 90 days before the start of the trip, a 50% cancellation

fee will be withheld

If the trip is canceled no later than 89-0 days before the start of the trip, 100% of the trip price will be withheld

If the trip is priced according to the fact that a group of two or more travelers will be accommodated in the same room or apartment and one of the members of the group cancels their trip, the tour operator has the right to collect the costs arising from the underuse of the accommodation due to the cancellation in addition to the cancellation costs. The members of the party who canceled their trip and are participating in the trip are jointly and severally responsible for paying the relevant expenses to the tour organizer. Instead of the aforementioned, the tour organizer and the traveling party can jointly agree on a more appropriate accommodation arrangement for the traveling party, in which case the traveling party will be responsible for any additional costs.

If the trip is not canceled and the passenger does not arrive at the agreed place of departure at the agreed time, or if he cannot participate in the trip because he does not have the necessary documents for the trip, such as a valid passport, visa, identity card or vaccination certificate, for reasons for which he is responsible, he is not entitled to a refund.

We urge travelers to take out travel insurance that includes cancellation coverage and to check the cancellation, change, and transfer insurance conditions in particular, especially if it's an annual insurance policy or an insurance linked to a payment card.

## THE PASSENGER'S RIGHT TO CHANGE THE AGREEMENT AND ASSIGN IT TO ANOTHER

Due to the special nature of our trips, we apply change and transfer conditions to our trips that differ from the general travel package conditions. Change and handover conditions are followed regardless of the reason for the change (also in cases of illness).

Reservation changes and transfer of the travel reservation to another person

Changes made by the customer in reservations are equated to cancellations, and the costs according to the cancellation fee table can be charged for the changes.

We urge travelers to take out travel insurance that includes cancellation coverage and to check the cancellation, change, and transfer insurance conditions in particular, especially if it's an annual insurance policy or an insurance linked to a payment card.

## NAME CHANGES

The actual change costs and office costs of 50 euros per passenger will be charged for the name change, if the train tickets have not yet been written. The ticket writing time varies depending on the Transport Company's rules and the journey.

## TERMS OF PAYMENT, CANCELLATION, CHANGE AND TRANSFER

The terms and conditions of special trips tailored to individual groups are published in

connection with the respective travel programs. We apply trip-specific special conditions to these trips so that the costs of e.g. canceling the trip would be entirely or mainly borne by the tour operator due to the fact that the trip cannot be sold to someone else due to the individuality, special nature of the trip or another reason of similar importance.

We urge travelers to take out travel insurance that includes cancellation coverage and to check the cancellation, change, and transfer insurance conditions in particular, especially if it's an annual insurance policy or an insurance linked to a payment card.

**Additional fees caused by official regulations**  
If the authorities of Finland, the destination countries or the travel route issue regulations or instructions that affect the execution of the trip after the travel contract has been formed, the tour operator will notify the passengers of the regulations without delay. Official regulations are not considered changes made by the tour operator, nor do they entitle the traveler to cancel their travel package contract, nor do they entitle the traveler to free cancellation, if the tour operator is still able to carry out the trip in accordance with these travel conditions based on the regulations. If the passenger is prevented from traveling due to reasons arising from official regulations, the situation will be interpreted as a cancellation by the passenger and the cancellation and change conditions of the tour operator for the trip in question will be followed. Any additional costs caused by official regulations will be paid by the passenger as such and the tour operator is not responsible for these costs. If the tour operator charges an additional cost as part of the price of the travel package, the provisions of clauses 8.1 b, 8.2 and 8.3 for price change situations will be taken into account.

#### **CHANGES TO THE TOUR PACKAGE AGREEMENT BY THE TOUR ORGANIZER**

Change of tour guide, tour leader or other travel expert

We reserve the right to change the content of the travel program in a compelling situation when it is necessary. Program changes for familiarization trips do not entitle you to a price reduction, compensation for damages or free cancellation.

The effect of official regulations on the travel contract  
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#### **TOUR ORGANIZER'S RIGHT TO CANCEL AND SUSPEND THE TRIP**

#### **ERROR AND ERROR MESSAGE**

The nature of certain travel destinations includes the instability of traffic arrangements, so the passenger should be prepared for possible changes in the transport schedule or transport arrangements. If the reason for the change is force majeure (unavoidable and exceptional circumstances), the tour operator will evaluate the error on a case-by-case basis.

The traveler must notify the tour operator of any deficiency or error that occurred during the trip without undue delay.

#### **ERROR CORRECTION**

The passenger must always first and immediately notify the tour operator of errors, deficiencies and problem situations. The passenger can start to correct the error on his own initiative only after agreeing on the matter with the tour operator.

#### **PROVISION OF ALTERNATIVE SERVICES DURING THE TRIP**

If a significant part of the travel services cannot be performed during the trip as agreed, the tour operator must offer, without additional costs to the passenger, suitable alternative arrangements to extend the travel package, which are at least of the same quality as the agreed travel services, as far as possible. The obligation to offer alternative arrangements also applies to cases where the passenger's return to the place of departure does not take place as agreed.

The tour operator must grant the passenger an appropriate price reduction if the travel package containing alternative arrangements is of lower quality than the package according to the travel package agreement.

#### **IN GENERAL**

Paid separate services for events

Separate services added to the trip as an additional service, such as event tickets or registrations, as well as other additional services ordered separately at the customer's request, are not part of the travel package contract, unless otherwise stated.

Separate services are ordered at the passenger's request and booked individually. In addition to the price of the separate service, a fee according to the tour operator's service price list will be charged. Reservations are binding after confirmation, and the reservation, payment, change and cancellation conditions of the separate service come into force at the time of confirmation. Due to the special nature of separate services, the change and cancellation conditions are remarkably strict.

The tour operator is not responsible for cancellation of the event, change of event arrangements, change of time or place, or errors in the event program, nor for damages or costs caused to customers by the above-mentioned inconveniences. When events are canceled or moved, the booking, payment, change and cancellation conditions of the event's separate service are followed.

Cancellation or rescheduling of the event does not entitle the travel package contract to be canceled or transferred free of charge. If the passenger wants to cancel or postpone the trip, due to cancellation or relocation of the event, the actual costs resulting from the cancellation or change, as well as the office costs according to the tour operator's service price list, will be charged at 50 euros per passenger.

#### **HOTELS**

According to international practice, hotel rooms are usually available at 3:00 p.m. on the day of arrival and handed over at 12:00 on the day of departure at the latest. In connection with early arrivals to the destination, it is mentioned in the travel program if the rooms are already in use before the official check-in time. At meals, drinks are not included in the price of the trip, unless otherwise stated. Most hotels require a valid international credit card to be presented upon check-in to guarantee payment for any additional services. The size, shape and decoration of hotel rooms may vary, especially in individual hotels in old city centers.

#### **DATA PROTECTION**

The personal data provided for the trip will be transferred to partners and authorities in EU/EEA countries that are relevant for the execution and booking of the trip. The principles of the EU Data Protection Act apply to data processing.

The tour operator has placed a guarantee for all of its travel packages with the Finnish Competition and Consumer Authority and registered in its guarantee register.