

FIT & GROUPS BOOKING TERMS AND CONDITIONS

European Destination Management Oy, which includes DMC Helsinki and DMC Rovaniemi (hereinafter referred to as "DMC"), offers travel packages subject to the following terms and conditions. These terms apply to all travelers visiting Finland, Sweden, Norway, or Estonia through European Destination Management Oy.

These terms and conditions become binding on both parties when the client (hereinafter referred to as "Agent" or "Client") confirms the trip or travel package in written form, which includes but is not limited to the use of terms such as "approved," "make a booking," "confirm," or any other terminology related to trip or travel package confirmation. This confirmation grants DMC the right to proceed further with the booking. Upon client approval, the booking and cancellation terms shall be applied.

Your tour organizer depends on your destination:

For Helsinki and the rest of Finland, **DMC Helsinki**

For the Rovaniemi and Lapland area, **DMC Rovaniemi**

Both companies are a part of European Destination Management Oy and share the following details:

Registration: European Destination Management Oy, Kielasmutka 23, 96440 Rovaniemi, Finland, Tel + 358 50 557 8990

Business Identification code: Y- 3122224-7 (CO European Destination Management Oy / DMC Rovaniemi, DMC Helsinki)

EU VAT: FI31222247

Please note that DMC is responsible for organizing the travel package only as specified in the final itinerary, which is agreed upon as a contract with the client. DMC is not responsible for any additional costs resulting from changes in accommodation, transportation, activities, or other arrangements. When booking a travel package, DMC specifies the departure and return locations in the final travel itinerary.

1. Conclusion of the contract and payment

1.1. These terms and conditions become binding on both parties when the Agent/Client confirms the trip or travel package in any written form, which includes but is not limited to the use of terms such as "approved," "make a booking," "confirm," or any other terminology related to trip or travel package confirmation. This confirmation grants DMC the right to proceed further with the booking. Upon client approval, the booking and cancellation terms shall be applied.

1.2. Payment for the trip or travel package should adhere to DMC's payment terms.

1.3. Upon payment for the package, the client is entitled to receive their tickets and other documents relating to their trip well in advance of the trip.

1.4. DMC bank account information:

CLIENT: European Destination Management Oy

EU VAT: FI31222247

BANK: NORDEA BANK FINLAND

ACCOUNT: FI98 1544 3000 1948 65

BIC: NDEAFIHH

2. Travel package pricing

- 2.1** The price of the travel package and itineraries includes all known mandatory fees, taxes, and services specified separately for each travel product. DMC reserves the right to adjust the prices mentioned in its marketing before finalizing the contract with the client.
- 2.2.** The price of the travel package does not cover additional surcharged services, including excursions, food and beverages, or any other travel services not explicitly included in the itinerary, unless otherwise specified.
- 2.3** DMC's travel service price does not include travel insurance to cover additional costs arising from unforeseen events such as illness, injury, death, luggage damage, or any other unexpected circumstances. Passengers are responsible for obtaining travel insurance to address these unexpected expenses.

3. Booking confirmation

- 3.1.** DMC will send a booking voucher to the Agent/Client by email (or any other written form). This voucher will include the booking number, reserved products, package contents and item description, and other relevant invoice information.
- 3.2.** The Travel Agent/Customer must provide DMC with the full name, date of birth, and nationality of each client after booking confirmation. To meet hotel requirements, DMC reserves the right to cancel any services in the travel package if the necessary client information is not provided in advance. In the event of cancellation due to insufficient information, the booking becomes non-refundable without the option for changes or refunds. Therefore, it is crucial for the Travel Agent to provide complete and accurate client information to avoid inconvenience or financial loss.

4. Cancellation

- 4.1.** Cancellation terms are determined based on reservation dates, travel packages, and any special conditions related to the accommodation type. The possibility of canceling a reservation without charges is determined by the Payment category (see Section 5, Payment categories) at the time of booking.

To cancel a reservation, please send an email to

Rovaniemi and Lapland bookings: sales@dmcrovaniemi.fi;

Helsinki and rest of Finland bookings: sales@dmchelsinki.fi

with the subject line "Reservation Cancellation".

Please note that cancellations must be made during our office hours in Finland, which are from 09:00 to 17:00 GMT+2.

- 4.2.** For travel packages with a price exceeding 1500 EUR, a proforma invoice will be issued.
For all other services, we will provide a payment link to be paid with a credit card unless otherwise agreed.

5. Payment categories

- 5.1** We categorize our payment and cancellation policies for deposit payments according to the travel package and its inclusions, as follows:

Category 1: Single Activity (excluding travel packages)

- Full payment is required 10 days prior to arrival.
- No cancellations, refunds, or modifications are allowed after payment is received.

Category 2: Standard Travel Package

- Full payment is required 16 days prior to arrival.
- Cancellations and modifications are allowed up to 16 days prior to arrival.

Category 3: Multiple Activity Travel Packages

- Full payment is required 30 days prior to arrival.
- Cancellations and modifications are allowed up to 30 days prior to arrival.

Category 4: Finland High Season Packages and Rovaniemi Travel Packages

- The reservation is confirmed upon the receipt of the first deposit of 30% of the total amount of booking.
The deposit is not refundable and must be paid within 5 days.
- The second deposit of 70% of the total amount of booking is due 40 days prior to arrival.
Once paid, the second deposit is not refundable either.

Deposit payments are not refundable, and reservation cannot be cancelled or modified after both deposits are paid.
Booking is fully confirmed after deposit payment is received.

Category 5: Rovaniemi/Lapland Travel Packages with Igloo Accommodation

- The reservation is confirmed upon the receipt of the first deposit of 30% of the ordered services plus full deposit prepayment of the Igloo accommodation rate. The deposit is not refundable and must be paid within 5 days.
- The second deposit of 70% of the total amount % (excluding Igloo accommodation) of booking is due 40 days prior to arrival.
Once paid, the second deposit is not refundable either.

Deposit payments are not refundable, and reservation cannot be cancelled or modified after 100% of deposit is paid.
Booking is confirmed after deposit payment is received.

Category 6: Lapland/Rovaniemi High Season (Christmas and New Year) Travel Packages and rest of travel packages

- Full payment is required at the time of booking.
- This offer is non-refundable and cannot be cancelled or modified.

Category 7: Group offers and other agreements.

- Specific terms shall be agreed upon in writing, typically via email or other written forms. Once both parties have confirmed these terms in writing, DMC's booking and cancellation terms, along with other information in the "Terms and Conditions," will be applied.

5.2. If an agent / client fails to make payments according to the specified payment categories, DMC reserves the right to cancel all services listed in the travel itinerary without providing refunds to the travel agency or tour operator. Cancellations will be in accordance with the itinerary.

6. Refunds

6.1 Refunds for travel cancellations are usually processed within 2 months of the cancellation notification. These refunds are made directly to the travel agent's bank account, either through a proforma invoice issued by the agent or via a paylink provided by the agent.

6.2. If DMC is unable to provide the agreed-upon service to the client, the deposit payment will be fully refunded, and the contract between DMC and the client will be canceled.

6.3. No refunds will be made for any unused services, late arrival, or no-show.

7. Other information

7.1 It is essential that a passenger is covered by adequate travel insurance.

7.2 DMC is not responsible for any delay or cancel of the passenger's flight or any other transporter. The transporter is concerned to be responsible for a passenger in the event of flight/train/bus cancellation or delays.

7.3. Reservations can be made only by the persons of full age (18 years).

7.4. DMC takes the confidentiality of customer information very seriously. However, in order to provide the service, DMC may be required to provide customer information to local suppliers such as hotels or safari suppliers, as necessary for the customer's travel itinerary. While DMC takes appropriate measures to protect customer information, DMC cannot be held responsible for the storage or use of customer information by third-party suppliers.

8. Notice regarding changes to Terms and conditions

8.1. Please be advised that the DMC reserves the right to modify the Terms and Conditions at any time without prior notice. However, any such changes will not apply to bookings that have already been accepted by the DMC. To stay informed about the current provisions, it is imperative that all customers read, save, and/or print a copy of the Terms and Conditions at the time of booking. We encourage you to review these terms regularly to ensure that you are aware of any updates.

9. Force Majeure

9.1. DMC shall not be held liable for any losses resulting from unavoidable and extraordinary circumstances (Force Majeure) that are beyond the control of the service, and the consequences of which could not have been avoided even if all reasonable steps had been taken. Such unavoidable and extraordinary circumstances include, but are not limited to, orders by the authorities, airspace restrictions, war, acts of terrorism, serious unrest, significant risks to human health, such as pandemics, epidemics, and outbreaks of serious diseases at the destination or related quarantines, as well as natural disasters such as flooding, earthquakes, or weather conditions that make travel to the destination impossible or significantly impede the trip as agreed. Interruptions in the supply of essential services, such as electricity or water, due to natural disasters or workers' strikes, are also considered Force Majeure events.

10. Applicable law and jurisdiction

10.1. These Terms and Conditions shall be governed by and construed in accordance with the Finnish Laws. The Finnish Courts shall have the exclusive jurisdiction to settle any dispute, controversy or claim related to the services provided under these Terms and Conditions.

11. European Destination Management Oy

11.1. DMC Helsinki and DMC Rovaniemi is a trading names of European Destination Management Oy.

11.2. These Terms and conditions have been approved by European Destination Management Oy CEO Mr. Johannes Kaikkonen from 04.09.2023