

# **General Terms & Conditions of Marhbé Travel AB, Sweden (national organisation number 556736-4350)**

## **How do I reserve my package tour?**

You book your package tour via our website, by e-mail or by telephone. You will receive a preliminary price quote by e-mail, normally within 24 hours. Please note that prices are still subject to availability at this stage. If you accept the price quote, a firm booking will be made in your name. Should the prices have changed, you may withdraw your booking.

## **How do I pay for my package tour?**

When the firm booking has been made, you will receive an invoice by e-mail. Within 7 days, you pay a non-refundable registration fee of 10 % of the total price together with all non-refundable items of your package tour (for example most train and bus tickets). The final payment of the remaining 90 % is due 30 days before the start of the package tour at the latest. You pay via IBAN/SWIFT bank transfers in Swedish kronor (SEK), Danish kroner (DKK), Norwegian kroner (NOK), euro (EUR) or pound sterling (GBP), subject to supplementary bank fees. You may also pay by credit card (VISA/MasterCard) in Swedish kronor (SEK), subject to a supplementary fee of 4 %.

## **Can I cancel my package tour?**

You may cancel your trip. Cancellation must be done in writing. Deadlines and cancellation fees are always stated separately on your invoice.

## **How do I receive my travel documents ?**

Upon reception of the registration fee, Marhbé Travel AB will send you a receipt serving as proof that you have booked a package tour with Marhbé Travel AB. Upon reception of the remaining 90%, you will receive all travel documents by e-mail or regular mail.

## **Travel insurance**

You need a travel insurance when visiting Scandinavia, Finland and the Schengen area. Marhbé Travel AB cooperates with the insurance company Gouda Reseförsäkring. Marhbé Travel AB can never be held responsible for loss, damage or theft of luggage or personal belongings, or for personal injury, accident, illness, hospitalisation or death during your package tour.

## **Our prices**

Our prices are in Swedish kronor (SEK) Danish kronor (DKK), Norwegian kronor (NOK), euro (EUR) or pound sterling (GBP) and always include VAT and local taxes. Your package tour with Marhbé Travel AB is a land-only package and does not include international air transport unless this has been agreed.

## **Passport and visa**

You must be in possession of a passport with a validity of at least six months beyond the conclusion of your visit to Scandinavia, Finland and the Schengen area. If needed, you must also be in possession of a valid visa for the countries included in your tour.

## **Flexibility**

All package tours of Marhbé Travel AB are individually tailor-made packages. You can suggest changes at any time, subject to availability, possible price differences and cancellation fees.

**Telephone assistance**

Marhbé Travel AB offers a telephone assistance during your entire stay every day from 9AM to 7PM.

**Your responsibility**

You need to subscribe to all necessary insurances for your own person and personal effects covering the period of your entire stay in Scandinavia, Finland and the Schengen area. You are responsible for having a valid visa and other travel documents needed for entering the countries included in your package tour.

**Responsibility of Marhbé Travel AB**

Marhbé Travel AB shall offer the best possible conditions for a high quality stay in Scandinavia and Finland. In case of an incident during your package tour in Scandinavia and Finland, Marhbé Travel AB will advise you on your contacts with national authorities and liaise with your embassy. Marhbé Travel AB shall never be held responsible, neither financially nor legally, in case of an incident during your stay. Any financial compensation can never exceed the total amount of the package tour. At all times, Marhbé Travel AB shall hold all the necessary permits for organising package tours in Scandinavia and Finland required under Swedish law, including the lodging of a bank guarantee under the Swedish Travel Guarantees Act.

**Delays and force majeure**

Marhbé Travel AB is not responsible for any alterations of your package tour due to delays, cancellations and force majeure incidents which lead to a late arrival to Scandinavia and Finland. In case of a late arrival to Scandinavia and Finland, Marhbé Travel AB will adapt your package tour in line with your wishes, subject to availability, possible price differences and cancellation fees.

**Jurisdiction**

Marhbé Travel AB operates under Swedish law, which shall apply in case of any dispute. Jurisdiction: City of Göteborg, Sweden.