

Grand Trip Sweden special terms and conditions

The special terms and conditions regulate, together with the specific product information from Grand Trip Sweden, the agreement between the traveler and Grand Trip Sweden.

1. Application and payment

The reservation, which is a preliminary booking, takes place initially via the booking form on the home page, or via e-mail. Once your reservation has been received, a confirmation is sent out for the agreed package/arrangement. The application fee, which is 10 % of the total trip price with a minimum of 500 SEK, is to be paid within 3 days to Grand Trip Sweden's bank account number.

Bank Account

Nordea Bank
105 71 Stockholm
Sweden

ID number: **556751-1216**

Bank account: **SE 15 9500 0099 6034 0460 8659**

Swift code (BIC) : **NDEASESS**

IBAN: **SE 15 9500 0099 6034 0460 8659**

The final payment for the trip is to be paid no later than 30 days before the package tour's start date, unless otherwise stated. In cases where the application takes place later than 30 days before the trip's start date, then the total trip cost is to be paid within 3 days and payment receipts are to be e-mailed to Grand Trip Sweden. You can book no later than 72 hours before arrival. For occasional trips, the application fee can be of another amount, which will be stated at the time of booking.

Verbal agreements from Grand Trip Sweden are to be written into the booking confirmation in order to be applicable.

2. Booking changes and participant details

Each change made by the traveler after confirmation is received is to be treated as a cancellation plus a new booking. In such cases, Grand Trip Sweden are to charge a fee in accordance with the cancellation conditions. In the case where changes to the trip influence factors out of Grand Trip Sweden's control, such as costs for name changes, rebooking or other administrative measures, for example, flight and train tickets, the traveler will be debited the full amount. It is the duty of the traveler to keep Grand Trip Sweden informed as to any changes of name, telephone number, post and e-mail address in order that Grand Trip Sweden can inform about any possible changes to the trip. Grand Trip Sweden inform about such changes in the first hand by email.

3. Cancellation

The traveler has the right to cancel his/her trip in accordance with the following:

>30 days. Where cancellation occurs earlier than 30 days before the package tour's start date, the traveler is to pay a minimum of 10% of the total trip price per person

30-8 days. Where cancellation occurs between 30 and 8 days before the package tour's start date, the traveler is to pay a minimum of 50% of the total trip price per person

<8 days. Where cancellation occurs less than 8 days before the package tour's start date, the traveler is to pay the total trip price.

The cancellation fee is a minimum of 500sek per traveler.

Cancellations are to be made immediately, where travel is no longer possible, to Grand Trip Sweden by telephone to 00 46 709 530572 or by e-mail to info@grandtripsweden.com

Cancellations which are received by Grand Trip Sweden after the trip's departure are not accepted. For cancellations occurring 30 days or less before the trip's start date, the traveler has only the right to cancel a trip with a medical certificate. The certificate must show that the

illness is acute and of such a nature that the traveler cannot reasonably travel as well as that the illness was not known about at the time of booking. If the traveler has cancellation insurance with someone other than Grand Trip Sweden, then the traveler must pay the above mentioned cancellation costs to Grand Trip Sweden and themselves claim compensation from their insurance company.

4. Cancellation protection

If the traveler requests cancellation protection, this is to be indicated at the time of booking. The fee is 6% of the total trip price per person and is to be paid at the same time as the application fee. The cancellation fee is not reimbursed at the time of cancellation. The cancellation protection only applies in cases of severe illness. Cancellation is to be made immediately where travel is no longer possible. Cancellations are to be made to Grand Trip Sweden by telephone to 00 46 709 530572 or by e-mail to info@grandtripsweden.com. The certificate must show that the illness is acute and of such a nature that the traveler cannot reasonably travel as well as that the illness was not known about at the time of booking. Cancellations which are received by Grand Trip Sweden after the trip's departure are not accepted and the medical certificate is to be received at the latest 7 days after cancellation.

5. Cancellation/change of activities

Grand Trip Sweden reserve the right to amend the trips as concerns the agreement conditions to the detriment of the traveler. Due to the nature of the trips, it is impossible to predict an exact course of events. The trip itinerary is therefore always preliminary. External conditions, for example bad weather can result in an activity being changed or cancelled. Grand Trip Sweden always attempt to offer equivalent activities upon cancellation of an activity where possible.

6. Minimum number of participants

On Grand Trip Sweden's home page, the minimum number of participants required for an activity to run is stated for certain packages/arrangements. If the activity must be cancelled, the full price of the activity is reimbursed and the traveler cannot make any further demands insofar as compensation. If the minimum number is not reached, the trip can often run with a minor price increase instead of being cancelled. If this price increase exceeds 5% of the trip's total price, then the traveler has the right to terminate the travel agreement.

7. Price change

Grand Trip Sweden have the right to change the trip's price if a cost change has occurred between the booking date and the date of final payment. A cost change can be as a result of a change in the exchange rate, transportation costs, taxes, duties or other fees. The price change is usually informed of before final payment has been made but in exceptional cases the price change may come later but never later than 20 days before travel.

8. Complaint procedure

Any complaints the traveler may have regarding the trip, activity or accommodation, must be lodged immediately to the tour leader or to Grand Trip Sweden by telephone 00 46 709 530 572 or by email to info@grandtripsweden.com. Grand Trip Sweden is to immediately implement action to find an appropriate solution to the problem. Complaints which have not been lodged immediately, during or within 7 days after the trip's end, cannot be taken into consideration.

9. Control of travel documents

The traveler is him/herself responsible to check confirmations and travel documentation as soon as they are received. Any errors are to be immediately acted upon. Particular care is to be taken when checking names on flight tickets which must be identical to the spelling in the passport. The majority of airlines do not allow name or spelling changes. It is the traveler's responsibility to check spellings at the same time as the trip confirmation.

10. Share of double room

In most instances, the price is calculated as a share in a double room, if no single

supplement is specifically chosen. For those travelling alone, there can in some cases exist a supplement. In those cases where a single traveler has booked a share of double room and there is no traveler to share with, the single supplement is charged. In such cases, Grand Trip Sweden are responsible for informing the traveler at least 20 days before the agreed departure date.

11. The trip's character and the traveler's responsibility

Grand Trip Sweden's travel packages include a certain degree of hardship and unforeseeable events. In some cases, certain demands are made on the traveler's degree of fitness. It lies with the traveler him/herself to choose a trip of such a difficulty level that he/she can take part in the entire trip. The trips are most often of such a nature that the participant will be physically active in the nature, which can involve certain risks. The participant takes part under his/her own responsibility and Grand Trip Sweden cannot be held responsible for injury suffered to the traveler during the course of the trip or activity. Grand Trip Sweden do not take on possible economic consequences of an injury occurred during the trip/activity. The traveler is responsible to follow the instruction given by the arranger. The traveler is responsible to have satisfactory travel insurance or equivalent for the whole travel period. The tour leader or guide or any other person engaged by Grand Trip Sweden or the arranger can at any point prevent a single traveler from continuing all or part of the trip if the participant behaves in such a way that he/she is a danger to him/herself, a risk to others, behaves drunk or in any way disruptive such that there are negative repercussions in the group. In those cases where the traveler borrows or hires equipment from Grand Trip Sweden, it is the traveler's full responsibility that the equipment is returned in good condition (normal wear and tear accepted). In some cases, the local supplier has specific equipment hire conditions which are to be accepted before equipment hire can take place.

12. Home page

Grand Trip Sweden are not responsible for the accuracy of information detailed on any home page other than their own. This also applies to links to other sites.

13. Personal Information

Grand Trip Sweden keep a register on booked clients. This information is kept in accordance with the guidelines of the Swedish Personal Data Act (Personuppgiftslagen) and is overseen by Swedish Data Inspection (Datainspektionen). It is used for internal purposes only and for sending information relating to Grand Trip Sweden to clients. The information from the register is not handed over to a third party except when relevant information to local arrangers. Those that do not wish to remain on the register once the trip has been completed are to inform GrandTripSweden in writing.

14. Photography

As a participant of Grand Trip Sweden's trips, the traveler allows the arranger to take photographs during the trip which can then be used in print material as well as on the internet for marketing purposes for Grand Trip Sweden.

15. Travel Guarantee

When buying a package tour (a trip consisting of transport plus one other arrangement e.g. accommodation or activities) the Swedish Package Tour Law (Paketreselagen) applies. Grand Trip Sweden have a statutory travel guarantee with Kammarkollegiet (The Swedish Legal, Financial and Administrative Services Agency). This guarantee means, amongst other things, that the traveler has the right to compensation for cancelled or terminated trips in the event that Grand Trip Sweden becomes insolvent or goes bankrupt. Application for compensation must come to the Swedish Travel Guarantees Committee (Resegarantinämnden) at the latest 3 months after the trip's cancellation or termination. Contact Kammarkollegiet for more information on + 46 (0) 8 700 08 00.