

**APPENDIX 2**

<p><b>TERMS &amp; CONDITIONS FOR SERVICES Finland - Stromma Regular Tours</b></p>
<p><b>Booking:</b></p> <ol style="list-style-type: none"> <li>1. Booking of Services shall be made with the Stromma’s reservation system used for the specific Service. Bookings will only be valid if made in accordance with Stromma’s instructions.</li> <li>2. The Reseller shall book the Service in the name of the client.</li> <li>3. Stromma accept advance bookings online up until one hour before departure. Unspecified, prepaid tickets with an open departure time shall be valid where space permits and shall be redeemed for tickets at the relevant ticket offices. This, however, does not apply for special tours as for example Dining Cruise.</li> </ol>
<p><b>Cancellation &amp; Change rules:</b></p> <ul style="list-style-type: none"> <li>• If the booking is cancelled at least 7 days before departure, 100% of the invoice amount will be reimbursed to the Reseller.</li> <li>• If the booking is cancelled 3-6 days before departure, 50% of the invoice amount will be reimbursed to the Reseller.</li> <li>• If the booking is cancelled less than 3 days before departure, the Reseller will not receive any refund.</li> </ul>
<p><b>Charter Service (Finland)</b></p>
<p><b>Booking:</b></p> <p>Bookings can be made electronically or by telephone to Stromma Soumi Oy Ab (“<b>Stromma Finland</b>”) and will confirm the bookings received via e-mail to the e-mail address that has been provided. The Reseller is required to check that the information is correct on the order confirmation to avoid mistakes and misunderstandings.</p>
<p><b>Payment:</b></p> <p>Stromma Finland carries out a credit check on all customers who hire a vessel. The payment method after approved credit check is by invoice after the event. The credit limit is agreed in advance. No credit check is carried out for private individuals, associations or foreign companies, and these are always charged in advance.</p> <p><b>Invoice:</b> The final invoice for vessel hire, together with any additional orders is sent after the event. Food and drinks will be charged on the final invoice after the event, unless otherwise agreed. Any extension of the hire period is approved in written by the customer on board and is invoiced after the event. The payment conditions for this final invoice are 14 days unless other terms and conditions are stated on the invoice. Interest on late payment is charged after the invoice due date. Stromma Finland has the right to cancel the booking in cases where the previously agreed reservation has not been paid by the due date. Invoice fee may apply.</p>
<p><b>Payment in advance:</b></p> <p>100% of the vessel hire is charged in advance, together with any additional orders such as coach hire, guides, entertainment and floral decorations etc. This amount is debited by card in connection with definitive confirmation of the order, unless otherwise agreed. Food and drink are paid for on board with credit cards. The eventual limit of the consumption of drinks on board is agreed in advance. Any extension of the hire period during the event is agreed and paid for on board the vessel. Payment by invoice in advance (if time allows) or by credit card. Stromma Finland has the right to cancel the booking in cases where the previously agreed</p>

**STROMMA operates in**

Stockholm, Gothenburg, Malmö, Copenhagen, Helsinki, Oslo, Stavanger, Bergen, Geiranger, Aalesund and Amsterdam  
[www.stromma.se](http://www.stromma.se) / [www.stromma.dk](http://www.stromma.dk) / [www.stromma.fi](http://www.stromma.fi) / [www.stromma.no](http://www.stromma.no) / [www.stromma.nl](http://www.stromma.nl)

reservation has not been paid by the due date. Stromma Finland accepts Visa and Mastercard / Eurocard. Credit card and invoice fee may apply.

**Payment terms for guide and transport bookings:**

The payment is in advance unless otherwise agreed on. Stromma Finland accepts Visa and Mastercard /Eurocard.

**Cancellation & Change rules:**

All cancellations and changes shall be notified in writing to us by e-mail (sales@stromma.fi) Monday through Friday by 16.00.

**Cancellation and changes of vessels:**

Cancellations or changes 45 to 21 days before the event: 50% of the vessel hire is charged as a cancellation fee. Cancellations or changes 20 to 0 days before the event: 100% of the vessel hire is charged as a cancellation fee.

**Cancellation of catering on board the vessels:**

Cancellations 6 to 0 days before the event 100% of the restaurant order excluding drinks is charged. Adjustment to the number of guests can be made free of charge until seven (7) days before the event. Terms for changes can be found on the booking confirmation.

**Cancellations and changes of other services on board the vessels:**

Where the customer cancels or changes services which have been ordered from the Stromma Finland cooperation partners, the terms and conditions which are in force for the respective cooperation partner are to be followed.

**Cancellations and changes of guide and transport bookings:**

Last minute modification fee 50 €. Changes informed latest 7 days before the arrival.

If the booking is changed or cancelled 72 hours or less before the start of the tour, and in case of no show, full price of the booking will be charged. All cancellations must be made in writing Monday through Friday by 16.00 on the day of cancellation to sales@stromma.fi