

SPECIAL TERMS AND CONDITIONS FOR PACKAGE HOLIDAYS

Lahti Region Ltd complies with the General Contractual Terms for Package Tours (30 June 2009), which are available on our website at www.visitlahti.fi. In addition to the General Contractual Terms for Package Tours, Lahti Region Ltd applies special terms and conditions to package holidays organised by Lahti Region Ltd.

A package holiday is a package tour that is offered for sale at an inclusive price and that includes at least transport and accommodation and/or significant tourist services. A package holiday consists of a package put together by a customer service employee based on an order placed by the customer or a package put together by the customer at www.visitlahti.fi.

Services purchased separately, such as accommodation or tourist services alone, do not constitute a package holiday. Separate accommodation, transport and activity arrangements, as well as additional services and services not included in the price of the holiday, are subject to terms and conditions or special terms and conditions implemented by Lahti Region Ltd or the service provider as they stand at any given time. Such terms and conditions are specified in conjunction with the reservation of the holiday.

The terms and conditions for group holidays and special holidays are determined specific to each holiday and announced when the reservation is confirmed.

RESERVATION AND PAYMENT

Lahti Region Ltd always charges fees in accordance with its price list for services as it stands at any given time. The price list for services is available on our website at www.visitlahti.fi/palveluhinnasto.

Reservations through Lahti Region Ltd:

A holiday reservation will be binding once the customer has paid the reservation fee at a time specified by Lahti Region Ltd. By paying the reservation fee, the customer approves the General Contractual Terms for Package Tours and the additional and special terms and conditions determined by Lahti Region Ltd.

If the holiday is booked no later than 28 days before its beginning:

- If the price of the holiday is EUR 200 or more, the customer will pay 30 per cent of the total price of the holiday as a reservation fee. If the customer books a holiday on the telephone or at the office, the reservation fee must be paid within three days of the time of reservation.
- The remaining balance will fall due 28 days before the holiday.
- If the price of the holiday is less than EUR 200, the full price of the holiday must be paid at the time of reservation.

If the holiday is booked less than 28 days before the departure date:

- The full price of the holiday must be paid at the time of reservation using the reference and bank account information provided.

A service fee of EUR 10 will be added to the price of the holiday.

Online reservations made by the customer:

By booking a package holiday using Lahti Region Ltd's Citybreak system (online service), the customer approves Lahti Region Ltd's additional and special terms and conditions and confirms that they have familiarised themselves with the instructions related to making a reservation.

For online reservations, the payment must be made using a credit card or via an online bank. Online payments are transmitted by the Nordic company PayEx Credit AB (556735-5671) in cooperation with Finnish banks and credit institutions. PayEx Credit AB will be specified as the recipient of the payment on the bank account statement or credit card invoice and will transmit the payment to Lahti Region Ltd.

With regard to online reservations, the customer may choose from the following payment methods:

- If the price of the holiday is EUR 200 or more and the reservation is made no later than 28 days before the beginning of the holiday, the customer will pay a reservation fee of 30 per cent of the full price of the holiday using a credit card or via an online bank and will pay the remaining balance in accordance with an invoice submitted to them via email. The invoice must be paid by its due date.
- If the full price of the holiday is less than EUR 200 or the reservation is made later than 28 days before the holiday, the full price of the holiday must be paid using a credit card or via an online bank at the time of reservation.

The reservation will be binding once the customer has made a reservation and paid the reservation fee or the full price of the holiday.

With regard to online reservations, the person making the reservation must be aged 18 or over.

CANCELLATIONS AND CHANGES

Cancellations must be made in writing and sent to Lahti Region Ltd by email or letter. The cancellation will be deemed to be valid once Lahti Region Ltd receives notification of the cancellation. If the customer proves that they have cancelled their reservation in writing and have sent their cancellation to the appropriate address, the cancellation will be approved.

Lahti Region Ltd and the service provider reserve the right to cancel the reservation if the reservation fee has not been paid and/or the remaining balance has not been paid.

CANCELLATIONS AND CHANGES MADE BY THE CUSTOMER

Canceling a holiday for no specific reason

Section 4 of the General Contractual Terms for Package Tours will apply to changes and cancellations made by the customer. In addition, Lahti Region Ltd will charge to the customer in full (in accordance with Section 1.3 of the General Contractual Terms for Package Tours) any actual costs charged by service providers (e.g. accommodation expenses, ticket reservations paid in advance) that will not be refunded to Lahti Region Ltd.

- If the holiday is cancelled no later than 28 days before departure, an administrative fee and a service fee will be charged to the customer.
- If the holiday is cancelled later than 28 days but no later than 14 days before departure, the cancellation fee will be equal to the reservation fee (30 per cent of the price of the holiday if the price is EUR 200 or more) or EUR 25 per reservation, whichever is higher.

In addition, the customer will be charged a service fee.

- If the holiday is cancelled later than 13 days but no later than 48 hours before departure, the cancellation fee will be 50 per cent of the price of the holiday or EUR 25 per reservation, whichever is higher. In addition, the customer will be charged a service fee.
- If the holiday is cancelled later than 48 hours before departure, the cancellation fee will be equal to the full price of the holiday.

Administrative fees will be charged as follows:

- EUR 25 per reservation if the price of the holiday is less than EUR 200
- EUR 50 per reservation if the price of the holiday is EUR 200 or more

Service fee

The service fee for holiday reservations made via Lahti Region Ltd will be EUR 10.

Cancellations due to force majeure circumstances

If the holiday is cancelled in accordance with Section 5.1 of the General Contractual Terms for Package Tours, the customer will be charged an administrative fee and a service fee (see above). In addition, Lahti Region Ltd will charge to the customer in full (in accordance with Section 1.3 of the General Contractual Terms for Package Tours) any actual costs charged by service providers (e.g. accommodation expenses, ticket reservations paid in advance) that will not be refunded to Lahti Region Ltd.

The customer may change the content of their reservation free of charge once before the beginning of the holiday if the changes are made no later than 28 days before the beginning of the holiday. Any changes made later than that will be processed as cancellations and new reservations in

accordance with Section 8.1 of the General Contractual Terms for Package Tours.

CANCELLATIONS AND CHANGES MADE BY LAHTI REGION LTD

Lahti Region Ltd will be entitled to cancel a holiday in accordance with Section 11.1a of the General Contractual Terms for Package Tours if a sufficient number of travellers have not signed up for the holiday. In such cases, the cancellation will be announced no later than 21 days before the beginning of the holiday, and the customers will be refunded in full for any payments they have made.

A minimum number of participants has been determined for each trip organised by Lahti Region Ltd. Lahti Region Ltd reserves the right to make changes to the programmes, content and prices of trips. More detailed terms and conditions for trips will be provided when the reservation is confirmed.

Lahti Region Ltd is also entitled to cancel a reservation under force majeure circumstances (e.g. a disaster, strike, riot, fire or war or another event beyond our control). The customer will be informed of such a circumstance without delay, and any payments made by the customer will be returned in full. If a force majeure circumstance emerges during the holiday, the customer will be refunded to the extent that services were not provided, proportionate to the price of the holiday (Section 11.2 of the General Contractual Terms for Package Tours).

RESPONSIBILITIES

THE CUSTOMER'S RESPONSIBILITIES AND INSURANCE

The customer will be sent confirmation after they have made a reservation. The customer must check to ensure that the information is accurate and consistent with the agreement. Lahti Region Ltd must immediately be notified of any errors or deficiencies. The customer will also be obligated to notify Lahti Region Ltd of any changes to their contact information.

We recommend that, when making their reservation, the customer takes out travel insurance against illness, accidents, cancellations, interruptions and damaged luggage. The level of cover may vary by company, so the customer should check to ensure that their insurance company provides sufficient cover.

THE TRAVEL ORGANISER'S RESPONSIBILITIES

Lahti Region Ltd will not be liable for damage arising from force majeure circumstances, such as strikes, natural disasters, political conflicts or similar incidents.

Lahti Region Ltd will not be liable for any misprint in its brochures or on its website or the content of any external websites mentioned in its brochures. Lahti Region Ltd reserves the right to make changes to the information on its website or in its brochures before entering into an agreement on a holiday.

ERROR NOTIFICATIONS AND DISPUTES

Any error notifications concerning the holiday must be filed directly with the provider/organiser of the holiday/accommodation/activity without delay. In addition, the error notification must be submitted to Lahti Region Ltd in writing. If an error is not rectified after the provider of the service has been notified of the error, Lahti Region Ltd must be informed of this without delay. Any claims for damages must be filed with Lahti Region Ltd no later than 21 days after the end of the holiday.

To ensure that error notifications are processed and monitored smoothly and flexibly, all notifications should be submitted in writing by email to sales@lahtiregion.fi or by post to Lahti Region Ltd, Salpausselänkatu 7, FI-15110 LAHTI.

SEPARATE ACCOMMODATION, TRANSPORT AND ACTIVITY ARRANGEMENTS, ADDITIONAL SERVICES AND SERVICES NOT INCLUDED IN THE PRICE OF THE HOLIDAY

The General Contractual Terms for Package Tours will not apply to separate accommodation, transport or activity arrangements that do not include other services. Separate accommodation, transport and activity arrangements, as well as additional services and services not included in the price of the holiday, are subject to **terms and conditions or special terms and conditions implemented by Lahti Region Ltd or the service provider as they stand at any given time. Such terms and conditions are specified in conjunction with the reservation of the holiday.**

Reserved and confirmed additional services, such as tickets to sports, cultural and other events, are always binding, and the cancellation fee will be equal to the full price of the additional service. Any fees already charged will not be returned if a reserved and confirmed additional service (e.g. a ticket booking) is not used for reasons related to the customer.

The services included in the price of the holiday will be specified in conjunction with the reservation confirmation. After the holiday, Lahti Region Ltd will be entitled to charge to the customer fees for any services used by the customer during the holiday that were not included in the price of the service and that the customer did not pay at the destination. The customer will not be entitled to a refund if they do not use a service or services that they reserved.

TRAVEL ORGANISER RESPONSIBLE FOR PACKAGE HOLIDAYS:

Lahti Region Ltd
Salpausselänkatu 7, FI-15110 Lahti
Tel. +358 (0)207 281 760
Landline EUR 0.0835 per call + EUR 0.0702 per min. (VAT 24%), mobile EUR 0.0835 per call + EUR 0.1717 per min. (VAT 24%)

sales@lahtiregion.fi, www.visitlahti.fi

The holidays are covered by package travel guarantees placed with the Finnish Competition and Consumer Authority under registration number 2506/13/MJ.