

SPECIAL TERMS AND CONDITIONS FOR GROUP HOLIDAYS

These terms and conditions apply to group holidays with a minimum of 10 participants paying a full adult price and with a minimum stay of two days. These terms and conditions supplement the General Contractual Terms for Package Tours.

Service fees

The service fee is EUR 20 per group for a group holiday included in a single invoice. If each participant is invoiced separately, the service fee is EUR 10 per participant.

Terms and conditions for reservation and payment

Lahti Region Ltd will make the group an offer specifying the services included in the price of the holiday. The customer must confirm or cancel their holiday reservation by the date specified by the travel organiser in the offer. If the reservation is not confirmed by that date, the reservation will be considered to have been cancelled.

The final number of participants and the list of participants must be announced or submitted to Lahti Region Ltd no later than 14 days before the holiday or trip, unless otherwise agreed, by post to the address provided below or by email to sales@lahtiregion.fi. With regard to accommodation, the list of participants must include the name and date of birth of each participant, as well as the division of rooms between the participants with regard to single rooms, double rooms and additional beds. The list of names must also include the name and telephone number of the leader of the group, so that they can be reached in the event of changes to schedules, for example.

Lahti Region Ltd will be entitled to charge to the customer any additional expenses arising from changes to the total number of participants. If the number of participants is smaller than that which was confirmed, invoicing will be in accordance with the confirmed number.

For groups, the reservation fee will be 30 per cent of the total price of the group holiday. The reservation fee will fall due seven days after confirmation of reservation. If a group holiday is reserved later than two months before the departure date, the reservation fee will fall due immediately upon confirmation. For group holidays, the remaining balance will fall due 30 days before the departure date. Lahti Region Ltd will submit the final invoice separately.

Any fee-based additional services ordered by the customer in the destination must be paid for at the destination. Any additional orders for beverages, for example, that are invoiced via Lahti Region Ltd must be agreed upon in advance.

Cancellations and changes

A group holiday may be cancelled without additional fees no later than 30 days before the beginning of the holiday or the dates and destination may be changed if the holiday does not include services that involve reservation expenses. If a group holiday is cancelled later than 29 days

but no later than 15 days before the beginning of the holiday, the cancellation fee will be 50 per cent of the price of the holiday.

Partial cancellations (no more than 10 per cent of the size of the group) may be made without additional fees if they are made later than 29 days but no later than 15 days before the beginning of the holiday and the size of the main group will be at least 10 people. Lahti Region Ltd will be entitled to calculate a new price for the remaining participants due to changes in the size of the group. If the cancellation concerns more than 10 per cent of the size of the group, EUR 25 per reservation will be charged as an administrative fee.

If a group holiday is cancelled in full later than 14 days before the beginning of the holiday, the cancellation fee will be equal to the full price of the holiday. The customer will not be compensated for any unused services, unless otherwise agreed in writing. In the event of a force majeure circumstance affecting an individual member of the group, Section 5.1a of the General Contractual Terms for Package Tours will apply. If the holiday has already started, the customer will not be compensated for the unused part.

Any terms and conditions for cancellation and changes that differ from those mentioned above are always specified on a case-by-case basis when the reservation is confirmed.

If tickets to sports, cultural or other events are reserved for the group, Lahti Region Ltd will be entitled to charge the actual expenses of the cancellation to the group.

Otherwise, the General Contractual Terms for Package Tours (30 June 2009) will apply.

Cancellations and changes made by Lahti Region Ltd

Lahti Region Ltd will not be liable for changes not related to the travel organiser. The travel organiser reserves the right to make changes to the itinerary, for which reason the schedules, prices, departure dates and other details provided are not binding. Rights to make changes are reserved. The business or service provider will be responsible for ensuring that the services provided to the customer based on the agreement are consistent with the related advertising or with what was separately agreed with regard to each reservation.

Lahti Region Ltd is 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).

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.

Lahti Region Ltd recommends that, when making their reservation, the members of the group or customer take 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 customer will be liable for damage they cause to the provider of the service that is subject to the order that was placed or to the property at the place of destination during their use or stay.

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.

Complaints and dispute resolution

The customer will be obligated to immediately notify the business owner or their representative of any defects that can be rectified during the use of the service. Any complaints concerning defects that could not have been rectified during the use of the service, as well as any claims for damages, must be filed with the business owner and travel organiser no later than two weeks after the end of the use of the service. If the customer and business owner cannot reach agreement, the customer may file the case with the Consumer Disputes Board. If the case is filed with a court of law, it will be resolved at the district court of the customer's place of residence.

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%)

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