

ADDITIONAL TERMS AND CONDITIONS FOR GROUP TOURS

These terms and conditions apply to group tours with at least 10 participants paying the adult rate and lasting more than two days. These terms supplement the General Package Travel Conditions.

Service Fees

The service fee for a group invoiced on a single invoice is €20 per group. If participants are invoiced individually, the service fee is €10 per participant.

Booking and Payment Conditions

Lahti Region Oy will provide the group with an offer specifying the services included in the tour price. The customer must confirm or cancel the booking by the date stated in the offer. If the booking is not confirmed by the specified date, it will be cancelled.

The final number of participants and the participant list must be submitted no later than 14 days before the start of the tour or excursion unless otherwise agreed. The information must be sent to Lahti Region Oy by post (see address below) or by email to sales@visitlahti.fi.

For accommodation bookings, the participant list must include the travellers' names, dates of birth and room allocations, including:

- single rooms
- travellers sharing a room
- travellers staying on extra beds and their room companions

The list must also include the name and home telephone number and/or mobile number of the group leader in case of timetable changes or other urgent matters.

Lahti Region Oy reserves the right to charge the customer for any additional costs resulting from changes in the number of participants. If the final number of participants is lower than originally stated, charges will be based on the number confirmed in the final booking confirmation.

A deposit of 30% of the total tour price is required. The deposit is payable within seven days of confirmation. If the booking is made less than two months before departure, the deposit is payable immediately upon confirmation.

The remaining balance is due 30 days before departure. The final invoice will be issued separately by Lahti Region Oy.

Any additional chargeable services ordered by the customer at the destination must be paid directly at the destination. Additional services to be invoiced through Lahti Region Oy, such as beverages or other extras, must be agreed in advance.

Cancellations and Changes

A group booking may be cancelled free of charge up to 30 days before departure. Travel dates and destinations may also be amended free of charge, provided that no costs have been incurred or will be incurred from services already booked.

For cancellations made 29 to 15 days before departure, a cancellation fee equal to 50% of the tour price will be charged.

Partial cancellations of up to 10% of the group size may be made free of charge between 29 to 15 days before departure, provided that the minimum group size of 10 participants is maintained. Lahti Region Oy reserves the right to recalculate the price for the remaining participants if the group size changes.

For cancellations exceeding 10% of the group size, an administration fee of €25 per booking will be charged. If the entire tour is cancelled in full less than 14 days before departure, the full tour price will be charged.

No refunds will be made for unused services unless otherwise agreed in writing. In the event of unavoidable and extraordinary circumstances affecting an individual group member, Section 5.1.a of the General Package Travel Conditions shall apply.

If the tour has already commenced, no refund will be provided for any unused portion of the package.

Any exceptions to the above cancellation and amendment conditions will be stated separately in the booking confirmation.

If tickets have been booked for sporting events, cultural events or other occasions, Lahti Region Oy reserves the right to charge the group for any actual costs resulting from a cancellation.

In all other respects, the currently valid General Package Travel Conditions (effective from 1 July 2018 onwards) and the Finnish Act on Travel Combinations shall apply.

Cancellations and Changes Made by Lahti Region Oy

Lahti Region Oy shall not be liable for changes arising from circumstances beyond the organiser's control.

The tour organiser reserves the right to amend the itinerary. Consequently, schedules, prices, departure dates and other details are subject to

change without prior notice. The right to make changes is expressly reserved.

The entrepreneur or service provider is responsible for ensuring that the customer receives the services agreed in the contract, as advertised.

Lahti Region Oy reserves the right to cancel a tour due to unavoidable and extraordinary circumstances, commonly referred to as force majeure, including but not limited to natural disasters, strikes, riots, fire, war or other events beyond reasonable control. Customers will be informed immediately, and all payments made will be refunded in full.

If a force majeure situation arises during the tour, the customer will be refunded the proportion of the tour price corresponding to services not received (General Package Travel Conditions, Section 11.2).

Traveller Responsibility and Insurance

After the booking is made, booking confirmation will be sent to the customer. The customer is responsible for checking that all details are accurate and correspond with the agreed arrangements. Any errors or omissions must be reported to Lahti Region Oy immediately. Travellers are also responsible for notifying Lahti Region Oy of any changes to their contact details.

Lahti Region Oy strongly recommends that all group members obtain comprehensive travel insurance when making a booking. The insurance should provide cover for illness or injury, cancellation, interruption of travel and damage to luggage.

As cancellation cover varies between insurance providers, travellers should verify that their policy provides adequate protection. The customer is liable for any damage caused during their stay or while using the booked services and must compensate the service provider or property owner for any such damage.

Liability of the Tour Organiser

Lahti Region Oy shall not be liable for losses or damage resulting from force majeure events, strikes, natural disasters, political unrest or similar circumstances beyond its control.

Lahti Region Oy accepts no responsibility for typographical errors that may appear in brochures or on its website, nor for the content of third-party websites referred to in its publications.

Lahti Region Oy reserves the right to amend website content, brochure information and terms

and conditions before the travel contract is concluded.

Complaints and Dispute Resolution

The customer is required to notify the entrepreneur or their representative immediately of any deficiencies that can be remedied while the service is being provided.

Any other complaints that could not reasonably have been resolved during the trip, together with any claims for compensation, must be submitted in writing to both the entrepreneur and the tour organiser no later than two (2) weeks after the end of the service period.

If the parties are unable to resolve the matter amicably, the dispute may be referred to the Finnish Consumer Disputes Board. If legal proceedings are initiated, the matter shall be heard by the District Court of the customer's place of residence.

RESPONSIBLE PACKAGE TOUR ORGANISER

Lahden seutu - Lahti Region Oy

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FI-15110 Lahti

Finland

Tel. +358 207 281 760

Email: sales@visitlahti.fi

Website: www.visitlahti.fi

Package tours are covered by the statutory package travel security scheme, and the security has been lodged with the Finnish Competition and Consumer Authority (FCCA/KKV) under registration number 2506/13/MJ.

Personal data is processed in accordance with applicable data protection legislation. Further information on the processing of personal data is available in the Lahti Region Oy Privacy Policy.