



Content of FlyToLapland travel packages

Tour operator

FlyToLapland Oy
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Finland

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General information

All Fly to Lapland travel packages are private trips for private use. Travel packages are tailor made and reservations are made on a customer's stand-alone basis, based on scheduled flights and due to their special nature, we comply with the special conditions. For parts other than these, we apply general travel package terms (later: GTPT). Prices and contents of travel packages are based on current price information, exchange rates and target information for each day.

The price of the trip includes only those services that are included in the travel program. Obligatory air taxes on the ticket are included in the fare. In EU countries, VAT is included in the fare. The passenger must check the departure times for both the return and the return flights. Individuals are not sold separately for male or female seats.

Service language

Language used for guiding and during all services is English if not otherwise stated or agreed.

Special passenger groups

Please note these special passenger groups before booking the trip.

Children

Lisää tämä

Pregnant women

Some activities and safaris, snowmobile, husky, reindeer etc. may include vibration and exhaust fumes and may be harmful during pregnancy. We recommend medical consultation before participating these trips. In case of pregnancy please contact the tour operator for further information.

Disabled travelers

Program services e.g. snowmobile and husky safaris can be physically demanding and the participants may be exposed to different kinds of physical strain. In case having any illnesses or disabilities (for instance heart disease, asthma, diabetes, epilepsy, back or hip problems) that could affect his/her ability to take part in the Services, she/he should prior to participating any Services consult medical experts about her/his ability to participate in the Service in question. Should the Consumer have an illnesses or disability of this nature, he/she acknowledges that he/she participates in the Service at his/her own risk.

Travel and Payment

The customer is obligated to review the contents of the offer and the travel confirmation and to report any possible errors to Fly to Lapland before making payments. The travel agent is responsible for the accuracy of the passenger information and any special needs that the tour operator provides (GTPT 2.6.5.).

The travel package agreement is created when the traveler pays the full price for the trip when booking.

Some special requests may be subject to prior take-over or other special conditions. Please see the [FlyToLapland security protocol](#). The Fly to Lapland service fee is included in the price.

Cancellation policy and refunds

Due to the special nature of Fly to Lapland trips, we apply our cancellation policy (GTPT 4.4), which differs from the general travel package conditions.

When the trip is canceled, we will incur an additional cost of 100 € per person plus the actual costs charged by service providers. Special-price airline tickets and hotel bookings are generally not refunded. Unused services will not be credited.

Changes and handover of a travel contract

Changes to the travel book can be made by the traveler alone or in conjunction with the traveler who wants to change.

When a passenger uses GTPT's right of change and assignment in accordance with section 7, we will charge the costs of the changes and assignment, as well as the office cost of € 100 per person. The costs of the changes are borne by the donor, ie the original passenger and the transferee, ie the new passenger jointly and severally. In many cases, the name change of a passenger is not possible at special prices for flight and hotel reservations, and written air tickets do not pay back. Changes cannot be made for a journey that has already begun.

Cancellation terms

The traveler has the right to cancel their booking at any time before the start of the trip. In such circumstances, the organizer has the right to charge a cancellation fee as follows:

- a) Administrative costs as agreed, if a booking is cancelled at least 45 days before the start of the trip
- b) A booking fee, if a booking is cancelled less than 45 days but at least 21 days before the start of the trip
- c) 50% of the price of the package, if a booking is cancelled less than 21 days but at least seven days before the start of the trip
- d) 75% of the price of the package, if a booking is cancelled less than seven days but at least three days before the start of the trip
- e) 95% of the price of the package, if a booking is cancelled less than three days before the start of the trip.

The organizer's right to change the price

We reserve the right to change the fare in connection with the final payment if after the trip pricing (GTPT 8)

- taxes and public fees have changed
- the exchange rate affecting the cost of the journey has changed
- or transport costs have changed due to changes in fuel and other energy prices

Baggage

For the transport of luggage, the valid regulations of the carriers which are available on request.

Insurances

Travel prices do not include insurance. The passenger must take care of the personal insurance coverage that he thinks on the way he needs in the form of travel, luggage, accident or liability insurance, for example. We strongly recommend securing a cancellation insurance when booking a trip.

Service providers shall exercise pro-activity, contingency, due diligence and appropriate health and safety measures in accordance with the laws and regulations of Finland and Finnish standards of recommended practices of program services at all times when delivering offered services under these terms and conditions.

Liability Insurance

Service providers have a General Third Party Liability Insurance for bodily injury and property damage according to the terms and conditions of their insurance company.

Motor Liability Insurance

All the coaches or other motorized transport vehicles used in traffic in Finland must have valid Motor Liability Insurance. Compensation for damages or injury resulting from a road accident shall be covered by the valid Motor Liability Insurance of the vehicle that caused the accident. Under the provisions, any person suffering bodily injuries is entitled to receive compensation for the cost of medical treatment, pain and suffering, and handicap, in accordance with the terms and conditions of Motor Liability Insurance and laws and regulations of Finland. Compensations are based on tariffs in accordance with laws and regulations of Finland and orders of the Finnish authorities. Damages for property are by law limited up to EUR 3.300.000. But if an injured party has willfully or out of gross negligence caused his/her own injury, the injured party is not entitled to compensation.

Snowmobiles in Safaris

All snowmobiles used in safaris are insured as required by Finnish law and the coverage is subject to the above mentioned Motor Liability Insurance terms and conditions. Safari participants are held liable for damages caused to snowmobiles. The amount of the compulsory deductible expense is at most €980.00 per driver per snowmobile per incident (the amount can vary depending on the service provider). The driver of the snowmobile must be at least 18 years of age and in possession of a valid driver's license in Finland. Finnish law prohibits driving a snowmobile under the influence of alcohol. As the responsible safari organizer, the provider reserves the right to change the routing, schedules and duration of the excursions if



necessary, due to prevailing weather conditions, or if deemed advisable due to safety reasons and the comfort of the participants. Service provider also reserves the right to discontinue the safari if a participant is seen as a potential danger to him/herself or to others, or is in poor health.

NOTE! Take your driving license with you on the snowmobile safaris as the Police may check the validity of the license during the safari!

Other Injuries

Service provider may only be held liable for personal injuries or material damage arising from accidents that have happened during the delivery of the offered services and which are caused by negligence of the service provider or its employees or sub-contractors or by the provision of faulty equipment. Service provider is not liable for any accidental damage or injury which has to be indemnified under the travel insurance of a customer. Personal travel insurance is always highly recommended.

Animals

All animals used in the Services (reindeer rides, horse rides and husky rides) are trained as far it is possible for the activity. However, behaviour of animals can never be fully predicted and therefore, in order to reduce risks, given safety and other instructions have to be obeyed.

Passport, visa and vaccinations

The passenger will obtain the passport, visa and necessary vaccinations, and be responsible for their costs. However, the tour operator must provide the customer with general information on the passport and visa regulations of Finland, Sweden and Norway, including the average time of visa issuance. The tour operator shall not be liable for the damage caused to the traveler if his travel is prevented due to insufficient travel documents. When requesting, we will provide guidance on the purchase of the necessary documents. The tour operator must also provide information on the general health conditions of the destination country. (GTPT 2)

Error message

A passenger may not invoke an error after the trip unless he or she notifies FlyToLapland when traveling and within a reasonable period of time when he or she has detected the error or should have detected it. An error that can be corrected during a trip must be reported to FlyToLapland as soon as possible. Observations on the journey must be made in writing no later than two months after the end of the voyage. (GTPT 12.4.)

Individual flights, accommodation or transport arrangements

Individual flights, accommodation or land transport arrangements that are not sold by FlyToLapland to any other service are excluded from the terms and conditions of the Travel Services Act. Any changes, cancellations and repayments will take place in accordance with the terms and conditions of the existing service providers. In these cases, FlyToLapland acts as an intermediary in compliance with the current service price list.

Additional Services

In addition to the travel period, travel is charged as a pre-payment for the price of cultural events tickets, which is not refunded when the trip is canceled or if the tickets are left unused due to passengers' reasons. Service charges for additional services are charged according to the valid price list.



Responsibility of the tour operator

The tour operator is not liable for any damages caused by force majeure reasons, strikes, natural disasters, political conflicts or other similar situations (GTPT 16).

The tour operator is not responsible for any printing errors that might be present on the brochure or on the website or on the contents of the external websites mentioned in the brochure or on the website. Fly to Lapland reserves the right to change the homepage or presentation information. The liability of air carriers involved in the carriage is limited to the terms of the carriage conditions.

Reduction of compensation received under other legislation

If a traveler has been granted compensation or reduction under European Union law on passenger rights or international conventions, the amount of compensation shall be deducted from the compensation granted under these terms. The passenger is required to report to the Fly to Lapland compensation for any mistakes he has received from any other party.

Applicable Law

These terms and conditions shall be governed by and construed in accordance with the Finnish Law. The Finnish Courts shall have the exclusive jurisdiction to settle any dispute, controversy or claim related to such a demand. The District Court of Lapland (in Finnish: Lapin Käräjäoikeus), placed in Rovaniemi, shall be the court of first instance.

RESPONSIBLE TRAVEL AGENCY OF TRAVEL PACKAGES:

Fly to Lapland Oy

Valtakatu

96100 Rovaniemi

Puh.

Email.

The travel is covered by the package travel guarantee and the security deposit is set in Finland for the Consumer Agency, with the registration number 3187/00 / mjMv.