

# GENERAL TERMS AND CONDITIONS

## ARRANGEMENT

The activities and tours in this brochure are arranged by GreenGate Incoming / Atlantic Airways in cooperation with local tour operators.

## REGISTRATION

Agreements are binding on both parties once the deposit or the payment required by an agency is paid on time. When paying the deposit, clients moreover confirm that they accept the terms and conditions of the product purchased as stated in writing and/or in the brochure.

## DEPOSIT

A deposit of DKK 1.000 per person must be paid upon registration unless otherwise stated in connection with the tour in question. If the deposit is not paid within the stated time-limit, the agreement will lapse.

## FINAL PAYMENT

The remaining amount must be paid no later than six weeks before the date of departure when tickets are issued. If the package tour is booked less than six weeks prior to departure, then payment must be made at the latest, 3 days after confirmation. These conditions apply unless otherwise stated. You will then receive your tickets and other travel documents no later than approx. one week before departure.

## PRICES

The basic price includes the services stated for the destination in question. Any extra charges for special services are also stated for the individual destination.

## CHILDREN'S DISCOUNT

Please contact GreenGate Incoming or your travel agency.

## CHANGES

Unless otherwise stated the following applies: More than 30 days before departure: A service fee of DKK 550 per person will be charged for changes to flights and tours on the ground. This does not apply to peak season and public holidays, when cancellation is not possible once a tour has been confirmed. Changes at a later time will be considered a cancellation and a new booking. Please contact your travel agency if you have any questions.

## CANCELLATION

Unless otherwise stated the following applies: More than 4 weeks prior to departure: The amount paid will be refunded less DKK 3.000 per person. Between 4 and 2 weeks prior to departure: 50% of the tour price will be refunded\*. Less than 2 weeks prior to departure: The traveller is not entitled to a refund. \* This does not apply to peak season and public holidays, when cancellation is not possible once a tour has been confirmed.

## NB!

If a package event, a hotel reservation or a flight ticket is subject to strict cancellation terms, such terms will apply and will be advised upon reservation.

## CANCELLATION DUE TO SUDDEN ILLNESS

We recommend that you take out a sickness/cancellation insurance from your travel agency to cover the cancellation costs if it proves impossible or extremely difficult to participate in tours due to death or sudden illness/accidents requiring admission to hospital, periods in bed prescribed by a doctor or similar problems involving you or your spouse/partner, parents, parents-in-law, children, grandchildren, siblings, grandparents, sisters-in-law, brothers-in-law or travelling companions. This protection only applies if a medical report is presented no later than one week after the cancellation. The insurance premium is 5 per cent of the risk (minimum DKK 75) and must be paid together with the deposit. If you fail to submit a medical report or your cancellation is due to other reasons, the standard cancellation rules apply.

## TRAVEL INSURANCE

In general the traveller is responsible for covering the costs of illness, admission to hospital etc. during a tour – unless the operator can be held responsible. Consequently, we strongly advise you to take out travel insurance covering the costs of accidents or death, treatment of illnesses, transport home and loss/damage of luggage, etc.

## LIABILITY OF THE AIRLINES

The airlines involved accept no liability for incidents occurring when passengers are not on board the plane of the airline concerned. For liability regarding checked-in luggage, please see the terms and conditions of the airline concerned.

## LIABILITY OF THE CLIENTS

The client must carry a valid passport. The client is liable for giving the correct information and his/her name in full according to his/her passport information and to other travel document information. A charge of DKK 550 must be paid if the name needs to be changed after booking. Upon receipt of tickets and travel documents, clients should check that the first and last names on the ticket, passport and other travel documents are correct and identical. The name on the flight ticket must be the same as the name on the passport, or clients may be turned away at the check-in desk. The travel agency is not liable for any consequences arising owing to the submission of incorrect information by clients.

## COMPLAINTS

Any complaints during the tour must be made to Atlantic Airways or GreenGate Incoming immediately, so that errors/defects can be rectified immediately and with the least possible inconvenience to clients. If you wish to make a subsequent complaint or claim, you should obtain documented evidence and contact GreenGate Incoming as soon as possible and at the latest, 2 weeks after arriving home.

## DISCOUNT FLIGHT TICKETS

If you wish to benefit from the many types of cheap tickets available on the market, combining these tickets for various sections of the tour, such tickets must always be issued in separate documents. In many cases such tickets cannot be cancelled, changed and/or refunded. This means that you bear the risk if you are unable to catch your next flight/connection, e.g. due to delays. Neither the travel agency nor the airlines involved accept any liability for the cost of new tickets, accommodation etc. occurring in this event.

## DEPARTURE TIMES IN THE TRAVEL TIMETABLE & TICKETS

The times stated in the tickets and travel timetable are always local times. After the flight tickets and the travel timetable have been issued, time changes may occur (often on 1 April and 1 November when the airlines change their times of departure and arrival and when passing to/from summer time). Therefore you should always check the departure times stated in the travel documents that you have received. Please contact the travel agency immediately if the times differ from the original booking/confirmation, so any mistakes can be rectified before departure.

## CHECK-IN TIME

We recommend that you check the check-in times when you arrive at the airport of your departure. Information from GreenGate Incoming or the airlines about departure gates and terminals is only intended as a guide and is not binding. Situations may occur where it may be necessary to change the departure from one gate/terminal to another. You should therefore always check the gate/terminal, especially when changing planes with little time to spare.

## TAXES AND DUTIES

A number of taxes have to be stated on the actual flight ticket. However, some airport or other tourist taxes have to be paid in cash upon departure or at the destination, so these cannot be claimed before leaving home. Usually such taxes will be stated in your travel documents. However, countries may introduce new taxes or increase existing ones at little or no notice. Taxes may change between the date of booking and the date of departure, or between the date of departure and the date of your return journey.

## PASSPORT, VISA, VACCINATIONS, ETC.

Nordic citizens need to bring their passport but they do not need a visa or special vaccinations when travelling to the Faroe Islands. If visa/vaccinations are required, this will be stated in our offer or in our confirmation. For practical reasons, citizens of non-Nordic countries should seek information on the demands made on citizens of their specific country when travelling to the Faroe Islands. Moreover when you book you must inform us if your group includes members with citizenships other than your own. This will enable us to give you the appropriate advice. The operator is not liable for any consequences that the absence of travel documents etc. may have if you fail to inform the travel agency of such issues. Please

note that transit visas are often required. Passports from countries outside the EU must normally be valid for at least six months after arrival at the destination.

## TRANSFERRING TOURS

Owing to sub-supplier regulations, tours cannot be transferred to others.

## FAILURE TO APPEAR/UNUSED SERVICES ETC.

If the customer has not cancelled the tour and/or if the traveller does not turn up at the indicated time and place of the tour, the operator is entitled to charge the full price of the tour. If the traveller fails to turn up for tours or in any other way fails to make use of the services which have been ordered, compensation for such unused services cannot be claimed.

## LIABILITY OF THE TECHNICAL OPERATOR

Under the Danish 'Pakkerejselov' (Package Holidays Act) GreenGate Incoming / Atlantic Airways is responsible for carrying out tours in accordance with the programme/ price list. The operator accepts no responsibility for agreements/promises between travel agencies and the traveller without the knowledge and acceptance of the operator. The operator accepts no liability for changes, delays etc. owing to breach of contract, unofficial strikes, weather conditions or any circumstances beyond the control of the operator.

## CHANGES/CANCELLATIONS

The technical operator reserves the right to make any necessary changes caused by a shortage of clients. If clients then wish to withdraw from the tour, the amount paid will be refunded but no further claims can be made. The technical operator is entitled to cancel any planned tours at 20 days' notice. If it proves impossible to find a satisfactory replacement tour, the amount which has been paid will be refunded. The travellers are not entitled to make any further claims for compensation beyond this.

## PRICE CHANGES AFTER THE AGREEMENT IS MADE

The prices are based on the current duties, tariffs and currencies applicable in August 2011. GreenGate Incoming / Atlantic Airways reserves the right to make price changes after the agreement is made. Price increases may be necessary due to changes in transport costs, including fuel prices, taxes, duties or charges for certain services such as airport, landing or take-off charges. Any price changes must be announced as soon as possible and no later than 20 days prior to departure and cannot exceed 10% of the advertised price of the tour in question. Failure to observe these conditions entitles the client to cancel the tour at no cost. However, GreenGate Incoming / Atlantic Airways must be informed of any such cancellation immediately after the client has been informed of the price increase. In case of any fall in prices owing to reductions in the factors mentioned above, clients will be informed immediately. If there are reductions within 20 days of the departure, clients are not entitled to claim a price reduction. However, if domestic public taxes or duties are reduced or removed with effect prior to the date of departure, GreenGate Incoming / Atlantic Airways are obliged to refund the amount concerned to the client if the amount exceeds DKK 100.

## OTHER TERMS AND CONDITIONS

The tours are carried out in accordance with the rules of the Association of Danish Travel Agents and Tour Operators (Danmarks Rejsebureau Forening) and the Danish Consumer Council (Forbrugerrådet) governing participation in package tours, which are available on demand. We cannot be held liable for printing errors and price changes owing to changes in the purchasing conditions. The price list is effective as of August 2011.

## JURISDICTION/APPLICABLE LAW

Any claim against GreenGate Incoming / Atlantic Airways will be settled according to Danish Law. Complaints or law suits which cannot be settled by the Danish Travel Complaints Council (Rejseankænævnet) will be settled by the Copenhagen Maritime and Commercial Court (Sø- og Handelsretten).

A reservation is made in respect of any typing errors, and prices are subject to change.