



## GENERAL CONDITIONS DOROTHY TOURS 2018

### RESERVATIONS:

Important – make sure you make your reservations early.  
All reservations must be made in writing, sent by e-mail to the following address: office@dorothy-tours.se  
Dorothy Tours does not book services such as transfers or sightseeing unless in combination with hotel reservation.

### PAYMENTS:

REGULAR TOURS: To reserve your tour, a deposit of 25 % is required. The balance is due no later than 6 weeks prior to departure. Full payment must be received 35 days prior to the commencement of services.

*NOTE!!! For reservations of tours to Russia made 2 weeks (or later) before the start of the tour in Scandinavia, we shall charge an extra EUR 150, per booking, in order to cover costs of last minute bookings.*

GROUPS: When booking accommodation and/or services for groups a deposit of 30% is required as soon as confirmation is sent, in order to guarantee rooms and services booked. Full payment must be received 35 days prior to the commencement of services.  
FITS: All reservations require FULL prepayment unless agreed otherwise. Full payment must be received 10 days prior to the commencement of services. Some services, due to their nature (eg, train tickets, event tickets, flight tickets, ferries, regular sightseeing, etc) require a non-refundable prepayment in order to be guaranteed. These prepayments should be done as soon as possible, otherwise Dorothy Tours can not guarantee the rates or availability of above mentioned services.

All service booked by Dorothy Tours will be invoiced by Dorothy Tours to the client making the reservation.

If deposit payment is required, in order to guarantee services, this should be received at the specified date in the invoice. Failure in doing so will result in the immediate cancellation of the reservation.

For the booking of tickets (trains, theatre, events, certain ferries and regular sightseeing, etc) FULL PRE-PAYMENT will be required. These purchases of tickets are non-refundable unless specified otherwise when confirming the reservations.

### CANCELLATIONS:

All cancellations must be made in writing.  
The company shall in writing or via e-mail, confirm receipt of a cancellation, so that this can be referred to by the principal or the company.

Dorothy Tours Incoming AB will do all possible to mitigate all cancellation charges.  
However penalties assessed by our suppliers will be passed on to DT clients as deemed necessary.

Special cancellation rules apply to DT Regular Tours and trips to Russia.

Cancellation fees on land tours are applicable in addition to any airline cancellation fees.

In the event of cancellation or postponement of the whole program, DT has the right to charge a minimum administrative cancellation charge of EUR 1500 per program. The total hours of project leadership on behalf of DT from start until the cancellation date will also be charged.

**DOROTHY TOURS AB has the right to cancel any Regular tour departure up until 30 days prior to the starting date of the tour, granting a full refund of the money paid to Dorothy Tours, but NO compensation.**

### Cancellations of REGULAR TOUR RESERVATIONS:

Unless stated otherwise, the following applies for cancellations of reservations on regular tours.

- For cancellations of reservations up to 35 days prior to arrival – full refund less EUR 50 per person.
- For cancellations received 34-20 days prior to arrival, 25% cancellation fee of the total cost of the tour will be charged.
- Cancellations received 19-7 days prior to arrival carry cancellation charges of 50 % of the total amount.
- In case of cancellation within 6 days of arrival or absence (no-shows), there will be no refund. (i.e. 100% cancellation penalty fee).

### SPECIAL CONDITIONS APPLY FOR TOURS TO RUSSIA

*- For cancellations of tour until 60 days prior to arrival in Russia – full refund less EUR100 per person.*

*- For cancellations received 59-30 days prior to arrival in Russia, 25% of tour will be charged.*

*- Cancellations received after 29 days have 100% cancellation charges.*

*These rules are very strict and we*

*strongly recommend you to buy a full travel insurance, which will also cover the expenses in case of cancellation. Dorothy Tours will not be able to accommodate any refund; not even in case of illness.*

### CANCELLATION OF GROUPS:

Unless stated otherwise, the following applies for cancellations of Groups.

- For cancellations of reservations up to 35 days prior to arrival – full refund less EUR 50 per person.
- For cancellations received 34-20 days prior to arrival, 25% cancellation fee of the total cost of the group reservation will be charged.
- Cancellations received 19-10 days prior to arrival carry cancellation charges of 50 % of the total amount.
- In case of cancellation within 9 days of arrival or absence (no-shows), there will be no refund. (i.e. 100% cancellation penalty fee).

### CANCELLATION OF FITS:

Unless stated otherwise, the following general rules applies for cancellations of FITS.

- For cancellations of reservations up to 14 days prior to arrival – full refund (except for the non-refundable prepayments informed of earlier).
- For cancellations received 13-7 days prior to departure, a penalty charge of

EUR 50 per person will apply.

- In case of cancellation within 6 days prior to arrival or absence (no-shows), there will be no refund. (i.e. 100% cancellation penalty fee).

### CONGRESS PERIODS

Special terms and conditions apply for reservations during Congress periods.

### REFUNDS:

Refunds for reservations on Regular tours (does not apply to tours to Russia):

If illness or other imperative reasons make it necessary for a tour participant to withdraw from a tour after commencement of land arrangements, a refund will be made for the unused portion of the tour less a cancellation expense of €500 per person. No refund can be made for less than 3 consecutive days of absence from the tour. The Tour Conductor must certify all unused services in writing. As the costs of the tours are based on group travel, no refund can be given for unused services such as sightseeing, bus transportation or trains and ferries.

### TRANSPORTATION:

Buses: 1st class coaches, western type coaches like Scania, Volvo, and Mercedes etc. The coaches are equipped with air-conditioner, toilet, comfort seats, fridge, microphone, VCR and possible other conveniences. All coaches are in good technical and cosmetic conditions and guests are covered by 3rd person liability insurance. The guaranteed capacity is 45 pax plus seats for driver and tour leader. Double-decker buses may also be available on request.

Flights: By Scandinavian Airlines System,

Phone: +46 87567435

E-mail: office@dorothy-tours.se

www.dorothy-tours.se



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Norwegian Air Shuttle or any other IATA or ATC carrier.

### CHILDREN:

Children under the age of 12 will receive a reduction of 25 % of the regular tour cost when sharing a room with their parents. Children 12 years of age and over will pay full rates. Unaccompanied minors under 18 years of age or children younger than 4 years of age will not be accepted on DT tours.

Child discount in group reservations or FITs shall be agreed on when sending confirmation upon request. This may vary depending on the suppliers involved.

### TRAIN, FLIGHT & EVENTS TICKETS

The purchase of events, shows, flight and train tickets is non-refundable in case of cancellation. Final confirmation of tickets will be received by the client once Dorothy Tours has received the total pre-payment for these tickets.

Flight & Train tickets: Dorothy Tours booking fee EUR 25 per person.

Events & shows Tickets: Dorothy Tours booking fee EUR 20 per person.

### SERVICE CHARGES AND TAXES:

All service charges and taxes at hotels are included. Gratuities to the tour conductor and driver at the end of the tour are customarily left at the discretion of the tour participants and are therefore not included in the tour cost. In the event that additional taxes are introduced by governing bodies or if existing taxes are increased, Dorothy Tours AB will have to pass on all such additional charges to the booking agent or individual passengers concerned.

### LUGGAGE:

The organizer will transport one piece of

luggage of normal size (60 x 80 x 35 cms in dimension) per person due to the limited space and capacity of the buses. The passenger according to what is established and mentioned in each tour program will pay for excess luggage. The piece of luggage of each passenger shall not exceed 20 kilos in weight. The passenger him/herself will pay for any excess weight and luggage. All aerial transportation contracted by Dorothy Tours has a limited luggage weight of 20 kilos per person. Dorothy Tours is not responsible or liable for loss, damage or theft of luggage and/or personal belongings, so please be sure to have adequate insurance to cover loss, damage or theft. Luggage handling is never included in any DT reservation, unless stated otherwise.

### EXPENSES NOT INCLUDED:

Passport, visa expenses, travel insurance, beverages (wines, liquors, mineral waters and soft drinks) and personal items such as laundry, room service, mini-bar, pay-tv at hotels, etc. are not included in the rates provided for booked programs, unless stated otherwise. These expenses are to be paid for by the guest directly.

### RATES:

EURO rates shown have been converted from local currencies based on rate of exchange at the time of publishing the rates. Changes in the exchange rates, increase in taxes, devaluation and/or decisions made by authorities or circumstances comparable therewith, may affect the EURO rates published by

Dorothy Tours without previous notice.

### RESPONSIBILITY:

Dorothy Tours and its associated or affiliated companies act only as agents for hotels, airlines, bus companies, railroads, steamship line owners, contractors and other suppliers providing accommodation, transportation or other services.

If Dorothy Tours has to cancel an event or is unable to carry out all services due to circumstances beyond our control, we will do all possible to secure services of comparable or better standard or refund all payments in full.

Dorothy Tours accepts no responsibility for loss or additional expenses incurred due to delays, changes, commissions or errors made by our suppliers including, but not limited to, air, sea, ground transportation, war, weather, quarantine and strikes.

All coupons, exchange orders, receipts, contracts and tickets issued by DT and its associates or affiliated companies are subject to changes and amendments in tariffs, terms and conditions and policies due to adjustments affecting any accommodation, transportation or other services whatsoever provided by such hotels, airlines, bus companies, railroads, steamship line owners, contractors and others.

With the purchase of any of DT regular tours you automatically accept such a tour membership and/or coupons, exchange orders, receipts, contracts and tickets. The tour participant agrees to these

conditions and also to that DT and its associated or affiliated companies, shall not be or become liable or responsible for any loss, injury or damage to person or property or otherwise, in connection with any accommodation, transportation or other services resulting, directly or indirectly, from acts of Force Majeure, dangerous incidents at sea, fires, breakdowns in machinery or equipment, acts of governments or other authorities, de jure or de facto, wars whether declared or not, hostilities, civil disturbances, strikes, riots, theft, pilferage, epidemics, quarantines, medical or customs regulations delays or cancellations or changes in itinerary or schedules, or from any causes beyond the control of DT and its associated or affiliated companies. DT will not be held responsible for any cost resulting from improper use or insufficient passport documentation, visas, other identification documents or travel documents, nor by any additional expense or liabilities sustained or incurred by tour participants as a result of any of the above mentioned causes. The full responsibility for the operation of the vehicles used for these tours rests with the carriers and the law of the country or countries of operation governs the liability of such carriers. All suppliers have the reserved right to decline, accept or retain any person as participant of these tours at any time, and a refund of unused land tour services is limited by DT, and its associated or affiliated companies' liability should such person be required to depart the tour after its

commencement. The passenger contract in use by the airlines concerned when issued shall constitute the sole contract between airlines and purchasers of these tours and/or passenger. The above shall apply even if DT and its affiliates are considered to be subcontractors.

### FORCE MAJEURE

Strikes, lockouts, fires, major restrictions on supplies, or other circumstances outside the control of the company, entitle the company to cancel the agreement without having to pay damages.

### LEGAL DISPUTES

To resolve legal disputes or uncertainties relating to the reservations and events booked, the Swedish law will be applicable. All possible disputes will be resolved in Sweden.

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We thank you again for using our services, we pride ourselves on providing first class arrangements with a personal touch, and we look forward to welcoming you and your guests to Scandinavia.

NK23/10-2013