

Season ticket, general terms of delivery and payment 2021

1. Payment options

You can pay your season ticket with Finnish online banking codes and with Visa, Visa Electron and Mastercard. You can also place a cash on delivery order at the post office (only to Åland and Finland).

2. Supplier of online payment service

Paytrail Plc (Business ID: 2122839-7)
Innova 2
Lutakonaukio 7
40 100 JYVÄSKYLÄ
E-mail: support@paytrail.com
Tel. +358 (0)207 181 830

3. Terms of payment and delivery

Payment mediation services are provided by Paytrail Plc in collaboration with Finnish banks and credit institutions. On the card account Paytrail Plc will be shown as the recipient on payments made with Visa, Visa Electron or Mastercard and Paytrail Plc transfers the payment to Ålandstrafiken. Paytrail Plc business license for payment services is granted by the Financial Supervisory Authority. For the user the service functions like a traditional online payment.

4. Payment with Visa, Visa Electron and MasterCard

The Government of Åland will only be responsible for marketing and delivering of the season tickets (product/service) for those who pay with Visa, Visa Electron or Mastercard. All complaints will be handled by Paytrail Plc. Paytrail Plc is the responsible merchant of season tickets that are purchased with Visa, Visa Electron or Mastercard, thus this will be a transaction between the customer and Paytrail Plc, who is also the recipient when you pay with Visa, Visa Electron or Mastercard.

5. Placing an order

In step 4 “Confirmation”, you will see details of your order. At the same time, you will receive a confirmation of your order via email. Once an order has been placed you are unable to make any modifications to the order, including cancellations. Save your order confirmation for possible future needs.

Purchased season tickets are handled by Ålandstrafiken’s office within 1-2 office days after purchase. The season ticket will be connected to your customer number, thereafter you can book the vehicle at no cost and the season ticket will be delivered to you according to the alternative you requested (point 6).

6. Delivery options and -times

Letter Mail: Your season ticket will be delivered directly to your mailbox. Delivery is included in the price. Note that you can choose a different address for payment and delivery.

To Åland and Finland: about 1-2 office days

To Sweden and other Nordic countries: about 3-4 office days

Cash on delivery: Cash on delivery orders are only available to Åland and Finland. Your order is delivered to your nearest post office within 1-2 office days. You will receive a delivery notice card to pick up your order. Remember to bring ID with you. Payment is collected at the Post Office. Delivery fee of 7 euro will be added.

The Government of Åland does not repurchase sold season tickets or compensate lost season tickets.

According to Chapter 6 section 7 in the Consumer Protection Act (FFS 1987/38) the right of withdrawal does not apply to distance selling of transportation services. Customers can therefore not withdraw the purchase of season tickets from Ålandstrafiken.

7. **Green season ticket or personal Green-Yellow season ticket terms and conditions**

Green season ticket á 160 euro is available for private car, van, camper, N2 (max weight 12 t) and tractor with trailer (max height 4,2 m). Green season ticket includes the fee for trailer with max height 2,1 m. Vehicle weights over 12 ton must be notified when booked.

Trailers over 2,1 m will be charged an additional fee. Prepaid online tickets get a discount of 20 % on the additional fee for trailers over 2,1 m (the discount does not apply on the Föglö line).

Green season ticket á 50 euro is available for moped, moped car, motorcycle or light four-wheeler.

Green season ticket (a sticker) is connected to one vehicle and must be pasted directly onto the vehicle's windscreen to be valid as a travel certificate.

Green-Yellow season ticket á 300 euro is a personal card (not available for companies) and applies to all types of vehicles for which the customer can buy Green season tickets, one vehicle per trip.

Green-Yellow season ticket is provided with first and last name and date of birth. The personal card must be shown to the staff when boarding. The personal card is only valid when the cardholder is travelling in the vehicle with valid identification.

The Green and Green-Yellow season ticket is valid for unlimited trips on all routes, to/from the archipelago. It can also be used as part payment for pre-booked transit trips, when the price for the route of the trip to archipelago fare will be deducted from the Transit fare. The remaining amount shall be paid with either cash or bank card at the harbour.

The Green and Green-Yellow season ticket is also valid for unbooked further travel through the archipelago within the same day without additional payment if the last part of the trip from the archipelago is unbooked.

Invalid transit bookings made online, which means booked end harbour-end harbour trip in the same day (eg that part routes are booked on separate booking numbers), will be charged extra for Transit.

8. **Red season ticket or personal Red-Yellow season ticket terms and conditions**

Red season ticket á 160 euro is available for private car, van, camper, tractor or N2 (max weight 12 t) and includes all types of trailers without height restriction. Vehicle weights over 12 ton must be notified when booked.

Red season ticket á 50 euro is available for moped, moped car, motorcycle or light four-wheeler.

Red season ticket (a sticker) is connected to one vehicle and must be pasted directly onto the vehicle's windscreen to be valid as a travel certificate.

Only persons or companies that have stated Vårdö, Brändö, Kumlinge, Sottunga, Föglö or Kökar as their home municipality and whose vehicles are registered within the Government of Åland are entitled to hold a Red season ticket.

Red-Yellow season ticket á 300 euro is a personal card (not available for companies) and applies to all types of vehicles for which the customer can buy Red season tickets, one vehicle per trip. Only persons that have stated Vårdö, Brändö, Kumlinge, Sottunga, Föglö or Kökar as their home municipality are entitled to hold a Red-Yellow season ticket.

Red-Yellow season ticket is provided with first and last name and date of birth. The personal card must be shown to the staff when boarding. The personal card is only valid when the cardholder is travelling in the vehicle with valid identification.

The Red and Red-Yellow season ticket is valid for unlimited trips on all routes, to/from the archipelago and for Transit trips, both booked and unbooked. Tractors and tractors + trailers are booked/changed/cancelled to Ålandstrafiken's office.

9. **Additional invoicing for invalid season tickets**

The season tickets for 2021 is valid until 31/12 2021.

Customer with a Green or Red season ticket who do not comply with the terms of correct attachment, and customer with a Green-Yellow or Red-Yellow personal card who are unable to show the personal season card, do not have valid travel certificate with the consequence that the customer's vehicle is documented and the customer is invoiced ordinary ticket fee retroactively.

10. **Replacement of Green or Red season ticket**

Customer can replace the valid season ticket from one of their vehicles to another for a fee of 25 euro per exchange, provided that the season ticket from the previous vehicle is returned when the new one is retrieved.

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