

Terms and conditions for annual passes and archipelago places

1. What is regulated by these terms and conditions?

This document regulates the terms and conditions that apply to annual passes for Skärgårdstrafiken's free-running ferries. The document also regulates the terms and conditions for archipelago places.

The terms and conditions for booking, rebooking, cancellation, etc. and Ålandstrafiken's right to charge fees in connection therewith are regulated in Skärgårdstrafiken's booking terms and conditions for light vehicles.

2. Annual pass prices and purchase locations

Annual passes can be purchased online or at Ålandstrafiken's office.

Prices, delivery times and delivery terms and conditions are stated in Skärgårdstrafiken's price list.

3. Validity period of the annual pass

Annual passes are valid for one calendar year.

4. Which vehicles can avail of the annual pass?

There are different types of annual passes that afford different benefits. Common to annual passes is that they entitle the holder to travel with a vehicle without paying for each trip separately. The vehicles to which annual passes can be applied are passenger cars, tractors, motorcycles, mopeds, light vans and motorhomes; see more in Skärgårdstrafiken's price list.

5. Terms and conditions and characteristics of different types of annual passes

In this section, archipelago municipality refers to Brändö, Föglö, Kumlinge, Kökar, Sottunga and Vårdö.

Annual passes associated with one person:

	Red-Yellow annual pass	Green-Yellow annual pass
Is the annual pass linked to a specific vehicle?	No.	
Is the annual pass linked to a specific person?	Yes. Only private individuals can hold it.	
Who can hold the annual pass?	Can only be held by a private person whose home municipality is on the archipelago.	All private individuals.
Which trips does an annual pass entitle one to?	Unlimited number of trips to, from and through the archipelago including pre-booked transit trips.	Same as Red-Yellow annual passes, but without the right to pre-book transit trips. Transit trips are described in Skärgårdstrafiken's booking terms and conditions for light vehicles. However, the Green-Yellow annual pass affords the following right to travel through the archipelago: <ul style="list-style-type: none"> • Unreserved onward trips within the same day (the last sub-route must therefore be unreserved) • Booked onward trips after an overnight stay in an archipelago municipality (at a tourist facility in Vårdö) • Cheaper price for pre-booked transit trips. The cheaper prices can be found in Skärgårdstrafiken's price list under "Surcharges for terminal to terminal transits on the same day"
How should the annual pass be presented?	During boarding, the customer must be able to present the annual pass together with valid identification.	
Other	Information about the person who will hold the annual pass will be checked against the population register.	

Annual passes attached to a vehicle:

	Red annual pass	Green annual pass
Is the annual pass linked to a specific vehicle?	Yes. Must the vehicle also be registered on Åland?	Yes.
Is the annual pass linked to a specific person?	No.	
Who can hold the annual pass?	Can only be owned by a person or a company with active business based in an archipelago municipality, and who is the vehicle owner.	All.
Which trips does an annual pass entitle one to?	Unlimited number of trips to, from and through the archipelago including pre-booked transit trips.	Same as the Red annual pass but without the right to pre-booked transit trips. Transit trips are described in Skärgårdstrafiken's booking terms and conditions for light vehicles. However, the Green annual pass affords the following right to travel through the archipelago: <ul style="list-style-type: none"> • Unbooked onward trips within the same day (the last sub-route must therefore be unbooked) • Booked onward trips after an overnight stay in an archipelago municipality (at a tourist facility in Vårdö) • Cheaper price for pre-booked transit trips. The cheaper prices can be found in Skärgårdstrafiken's price list under "Surcharges for terminal to terminal transits on the same day"
How should the annual pass be presented?	The annual pass is designed as a sticker that must be affixed to the vehicle's windscreen in order to be valid as a travel document. As the annual pass is linked to a specific vehicle, it may not be moved between vehicles.	
Retroactive invoicing if the annual pass is not attached correctly	If the annual pass has not been affixed to the vehicle in a correct manner, Ålandstrafiken has the right to retroactively invoice the passenger for the ordinary ticket fee for the trips previously booked with the current annual pass.	
What happens if the customer changes vehicles?	The customer is entitled to change the vehicle for which the annual pass applies for a fee. The fee amount is stated in Skärgårdstrafiken's price list. The customer must also be the owner of the new vehicle. The customer receives their new annual pass with a new car registration number after the old annual pass is returned to Ålandstrafiken. Bookings already made with the annual pass are transferred to the new vehicle.	
What happens if the vehicle is temporarily out of service?	If the customer's vehicle is temporarily out of service due to servicing in a workshop, at a car company for sale or similar, the annual pass service can be transferred to another vehicle for two weeks after contacting Ålandstrafiken. The customer will then receive a special certificate that must be carried in the vehicle when travelling. If the period will last more than two weeks or is extended, verification from a workshop, car company, insurance company or equivalent is required.	
Annual pass for a car waiting for an Åland registration number?	Vehicles waiting for an Åland registration number are also entitled to travel using the annual pass for 60 days, provided that the vehicle's holder pays for a Red or Green annual pass. During the 60 days, the vehicle owner receives a certificate from Ålandstrafiken that the vehicle may travel using the annual pass. The annual pass is delivered to the customer when the vehicle has been registered on Åland. If the completed registration issued by the vehicle authority is not verified within 60 days, the ordinary ticket fare for the vehicle's trips on board chargeable lines will be invoiced, unless the customer can show that no registration is due to an expected decision from the Finnish Tax Administration.	
Other	Information about the person buying an annual pass and/or his vehicle will be checked against the population or business register and with the vehicle authorities.	

6. Archipelago places

Archipelago places are a limited number of places per departure that can only be booked by private individuals and companies which, according to the population register are resident/based in a Brändö, Föglö, Kumlinge, Kökar, Sottunga or Vårdö municipality (referred to in this item as archipelago places). The purpose of the archipelago places is to allow residents in the archipelago municipalities to carry out urgent matters at short notice, such as doctor visits.

Archipelago places can only be booked when the departure is otherwise fully booked. The number of archipelago places per departure is stated on Ålandstrafiken's website.

Archipelago places can be booked 72 hours to 1 hour before the departure time in the first port from which the relevant ferry departs according to the timetable. Archipelago places are booked in the same way as other places, i.e. online or by contacting Ålandstrafiken's office.

Archipelago places must be cancelled no later than the following times:

Period	Cancelled no later than
Weeks 24-33	6 hours before the booked departure time
Weeks 1-23 and 34-52	3 hours before the booked departure time

Customers who cancel archipelago places too late will be charged a late cancellation fee. The fee amount is stated in Skärgårdstrafiken's price list.

Customers who do not use their booked archipelago places and who have not cancelled the archipelago place will also be charged a no-show fee. The fee amount is stated in Skärgårdstrafiken's price list. The purpose of the no-show fee is to facilitate the efficient use of the bookable spaces.

7. No right of withdrawal in the case of distance contracts

According to chapter 6 of the Consumer Protection Act (FFS 38/1978) the right of withdrawal does not apply to distance purchases of transport services. Customers cannot, therefore, withdraw from the purchase of an annual pass from Ålandstrafiken.

10. Right to make alterations in timetables

Government of Åland cannot be held responsible for any inaccuracies that may occur in the timetable, and the Åland Government reserves the right to make alterations.

In case of hard weather conditions, technical problems or other Force Majeure similar circumstances, timetables may be changed, and tours may be cancelled. Ambulance transportation always takes precedence over the regular timetable.

11. Right to compensation

On the right to compensation for passengers in the event of cancellations, see Skärgårdstrafiken's price list.