

Booking conditions for light vehicles and passengers

1. What is regulated by these terms and conditions?

These conditions apply to booking places for light vehicles on Skärgårdstrafiken's free-running ferries. Places can be booked on all free-running ferries, with the exception of between mainland Åland and Föglö.

Light vehicles are, for example, cars, vans, cars and vans with trailers, cars and vans with caravans, motorhomes, bicycles, mopeds and motorcycles.

These conditions also include certain rules that apply to passengers without vehicles, such as pre-booked bookings-only trips and pre-booked destinations.

2. Payment terms and conditions

The prices for Skärgårdstrafiken's travel, annual passes and other services can be found in Skärgårdstrafiken's price list and on Ålandstrafiken's website. The website also states which payment methods are accepted.

Bookings made online are paid for online in connection with the booking. Bookings made by email or telephone, as well as unreserved trips are paid for at the port during boarding. However, the obligation to pay for such bookings that are paid for during boarding applies from the time of the booking.

3. Booking, cancellation and rebooking

Trips can be booked, cancelled and rebooked up to 1 hour before the departure from the first port from which the relevant ferry departs according to the timetable, unless otherwise stated in the timetable. Unreserved vehicles are included if possible.

Bookings are confirmed with a booking confirmation and these conditions. By booking a trip, the customer accepts Skärgårdstrafiken's booking terms and conditions for light vehicles.

Cancellations and rebookings must be made no later than the following times:

Period	Cancelled/rebooked no later than
Weeks 24-33	24 hours before the booked departure time
Weeks 1-23 and 34-52	12 hours before the booked departure time
Trips booked with Red or Red-Yellow annual passes, weeks 24-33	6 hours before the booked departure time
Trips booked with Red or Red-Yellow annual passes, weeks 1-23 and 34-52	3 hours before the booked departure time

Customers who cancel/rebook their trip on time will have the trip ticket price refunded with the deduction of a handling fee.

The handling fee amount is stated in Skärgårdstrafiken's price list. The right to a refund does not apply to customers with an annual pass.

Trips can be booked/cancelled/rebooked 24/7 on Ålandstrafiken's website (certain restrictions may apply). During Ålandstrafiken's opening hours, trips can also be booked/cancelled/rebooked by email, telephone call or by visiting Ålandstrafiken's office in Mariehamn.

Trips to another sailing on the same day may be rebooked no later than 2 hours before the booked departure time. Such a rebooking can only be made during Ålandstrafiken's opening hours by email, telephone call or by visiting Ålandstrafiken's office in Mariehamn.

The fact that a customer is given the go-ahead by ferry staff to travel on a sailing other than the booked one does not mean that the booked trip has been automatically cancelled/rebooked. The customer must always contact Ålandstrafiken in the above-mentioned manner to cancel/rebook a trip.

4. What happens in the event of late cancellation/rebooking?

Customers who cancel/rebook their trip too late will be charged a fee for late cancellations. The fee amount is stated in Skärgårdstrafiken's price list.

In the event of a late cancellation/rebooking, the ticket price will not be refunded.

The fee is paid online or invoiced afterwards. Customers who would have paid the ticket price when boarding are also invoiced the ticket price afterwards.

The purpose of the late cancellation fee is to facilitate the effective use of bookable space.

5. What happens if the booked place is not used?

Customers who do not use their booked trip and who have not cancelled or rebooked the trip before departure will be charged a no-show fee. The fee amount is stated in Skärgårdstrafiken's price list.

The ticket price is not refunded in the event of a no-show.

The fee is invoiced afterwards. Customers who would have paid the ticket price when boarding are also invoiced the ticket price afterwards.

The purpose of the no-show fee is to facilitate the efficient use of the bookable spaces.

6. Transit trips

A transit trip is a booked trip from one terminal to another terminal without an overnight stay in the archipelago (referred to as a transit trip in this document). The terminals are Hummelvik, Långnäs, Svinö, Osnäs and Galtby.

Skärgårdstrafiken's ferries are primarily intended for trips to, from and within the archipelago, and increased fares, apply, therefore, to transit trips; see the transit fares in Skärgårdstrafiken's price list.

Transit trips can be booked for all departures on the north and south lines, with certain restrictions on Fridays and Sundays; see more about the restrictions on the website and in the trip list.

However, in the case of departures from Osnäs to Hummelvik and vice versa, mopeds, motorcycles and cars may be booked, provided that Ålandstrafiken receives, at the time of booking, a booking confirmation from a tourist facility in Vårdö which shows that accommodation there is booked directly linked with the trip on a Skärgårdstrafiken ferry. The price of such a trip is calculated according to the archipelago fare, see the archipelago fare in Skärgårdstrafiken's price list.

The number of bookable places for transit trips is limited, and only applies to light vehicles without trailers.

Transit trips can be booked, cancelled and rebooked during Ålandstrafiken's opening hours by email, telephone call or by visiting. Customers with a Red or Red-Yellow annual pass can book, cancel and rebook trips 24/7 on Ålandstrafiken's website. Ålandstrafiken is entitled to retroactively charge an additional fee on customers who used online booking to book trips that in practice involve a transit trip (e.g. partial routes have been booked with different booking numbers) but which have not paid for the trips in accordance with the transit fare. Additional invoicing is done with the amount determined in Skärgårdstrafiken's price list for "Surcharges for terminal to terminal transits on the same day".

7. Bookings-only trips - departures that are not regular departures

A bookings-only trip is a departure or sailing from a line that, according to the trip list, only runs if it has been booked or ordered in advance (called bookings-only trip in this document).

Booking bookings-only trips

Pre-booked bookings-only trips can be booked 24/7 on Ålandstrafiken's website or during Ålandstrafiken's opening hours by email, telephone call or by visiting to Ålandstrafiken's office in Mariehamn. In the case of booked

bookings-only trips, the same terms and conditions and times for booking, cancellation and rebooking, and fees for late cancellation apply as for other bookings if nothing else is stated; see the relevant line trip list. Långnäs-Överö and vice versa can not be booked.

Reserving bookings-only trips

When a bookings-only trip can no longer be booked, it may in some cases be reserved by directly calling the ferry. Telephone numbers for the ferries can be found in the relevant timetable in the trip list. The latest time at which an order can be made directly to the ferry is stated in the trip list. Cancellations must also be done no later than the latest time when an order must be made; see the relevant line's trip list.

Ordering via the ferry is not associated with a booked place on board for the vehicle.

Increased no-show fees in the event of late cancellation/rebooking and "no-show"

Customers who cancel/rescind a bookings-only trip too late, or who do not use the Bookings-only trip are charged an increased no-show fee, provided that the customer's booking/ordering of the bookings-only trip was the only reason why it was done. The fee amount is stated in Skärgårdstrafiken's price list. The fee is increased partly because the customer's actions have caused the ferry to run unnecessary routes, and partly because other customers' trips have been delayed.

8. Bulky goods

For loose goods that do not fit on the ferry's luggage shelf (for example canoes and rubbish bins that are not carried as cargo on vehicles), space on vehicle decks must be booked during Ålandstrafiken's opening hours by email, telephone or by visiting Ålandstrafiken's office in Mariehamn.

9. Dissatisfaction with fees

Late cancellation, no-show or unused bookings-only trips/inauguration fee shall not be charged if the customer can provide an acceptable reason. Acceptable reasons may include illness, care of a sick child, traffic accident, other extensive traffic disruptions or because the relevant vehicle has broken down.

In cases where the cancellation fee has been paid online in connection with the cancellation, it will be refunded less a handling fee if an acceptable reason can be provided.

If the customer believes that they have an acceptable reason why the cancellation could not be completed on time, or why the customer missed the booked trip or departure, the customer must notify Ålandstrafiken in connection with the late cancellation or no later than one week from the travel date to which the fee relates. If Ålandstrafiken deems the reason to be acceptable, the customer must submit

verification/proof of the reason within three weeks. Ålandstrafiken can then decide whether the fee should be charged. Customers who have not provided an acceptable reason within the stipulated time, cannot present an acceptable reason at a later date.

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.