

Booking terms and conditions for heavy vehicles

1. What is regulated by these terms and conditions?

These terms and conditions apply to booking places for heavy 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. However, places can be booked for buses on the Svinö-Degerby stretch.

Heavy vehicles include, for example, trucks, truck trailers, buses, tractors, tractor trailers, tankers, dumpers or similar, as well as forestry cranes, land rollers and other heavy machinery for agriculture and forestry and soil preparation.

2. Payment terms and conditions

The prices for Skärgårdstrafiken's trips can be found in Skärgårdstrafiken's price list and on Ålandstrafiken's website. The website also states which payment methods are accepted.

Booked trips are invoiced during 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 heavy vehicles.

In the case of fuel trips, certain deviating rules regarding bookings apply; see item 8.

Cancellations and rebookings must be done as soon as possible to facilitate the efficient use of the bookable space. Heavy vehicles are often large, and a cancellation can free up a lot of space for other travellers.

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

Period	Customers who have an archipelago municipality as their home municipality or who are regularly hired all year round by companies that have an archipelago	Other customers

	municipality as their home municipality	
Weeks 24-33	No later than 12 hours before the booked departure time	No later than 24 hours before the booked departure time
Weeks 1-23 and 34-52	No later than 6 hours before the booked departure time	No later than 24 hours before the booked departure time

Travel can be booked, cancelled and rebooked during Ålandstrafiken's opening hours by email, telephone or by visiting Ålandstrafiken's office in Mariehamn. Outside of Ålandstrafiken's opening hours, trips must be cancelled on Ålandstrafiken's website.

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. Cancellation and rebooking for customers with an annual pass for a tractor

In the case of customers with an annual pass for a tractor, the rules on cancellation and rebooking in item 3 do not apply. Instead, the cancellation and rebooking conditions that apply to annual short trips with light vehicles (see Skärgårdstrafiken's booking terms and conditions for light vehicles) apply.

This means that the cancellation or rebooking of annual pass trips with a tractor must be made no later than the following times:

Period	Tractor with Red annual pass	Tractor with Green annual pass
Weeks 24-33	No later than 6 hours before the booked departure time	No later than 24 hours before the booked departure time
Weeks 1-23 and 34-52	No later than 3 hours before the booked departure time	No later than 12 hours before the booked departure time

Annual short-haul trips with a tractor can be cancelled or rebooked during Ålandstrafiken's regular opening hours by email, telephone or by visiting Ålandstrafiken's office in Mariehamn.

Trips to another departure on the same day may be rebooked no later than 2 hours before the booked departure time without late cancellation charge, provided that the rebooking is done during Ålandstrafiken's opening hours by email, telephone 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.

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

Customers who cancel or rebook too late will be charged a late cancellation fee. The fee amount is stated in Skärgårdstrafiken's price list. Late cancellations are not refunded or credited.

The purpose of the late rebooking fee is to facilitate the efficient use of bookable space.

6. 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.

In the event of a no-show, the ticket price is not refunded or credited.

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

7. Transit trips

Skärgårdstrafiken's free-running ferries are primarily intended for travel to, from and within the Åland archipelago. Therefore, the options for booking trips through the archipelago are limited. As heavy vehicles take up a lot of space on vehicle decks, the restrictions on booking heavy vehicles are stricter than for light vehicles.

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

Terminal refers to Hummelvik, Långnäs, Svinö, Osnäs and Galtby.

Restrictions on freight transport

A freight transport is transportation using a heavy vehicle that is intended for freight and which has goods in the cargo.

Freight transport should only use Skärgårdstrafiken for the purpose of unloading and loading goods in an archipelago municipality. It is therefore not possible to book a trip for freight transport with one and the same cargo, or an empty vehicle, from one terminal to another terminal. This applies regardless of whether there is an overnight stay in an archipelago municipality.

Provided that all of the cargo that a freight transport has loaded when the trip begins in a terminal port shall be unloaded in an archipelago municipality, travel may be booked to another terminal port if accommodation in an archipelago municipality takes place along the way. Such a trip may be booked even if the freight transport is loaded with a new load in an archipelago municipality.

In the case of departures from Osnäs to Hummelvik and vice versa, freight transports may be booked if all of the goods covered by the freight transport are to be loaded/unloaded in Vårdö. Such bookings may not be done if goods are to be loaded or unloaded in any municipality other than Vårdö. Provided that Ålandstrafiken's office has received a waybill/transport document no later than the 10th day of the month after the trip, showing that loading/unloading took place in Vårdö, the price of the trip must be calculated according to the archipelago fare; see Skärgårdstrafiken's price list. If such documentation is not received within the stipulated time, the customer must pay the regular price for the trip according to the transit fare; see Skärgårdstrafiken's price list.

Restrictions for heavy vehicles not carrying goods

In the case of heavy vehicles that are not freight transport, trips may only be booked from one terminal to another terminal if overnight stays in an archipelago municipality take place on the way. This means, for example, that buses may be booked from one terminal to another terminal if overnight stays in an archipelago municipality take place on the way.

In the case of departures from Osnäs to Hummelvik and vice versa, buses may be booked if the purpose of the trip is to stop at a tourist facility in Vårdö for an overnight stay. Provided that the Ålandstrafiken's office has received, no later than the 10th day of the month after the trip was completed, a receipt that the overnight stay took place in direct connection with the trip on the Skärgårdstrafiken ferry, the trip price must be calculated according to the archipelago fare; see Skärgårdstrafiken's price list. If such documentation is not received within the stipulated time, the customer must pay the regular price according to the transit fare; see Skärgårdstrafiken's price list.

8. Fuel trips - hazardous substances transported by tanker/truck

Fuel transport is transportation that is covered by the Act on the Transportation of Dangerous Substances (FFS 719/94),

which is applicable to Åland through an act of reference. A fuel transport can be, for example, the transportation of liquid fuel in a tanker truck, or gases in gas cylinders loaded on a truck. Legal requirements for the transportation of hazardous substances mean that there are restrictions on how fuel transports may be done on Skärgårdstrafiken's ferries.

Fuel transports may not be done on archipelago traffic ferries without a place having first been booked on a departure on which it is permitted to book fuel transport (referred to as Fuel Trip in this document). Information about which trips are fuel Trips can be found in the trip list.

Fuel transport on a fuel trip must be booked and cancelled no later than the following times:

Period	Northern line and Southern line	Cross line
Weeks 24-33	No later than 12:00 p.m. on the workday before the day of departure	No later than 12:00 p.m. on the workday before the day of departure
Weeks 18-23 and 34-39	No later than 12:00 p.m. on the workday before the day of departure	No later than 12:00 p.m. three workdays before the day of departure. However, in the case of the Långnäs-Överö stretch, booking/cancellation must be done no later than one workday before the day of departure.
Weeks 1-17 and 40-52	No later than 12:00 p.m. three workdays before the day of departure	No later than 12:00 p.m. three workdays before the day of departure

If no fuel transport place has been booked within the time stipulated above, the fuel trip will be opened for normal booking without passenger restrictions. This also means that hazardous substances may not be transported on that departure.

If a booked fuel transport is cancelled too late, a late cancellation fee will be charged. The fee amount is stated in Skärgårdstrafiken's price list. Fuel returns from Brändö can be cancelled free of charge before the return trip via Ålandstrafiken's office.

If a booked fuel transport is not used and has not been cancelled, a no-show fee will be charged. 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.

9. Bookings-only trips and pre-booked destinations

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

Reserving bookings-only trip

Bookings-only trips can be booked during Ålandstrafiken's regular opening hours by e-mail, telephone call or by visiting Ålandstrafiken's office in Mariehamn.

For reserved bookings-only trips, the same conditions apply for times for booking, cancellation and rebooking and fees for late cancellation as for other bookings unless otherwise stated., see respective lines schedule. Långnäs-Överö and vice versa can not be booked.

Reserving a bookings-only trip

When a bookings-only trip can no longer be booked, it can in some cases be booked by phone call directly to the ferry. Telephone numbers for the ferries can be found next to the relevant timetable in the trip list. The latest time at which an order can be made is stated in the tour list. Different lines may have different times. 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.

10. 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.

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, fuel trip or bookings-only trips/pre-booked destinations, 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 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.

11. 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.

12. Right to compensation

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