

TERMS AND CONDITIONS

TRUE MOMENTS AB, Org. 559438-6335

1. Reservations

A deposit of 25 % of the trip fare will reserve a space for you on a True Moments trip. On advancement of deposit to True Moments AB the depositor acknowledges that he /she has read and understands the recited Terms and Conditions, also including "The general terms and conditions of the Association of Swedish Travel Agents and Tour Operators (SRF)" (<https://srf-org.se/fakta-juridik/>) and "DIRECTIVE (EU) 2015/2302" (<https://eur-lex.europa.eu/eli/dir/2015/2302/oj>), and agrees to be bound by them. The balance of the trip fare is due 90 days prior to departure. Should the trip be reserved less than 90 days prior to departure, the trip shall be paid in full within three days.

2. Cancellation and Refund Policy

Notification of cancellation must be received in writing by True Moments AB. At the time we receive your written cancellation, the following penalties will apply: More than 180 days prior to departure: 15% of the expedition cost; 180 through 90 days prior to departure: 25 % of the expedition cost; less than 90 days prior to departure: 100 % of trip cost. If cancellation occurs within the 90-day period and full payment has not yet been received, the full penalty will still apply, and unpaid monies are due immediately. Once a trip has departed there will be no refunds from True Moments AB for any unused portions of the trip. Prices quoted are based on group participation and no refunds will be made for any part of the program in which you choose not to participate. It is understood that refunds cannot be made to passengers who do not complete the tour for any reason whatsoever.

3. Trip cancellation and Travel-/Interruption Insurance

It is required that all travellers purchase a travel insurance as protection against an emergency which may force you to leave from a trip while it is in progress. It is also strongly advised that all travellers purchase a trip cancellation insurance.

4. Medical Information

Participation on a True Moments program requires that you are in generally good health and that you are in no need of extra assistance whatsoever. It is essential that persons with any medical problems and related dietary restrictions make them known to us before departure. The Expedition Leader has the right to disqualify any participant at any time during the trip if he feels the participant is physically incapable and/or if a participant's continued participation will jeopardize either the individual involved or the group. There will be no refund given under these circumstances. By forwarding of deposit, the passenger certifies that he/she does not have any mental, physical or other condition or disability that would cause a hazard for him-/herself or other passengers.

5. Prices

True Moments AB also reserves the right to change prices due to documented exceptional and unforeseen changes in costs.

6. Itinerary Changes and Trip Delay

True Moments AB reserves the right to change a programme's dates, itinerary, or accommodations as conditions warrant. It is understood that such decisions will be made in the best interests of all passengers and with regards to safety. These are expeditions to remote parts of the world, and we reserve the right to change the itinerary due to weather conditions, airline changes, availability of anchorage, political conditions and other factors beyond our control without consulting the participants. Participants have no right to any refund or other considerations in the event of these inevitable itinerary changes. If a trip must be delayed, or the itinerary changed due to bad weather, road conditions, transportation delays, government intervention, sickness or other contingency for which True Moment AB or its agents cannot make provision, the cost of delays or changes is not included. Should True Moments have marketed a specific guide/ lecturer on a trip and he/she would need to cancel, for any reason whatsoever, the traveller has no right to compensation. In such a case True Moments will do their utmost to find an equivalent replacement.

7. Itinerary Cancellation

True Moments AB reserves the right to cancel an itinerary before departure for any reason whatsoever, including too few participants or logistical problems such as strikes, wars, acts of God, or any other circumstances which may make operation of the trip inadvisable. All trip payments received will be promptly refunded, and this refund will be the limit of True Moments AB's liability. True Moments AB is not responsible for any expenses incurred by trip members in preparing for the trip, including non-refundable or penalty-carrying airline tickets, special clothing, visa or passport fees or other trip related expenses.

8. Participants

True Moments AB reserves the right to decline or to accept any individual as a trip member for any reason whatsoever. True Moments AB and the contracted Expedition Leader also have the right to dismiss any participant during a trip due to improper behaviour or reasons that could cause a hazard for him-/herself or other passengers.



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Appendix 1

9. Limitations of Liability

True Moments AB, its owners, agents and employees give notice that they act only as the agents for the owners, contractors and suppliers providing means of transportation and/or all other related travel services and assume no responsibility howsoever caused for injury, loss or damage to person or property in connection with any service resulting directly from: acts of God, detention, annoyance, delays, expenses arising from quarantine, strikes, thefts, pilferage, force majeure, failure of any means of conveyance to arrive or depart as scheduled, civil disturbances, terrorism, government restrictions or regulations and discrepancies or changes in transit or hotel services over which it has no control. Changes in the itinerary may be made where deemed advisable. In case of a medical problem arising during the voyage, either on board or on shore, which results in costs for evacuation, use of aircraft or repatriation, the responsibility for payment of these costs belongs solely to the passenger. True Moments AB requires that passengers ensure that such eventualities are covered by travel/ interruption insurance. If not covered by travel/ interruption insurance the responsibility remains with the passenger and True Moment AB specifically decline any responsibility whatsoever.

As described in item 5 above, all prices are subject to change.

As described in item 7 above, if a trip must be cancelled, True Moments AB is not responsible for any personal expenses incurred by trip members in preparing for the program.

True Moments AB reserves the right to alter or omit any part of the itinerary or change any reservation, feature and/or means of conveyance without notice and for any reason whatsoever and without allowance or refund and with extra costs, if any, resulting therefrom paid by the passengers. Please note: These terms and conditions apply on all True Moments trips unless other conditions are printed in the applicable brochure.

10. Disputes

According to Swedish law, True Moments AB places all revenue in a bond with the Legal, Financial and Administrative Services Agency (Sw. Kammarkollegiet) in Sweden until the completion of your expedition. Any disputes and matters of whatsoever nature between the customer and True Moments AB shall be governed by Swedish law and jurisdiction of the Swedish court.

ABOUT THE ASSOCIATION OF SWEDISH TRAVEL AGENTS AND TOUR OPERATORS' TERMS AND CONDITIONS

The general terms and conditions of the Association of Swedish Travel Agents and Tour Operators (SRF) and True Moment's special terms and conditions, together with information provided by True Moments, apply to the tour. The general and special terms and conditions constitute a part of the agreement. If the terms in the special terms and conditions and SRF's general terms are conflicting, True Moment's special terms apply.

TRAVEL GUARANTEE IN CASE OF INSOLVENCY

According to Swedish law, True Moments AB places revenue in a bond with the Legal, Financial and Administrative Services Agency (Sw. Kammarkollegiet) in Sweden until the completion of your expedition. Travellers may contact the competent authority Kammarkollegiet, Birger Jarlsgatan 16, 114 34 Stockholm, Sweden, telephone +46 87000800, registratur@kammarkollegiet.se if services are denied because of True Moment's insolvency.

PERSONAL INFORMATION POLICY

On advancement of deposit to True Moments AB you acknowledge that True Moments AB, for statistical purposes as well as for enabling True Moments to manage returning passengers, keep name, address and contact details (telephone number and e-mail address) in True Moment's database. This information will not be shared with any external party. When one person provides data for several persons travelling together, we assume that the person providing the data has the consent of all travellers to provide the data. You may at any time have these records deleted by sending a message to: booking@truemoments.se

