



Päijänne-Risteilyt Hilden Oy

ONLINE booking conditions

1. Application

Where the purchase of cruise services and other add-on services is concerned the company adheres to the following conditions. These conditions become binding on both parties, the seller and the buyer, when the customer has executed the payment stated in the contractual terms listed here.

2. Booking and payment

In the case of online sales the customer pays in full for the service or product at the time of booking. A booking is confirmed when the customer has executed payment either by means of a credit card or online banking transaction. The customer is sent an order confirmation by email, a copy of which the customer can print out if required.

3. Cancellation

Services that have been paid for cannot be altered or reimbursed. If the customer's journey has to be cancelled due to illness, services that have already been paid for will be reimbursed on receipt of a doctor's certificate.

4. Force Majeure

In the case of Force Majeure, such as weather conditions for which no responsibility can be assumed, the company has the right to make alterations to the schedule, arrange transportation using another vessel or cancel the booking. The company is not liable to compensate the customer for expenses that may be incurred in the case of Force Majeure.

5. Complaints

Possible grievances should be passed on immediately to our personnel. Should this not be possible, or in cases where a claim for compensation is involved, notice must be given to the company in writing within 14 days.

6. Methods of payment

Products and their postage are paid in conjunction with the order. The following methods of payment are available for the users of the webstore: Nordea, Osuuspankki, Sampo, Tapiola, Aktia, Nooa, Paikallisosuuspankit, Säästöpankit, Handelsbanken, S-Pankki, Ålandsbanken and credit cards. Online payments are made by using the website of Suomen Verkkomaksut Oy. Payments can be made also beforehand by bank credit transfer.

Address:

Pellonpääntie 23 A, FI 40820 HAAPANIEMI (Jyväskylä)

Telephone: +358 10 320 8820

www.paijanne-risteilyhilden.fi
Y 0555830-2

7. Payments by Visa, Visa Electron or MasterCard

If you would like to pay by Visa, Visa Electron or MasterCard, Demo Yritys will act solely as the marketer of the respective products and services and will provide the products to the buyer. All complaints and claims for compensation will be handled by Suomen Verkkomaksut Oy.

With regard to payments made by Visa, Visa Electron or MasterCard, Suomen Verkkomaksut Oy acts as the merchant of the product and the trade transaction takes place between the customer and Suomen Verkkomaksut Oy. The seller is liable to meet all the responsibilities related to the trade. Suomen Verkkomaksut Oy is also the recipient of the payment.

Suomen Verkkomaksut Oy (Finnish Web Payments)

Business ID: FI21228397

Ohjelmakaari 10

40500 JYVÄSKYLÄ

FINLAND

Phone: +358 207 181830

8. Online banks

Suomen Verkkomaksut Oy (FI21228397) provides the financial and payment service for online payment in co-operation with Finnish banks and credit institutions. Suomen Verkkomaksut Oy buys the payment and disburses it to the seller. For the customer the service functions like a conventional online payment.

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