

Cancellation/Refund

Cancellations for individual passengers

If you cannot travel as planned, please cancel or change your reservation no later than 24 hours prior to your scheduled departure time. The same rule applies as well to bookings with cancellation insurance.

Refunds

Refunds are credited to the original method of payment. [Form for the refund request application >>](#)

Handling charge of **10% or minimum 10 EUR** will be deducted from the refundable amount. If the price of the ticket is up to 100 EUR, the handling charge is **10 EUR**. If the price of the ticket is more than 100 EUR, the handling charge is **10 %** of the price paid. There will be no handling charge, if you have a **cancellation insurance, medical certificate** or for change of cabin category, added meals or other services.

You can also change your cancelled ticket to another Viking Line trip **within 6 months of your scheduled trip**. For detailed instructions please contact Viking Line office per e-mail international.sales@vikingline.com

We reserve the right to specify different terms of payments and refunds regarding all special cruises and charter trips.

There will be **no refund** for service charges, handling charges or for the payment of the cancellation insurance

General terms

A minimum of 10 percent (minimum 10 euro) is deducted from the total cost of the reservation. Deductions are not made if you can show a medical certificate, or if you have decided to buy our cancellation insurance. Note that special cruises and charters have differing repayment terms.

Any service charge and cancellation protection fee will not be refunded.

Route traffic ("one-way")

If you have two one-way passages booked, you must also cancel the return trip at least 24 hours before its scheduled departure time to qualify for a refund.

Travel with hotel accommodations included

Cancellation requests must be received at least 24 hours before your scheduled departure.

Any cancellation requests received after this date are subject to full or partial payment.

Specialty cruises

Differing cancellation and refund terms may apply for specialty cruises, destinations or events. These terms are included in your booking confirmation and supersede regular terms of refund.

Discontinued travel itinerary

No refunds will be authorized after the commencement of a trip.

Viking Line's refund policy

Regarding a paid voyage without a physical ticket (e-ticket travel), you may request a refund online at the time of cancellation or later.

For refunds on purchases made direct from Viking Line you can even contact our travel service via telephone at **+46-8-4524000**. Please have your booking number and account number available. Regarding e-ticket reservation you will also need the bank's clearing number used for your payment. If you purchased your trip through a travel agent, please contact your agent directly regarding any refund.

In the case of illness

Please remember in order to qualify for a refund you must notify us of your cancellation.

Hotel and Air Sea-travel

Please notify us of any cancellations or changes at least 30 days before your scheduled departure, in writing. Requests received after that date can be debited for up to the full price. We recommend using e-mail or fax (the date we receive your request is the date of record).

Special cruises and charters

We reserve the right to specify different terms of payments and refunds regarding all special cruises and charter trips.

Partners, associates and cooperative agreements

If your voyage with Viking Line is part of a larger travel package or arranged by one of our partners or associates, please contact the responsible part up directly regarding their payment and refund policies.

General conditions of carriage

General conditions of carriage of passengers and luggage

The shipping company **reserves the right to refuse transport of passengers** who may cause the shipping company to suffer expenses or passengers who are in a state which may cause harm to another person or in any other way infringe on the rights of others. **The passengers must adhere to Viking Line's rules** of conduct and the instructions given by the captain of the ship in order to maintain safety and order onboard.

The rules of conduct are posted at Viking Line's offices, terminals and onboard the ships. Intoxicated passengers or persons disturbing the order can be refused boarding on the outward as well as the return voyage.

The terms of transport together with the terms for package tours, dated **30th of June, 2009** and negotiated by **The Association of Finnish Travel Agents** and the **Consumer Ombudsman**, apply to agreements regarding package tours for which Viking Line Abp is the responsible travel organiser. The terms of transport do, however, take precedence over the terms for package tours.

The following conditions are to apply to the carriage of passengers by ships in the Viking Line's services:

- 1) The **carrier** is the company to which the carrying vessel belongs, Viking Line Abp. **The contract of carriage** is operative between the relevant **company and the passenger**.
- 2) Rights attaching to the passenger's ticket must not be transferred to another person. Any person who procures a ticket on to another's behalf is deemed to have had authority to do so and to approve of these conditions of carriage on the latter's behalf.

3) **The term luggage** is understood to mean any object, including a vehicle, carried for the passenger's account, but not where a charter party, consignment note or bill of lading is issued for it.

The term handluggage is understood to mean any luggage, including live animals, that the passenger keeps in his cabin, carries with him or otherwise has in his care. The term also covers what is carried in or on a vehicle.

4) **The passengers may bring luggage to a reasonable extent.** Should luggage, including hand luggage, cause any **danger or inconvenience**, or should it require **special care**, the passenger is to draw the **Carrier's attention to that before the trip** commences. The Carrier reserves the **right to refuse** to carry such luggage.

5) The passenger is **obliged to observe regulations for order and safety on board** the ship during the carriage. A person appointed by the Master, for instance a watchman, is to see to it that these regulations are followed. The **carrier reserves the right** for himself and his agent, both on land and on board the ship, to **refuse to transport a passenger who may pose a danger** to others which might restrict passengers' rights or in any way inflict costs on the Carrier. Ship agents may refuse to transport persons who are intoxicated or act in a disorderly manner. A **passenger who has taken a cabin ticket is responsible for any damage occurring in the cabin during the voyage** covered by the ticket.

6) If the passenger **does not commence the trip** or discontinues it, the fixed fare is payable nevertheless. The **fare is refundable**, however, if the passenger **has fallen ill or if he has some other reasonable cause** for not commencing or completing the trip, provided that the Carrier has been notified in a reasonable time. In that case **10 %** will be deducted from the refund.

7) Any car that is not ready to be driven on board the ship not later than **30 minutes**, for vehicles over 2,4 metres high **45 minutes**, before scheduled departure has **forfeited its reserved place**. Cars on the **waiting list** are entitled to a place **only if there is room** in the ship.

8) In the event of the **Carrier**, or any person from whom he is responsible, being guilty of **fault or negligence**, he is obliged to **pay indemnity for any loss** incurred through the passenger's death or injury, or loss caused by damage to the passenger's luggage. The same applies to any loss incurred through delay of the passenger or his luggage.

9) Any passenger who has **suffered personal injury** or **sustained loss** of, or damage, to hand luggage is reminded that **he carries the burden to prove** that the loss or damage was due to an incident occurring during the carriage, to show the extent of the damage and to prove **that the company caused the loss or damage** through fault or negligence.

10) The **Carrier is not obliged to pay indemnity** for money, securities, objects of art or any other article of luggage of rare and precious nature, unless he has received the **property for safe keeping**.

11) Loss incurred through **technical faults, weather conditions, operating conditions** or other circumstances of force majeure nature **is nor regarded as being due to fault** or negligence of the Carrier. (See also item 16 below).

12) Should the Carrier's liability be duly established, his liability is nevertheless to be limited as follows:

a) in the case of **personal injury**, up to a maximum sum fixed at **SDR 175,000.-** per passenger, for death or personal injury.

b) in the case of **passenger's loss through delay**, up to a maximum sum fixed at **SDR 4,150.-**.

c) in the case of **loss of, or delay or damage to other luggage**, up to a maximum sum fixed at **SDR 1,800.-** per passenger.

d) in the case of **loss of, or delay or damage to vehicles**, up to a maximum sum fixed at **SDR 10,000.-** per vehicle.

e) in the case of **loss of, or delay or damage to other luggage**, up to a maximum sum fixed at **SDR 2,700.-** per passenger.

f) in case of **loss or delay or damage to such valuable luggage** that the Carrier has received for safe keeping, up to a maximum sum fixed at **SDR 6,750.-**.

The above sums apply to each and every trip. The Carrier is always entitled to plead the statutory global limitation rules.

- 13) The passenger is to bear the deductible prescribed by law for loss of damage up to the following sums:
- a) **SDR 150.-** per **vehicle** in the case of damage to vehicle.
 - b) **SDR 20.-** for **other loss** of, or damage to luggage.
 - c) **SDR 20.-** for **loss or damage through delay**.

The deductible is to be calculated upon the basis of the sum of loss or damage suffered before the limitation of liability as per item 12 is considered.

14) **The term SDR** is understood to mean Special Drawing Right as defined by the International Monetary Fund, to be converted into currency at the rate of exchange on the date when security is provided for liability or when payment is effected. The value of SDR appears in daily exchange rate quotations. On **December 14, 2006** it was **SEK 10,29** and **EUR 1,15**.

- 15) Notwithstanding the above, the **Carrier disclaims liability** for:
- a) **personal injury** and loss or damage through delay to the passenger during the period **before embarkation and after disembarkation**.
 - b) **loss of, or delay or damage to hand luggage, including goods brought by the passenger** in or on a vehicle, during the period **before it was brought on board and after it was discharged**.
 - c) **loss, delay or damage caused by any incident during the part of the carriage** that is performed entirely, or to a definite part, **by another specified carrier** than the Carrier. The same applies if the passenger has the right to utilize another carrier.

16) The **Carrier is entitled to perform the carriage by another vessel** than that which is advertised or specified on the ticket, and without notice to effect changes in the timetable or to make deviations because of circumstances such as technical faults, weather and ice conditions, docking, marine casualties and other such conditions of operation for which the Carrier cannot be blamed (force majeure).

17) Limitations of liability and reservations made above are also operative to the benefit of the ship's master, officers and crew, forwarding firms and agents, stevedores and other from whom The Carrier is responsible. The same applies even if the claim against the Carrier is not based upon the contract of carriage.

- 18) Proceedings concerning the Carrier's liability for the carriage of the passenger or luggage can be instituted at the plaintiff's option only
- a) at a **maritime court** in the circuit of the Court of Appeal where the **Carrier has his domicile** or where he principally carries on business or
 - b) at a **maritime court** in the circuit of the Court of Appeal where the **place of departure or destination is situated** under the contract of carriage between the Carrier and the passenger.

Besides what is specified above, the provisions of the Swedish Maritime Code are to apply to ships flying the Swedish flag.

19) The place of jurisdiction will decide which law is to be applied.

20) The passenger or his assignee must submit a written claim to the Carrier without unreasonable delay after learning of circumstances giving rise to a possible claim for indemnity.

Claims will expire if proceedings against the Carrier are not instituted in accordance with statutory regulations, in respect of:

- a) any claim for **indemnity on the grounds of the passenger's death** or person injury or delay by the passenger conveyance, within **two years from the date** when disembarkation took place or should have taken place, and, if death occurred after disembarkation, within two years after death but no later than three years after disembarkation.
- b) any claim for **indemnity on the grounds of loss of, or damage or delay to luggage**, including hand

luggage, within **two years from the date** when the luggage was discharged or if the luggage was lost during the trip, from the **date when it should have been discharged**.

21) In other respects the statutes of the **Finnish or Swedish Maritime Code** are to apply.

22) These terms of transport together with the terms for package tours, dated **30th of June, 2009** and negotiated by **The Association of Finnish Travel Agents** and the **Consumer Ombudsman**, apply to agreements regarding package tours for which Viking Line Abp is the responsible travel organiser. The terms of transport do, however, take precedence over the terms for package tours.