

## **GROUP TRAVEL TERMS AND CONDITIONS OF AS TALLINK GRUPP**

These group travel terms and conditions of AS Tallink Grupp (hereinafter travel terms) are valid from 1 May 2024 and apply only to group tours of AS Tallink Grupp and its subsidiaries (hereinafter Tallink).

The requirements of travel documents for passengers in group tours have been established in the travel terms of AS Tallink Grupp for individual passengers.

The requirements stipulated in the travel terms of AS Tallink Grupp for individual passengers and in the EU regulation 1177/2010 apply to the persons with disabilities and reduced mobility participating in group tours.

The transport of pets is carried out at the terms stipulated in the travel terms of AS Tallink Grupp for individual passengers.

The procedure for submitting complaints has been stipulated in the travel terms of AS Tallink Grupp for individual passengers.

AS Tallink Grupp reserves the right to change these terms during peak travel periods or at other times if necessary.

The matters not regulated by these terms are subject to the travel terms of AS Tallink Grupp for individual passengers.

### **PART I – GENERAL**

(1) A group is a group of people consisting of at least 10 passengers who have a common group reservation and/or ticket for which a fee has been paid and which has a group leader.

(2) The group leader is a member of the group who deals with the organization of the group trip. According to the size of the group and the specifics of the trip, the group leader participates in the trip either for a fee or free of charge, which is decided by Tallink. The requirements for the group leader have been published on Tallink's website.

(3) These travel terms do not apply to bookings and/or tickets for special trips and/or trips with a special offer.

### **PART II - BOOKING, PAYMENT, CHANGING AND CANCELLATION OF TICKET**

#### **1. GENERAL TERMS OF BOOKING A TICKET**

(1) The group travel tickets can be booked through Tallink's sales channels or at the travel company.

(2) To organize a group trip, the group leader may submit a price request, to which Tallink prepares a relevant price offer, taking into account the terms provided for in the request. The price offer includes the prices of the services provided in the request separately, and if possible, the total amounts, as well as possible discounts and other necessary conditions.

(3) The request for a price offer will be submitted in Tallink's sales channels specified in the first section of this clause or to the travel company.

(4) The price offer is valid until the date indicated on it or until the booking made on the basis of the price offer. The price offer for which a booking has not been completed will be cancelled.

## **2. BOOKING**

(1) A booking is an order made by a group leader for the purchase of passenger transport (date of trip, destination, length of trip, etc.), on-board services and other services (for example, third-party services).

(2) In order to make a booking, the group leader additionally informs about:

- 1) the number of passengers in the group and their age groups (minors, adults);
- 2) passenger transport services (cabin seats, deck seats);
- 3) onboard services (number and names);
- 4) additional services at the destination;
- 5) telephone and e-mail address of the group leader.

(3) When booking a bus intended for passenger transport, its registration number and exact length and height measurements should be provided. Also, the lengths and heights of the auxiliary equipment installed onto the bus and equipment installed at the back of the bus should be provided. Where necessary, the permissible maximum weight of the bus should also be provided.

(4) Tallink package tours are subject to terms different from these terms that will be disclosed together with the package tour offer. The package tour contract enters into force when the customer has made the advance payment in accordance with the booking and payment terms for package tours.

(5) In case of services provided by the third parties who are the partners of Tallink, the booking and payment terms established by the third parties apply.

## **3. PAYMENT FOR BOOKING**

(1) When booking a trip, payment is made as follows:

1) Groups with up to 100 cabins/ 100 passengers on deck on all routes:

- a) When booking a trip up to 29 days before the departure, 10% of the cost of the trip should be paid immediately upon making the booking and the remaining cost of the booking should be paid at least 28 days before the start of the trip;
- b) If the booking is made less than 28 days before the departure, the entire cost of the booking should be paid immediately at the time of booking.

2) Groups with 101 and more cabins / 101 and more passengers on deck on all routes:

- a) When booking a trip up to 100 days before the departure, 10% of the cost of the trip should be paid immediately upon making the booking;
- b) The following payments should be made according to the payment dates specified in the booking confirmation:
  - 25% 100 days before the trip
  - 50% 70 days before the trip
  - 75% 40 days before the trip
  - 100% 20 days before the trip

(2) The tickets can be paid for by bank transfer to Tallink's bank account or in Tallink's sales offices in cash or with a bank card or to the travel company in accordance with the procedure prescribed by it.

(3) Tallink has the right to consider the bookings made by the same customer for the same departure as one booking.

#### **4. GROUP PASSENGER LIST**

- (1) The group leader submits the passenger list on the passenger list form issued by Tallink by e-mail to Tallink's group and conference department or to the sales office or to the travel company in the form required by it no later than 7 days before the start of the trip. In case of a group coming from outside Schengen visa area, the submission of lists should be in accordance with the visa application regulations of the destination country.
- (2) The list of passengers includes the following data of all passengers: surname, first name, sex, date of birth (date, month and year), citizenship, Club One member's customer number, the registration number of the bus, if existent. Together with the group list, the distribution of passenger cabins and, if necessary, the distribution of hotel rooms for passengers will be also provided.

#### **5. TICKET REGISTRATION (*CHECK-IN*)**

- (1) The group members together with the group leader should be at the port's passenger terminal at least 1.5 hours before the ship's departure.
- (2) The group leader registers the group ticket at the port's service desk (*check-in*) before the ship departs.
- (3) To register a group ticket at the check-in counter, the group leader presents the group ticket (booking confirmation), travel documents of all passengers and registration certificate of the bus intended for the transport of passengers. The boarding passes for all group members, the bus intended for the transport of passengers, bus driver and group leader will be issued to the group leader.
- (4) The boarding pass includes the passenger's name, travel time and destination, cabin number if available. The boarding pass is only valid when its owner is the person travelling during the trip specified on the boarding pass.
- (5) The boarding pass should be retained during the whole trip. The crew member has the right to inspect and the passenger has the obligation to present the boarding pass when entering the ship and on demand throughout the trip. Where necessary, the passenger should be able to prove one's identity to a crew member.
- (6) The check-in of the passengers in the group without a vehicle is closed 30 minutes before the ship's departure and entry on to the ship 20 minutes before the ship's departure.
- (7) The check-in of the group passengers with a bus is closed 1 hour before the ship's departure.
- (8) Tallink will not reimburse the passenger for the ticket if the passenger does not have the necessary travel and other documents or these have been incorrectly registered, which is why the passenger is not allowed on board.

#### **6. CHANGING AND CANCELLATIONS OF THE BOOKING AND/OR TICKET**

- (1) The changing of the booking or purchased ticket includes changing passenger transport services (including cabin class and vehicle dimensions) and on-board services.
- (2) Changing personal data in a booking or ticket is not a change of booking or ticket.
- (3) When changing a ticket, you should pay for the changed service according to Tallink's price list. When changing the passenger transport service and/or on-board service, the price arising from the difference between the price of the originally purchased service and the changed service should be paid, or the price will be returned to the same bank account from which the ticket was paid for, and the contractual penalty will be applied in accordance with the cancellation terms.

(4) In case of cancellation of passenger transport services and/or on-board services, the passenger will pay the contractual penalty in accordance with the principles and pursuant to the procedure provided in section 13, 14 or 15 of this clause. In case of cancellation of the services provided by the third parties who are the partners of Tallink, the contractual penalty imposed by the third parties is applied.

(5) Only the group leader can change or cancel the booking and/or ticket. The booking and/or ticket cannot be changed or cancelled online or through the mobile phone application.

(6) Tallink cancels a booking for which payment has not been made by the due date or the group leader has not submitted the list of passengers specified in clause 4, section 2 of Part II of these travel terms.

(7) Tallink cancels the group ticket if it is not registered before the departure of the trip at the designated place (check-in). In case of a day trip or cruise, the entire trip is cancelled if the group ticket is not registered at the port of first departure of the ship.

(8) If, after changing the booking, the group size remains less than 10 passengers, Tallink has the right to apply the prices and travel terms for individual passengers by notifying the group leader in writing of it.

(9) The request to change or cancel the booking and/or ticket should be submitted in writing to Tallink or the travel company. The requests submitted to Tallink are processed on working days during its opening hours, with the calculation based on the date of receipt of the change and/or cancellation request. The requests submitted to the travel company will be processed according to their terms.

(10) If the passenger transport service and/or on-board service is changed and the said services are more expensive than the initially purchased services, the price difference of the relevant services should be paid additionally. If the passenger transport service and/or on-board service is changed and the purchased services are cheaper than the initially purchased services, the contractual penalty should be paid in accordance with section 13, 14 or 15 of this clause and the difference in price will be returned.

(11) Upon cancellation of the ticket, the amount paid for the ticket (including the amount paid for on-board services) will be returned, from which the contractual penalty has been deducted in accordance with section 13, 14 or 15 of this clause.

(12) In the cases specified in clauses 10 and 11 the amounts will be returned to the same bank account from which the ticket was paid for.

(13) In case of cancellation of the ticket for groups with up to 100 cabins or up to 100 deck places, the contractual penalty is applied on shipping routes (except Tallinn-Helsinki route) as follows:

1) in case of cancellation of the ticket 28 or more days before the departure of the ship, no contractual penalty is applied;

2) in case of cancellation of the ticket 27 to 21 days before the departure of the ship, Tallink withholds 25% of the price of the cabins/deck places from the amount paid by the group as a contractual penalty and returns the remaining part of the ticket cost to the group;

3) in case of cancellation of the ticket 20 days to 8 days before the departure of the ship, Tallink withholds 50% of the price of the cabins/deck places from the amount paid by the group as a contractual penalty and returns the remaining part of the ticket cost to the group;

4) in case of cancellation of the ticket 7 or less days before the departure of the ship, Tallink will withhold 100% of the ticket price of the amount paid by the group as a contractual penalty.

(14) In case of cancellation of the ticket for groups with up to 100 cabins or up to 100 deck

places, a contractual penalty is applied on Tallinn-Helsinki route as follows:

- 1) in case of cancellation of the ticket 14 or more days before the departure of the ship, no contractual penalty is applied;
- 2) in case of cancellation of the ticket 13 to 8 days before the departure of the ship, Tallink withholds 50% of the price of the cabins/deck places from the amount paid by the group as a contractual penalty and returns the remaining part of the ticket cost to the group;
- 3) in case of cancellation of the ticket 7 or less days before the departure of the ship, Tallink will withhold 100% of the ticket price of the amount paid by the group as a contractual penalty.

(15) In case of cancellation of the ticket for groups with 101 or more cabins or 101 or more deck places, a contractual penalty is applied on shipping routes as follows:

- 1) in case of cancellation of the ticket 90 or more days before the departure of the ship, no contractual penalty is applied;
- 2) in case of cancellation of the ticket 89 to 60 days before the departure of the ship, Tallink withholds 25% of the price of the cabins/deck places from the amount paid by the group as a contractual penalty and returns the remaining part of the ticket cost to the group;
- 3) in case of cancellation of the ticket 59 days to 28 days before the departure of the ship, Tallink will withhold 50% of the price of the cabins/deck places from the amount paid by the group as a contractual penalty and will return the remaining part of the ticket cost to the group;
- 4) in case of cancellation of the ticket 27 days to 14 days before the departure of the ship, Tallink will withhold 75% of the price of the cabins/deck places from the amount paid by the group as a contractual penalty and will return the remaining part of the ticket cost to the group;
- 5) in case of cancellation of the ticket 14 or less days before the departure of the ship, Tallink will withhold 100% of the ticket price from the amount paid by the group as a contractual penalty.

### **PART III - YOUTH GROUPS**

(1) A youth group is a group that includes passengers under the age of 18, plus a group leader and, if necessary, group supervisors.

(2) The leader and/or supervisor of the youth group is a person who has filled out the supervisor's form and undertakes to fulfil the terms stated therein. The form has been provided on Tallink's website. The age limits for the leader and/or supervisor of the youth group are:

- on Tallinn-Helsinki route, without overnight stay - at least 21-year-old person;
- on other routes - at least 25-year-old person. As an exception, the leader and/or supervisor of the youth group may be a teacher or coach under the age of 25 as an escort for one's class or group;

(3) A youth group with more than 10 members has supervisors in addition to the group leader, with up to 10 group members per supervisor. The group supervisor should know all members of the group under his/her supervision.

(4) The group leader ensures that all group members have the necessary and valid travel documents and required permits for travelling with the group leader/supervisor.

(5) All group leaders and/or supervisors of the youth group should review the rules established for youth groups before the trip and introduce these rules to the members of the youth group under their responsibility. Youth group rules have been provided on Tallink's website.

- (6) The group leader registers the ship ticket in accordance with the procedure provided in clause 5 of these travel terms and receives the passengers' boarding passes. The group leader gives the group supervisor the boarding passes of the passengers under the supervisor's responsibility.
- (7) The supervisor of the group writes the cabin numbers of the young people under his/her responsibility on the supervisor's form.
- (8) The group leader/supervisor of each group goes through boarding pass and passport control together with the passengers under his/her responsibility and heads to the ship together with them.