



**PASSENGER
BOOKING TERMS
AND CONDITIONS
OF CARRIAGE**



INTERNATIONAL



DFDS

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1. INTRODUCTION

Before confirming your booking, you and others included in your booking must read and familiarise yourselves with the Passenger Booking Terms and Conditions and Conditions of Carriage ('Conditions').

These Conditions apply to all bookings made by a passenger ('you') through DFDS Seaways ('us') or our travel agents or ticket vendors. Please be aware that special conditions apply when booking through one of the following countries: United Kingdom, Denmark, The Baltic States, The Netherlands, France, Sweden, Germany and Norway. The applicable conditions for the mentioned countries are available at www.dfdsseaways.com.

The ferry services are operated by DFDS Seaways (DFDS A/S, a subsidiary or branch of DFDS A/S), or such other suppliers as may be indicated.

These Conditions shall apply to all carriage of passengers and their luggage, performed by us or our suppliers.

Luggage covers all objects and vehicles, which are being transported by us or our suppliers on the basis of the contract for the carriage of passengers.

All limitations, exceptions and conditions herein contained as to the liability of DFDS Seaways shall apply also to the liability, if any, of his agents, vessels, employees and other representatives, and also to the liability, if any, of the owners, vessels, agents, employees and other representatives of any substituted vessel.

LIMITATIONS AND LIABILITY IN THESE CONDITIONS

These Conditions include limitations and exclusions in respect of our liability for death, personal injury, financial loss and damage to property, even if caused by our negligence. In addition to these Conditions, the Convention relating to the Carriage of Passengers and their Luggage by Sea 1974 as supplemented and/or varied by any other applicable legislation from time to time in force including, but not limited, to Regulation (EC) No 392/2009 (together referred to as "Athens Convention") and Regulation (EC) No 1177/2010 on the rights of passengers when travelling by sea and inland waterway ("Passenger Rights Regulation") apply.

In most cases the Athens Convention limits our liability for the death of or personal injury to a passenger and/or the loss of or damage to the passenger's luggage and makes special provision for valuables. We refer you to section 16 (Our liability to you in case of injury or damage to luggage etc). A summary of the EU Regulation 392/2009 can be found via the following link:

<http://ec.europa.eu/transport/themes/passengers/maritime/doc/rights-in-case-of-accident.pdf>

The Passenger Rights Regulation also limits our liability in certain circumstances. We refer you to section 13 (Changes, cancellations or delays by us). A summary of the Regulation can be found via the following link:

http://ec.europa.eu/transport/themes/passengers/maritime/doc/summary_en.pdf

When we refer to SDR it means Special Drawing Rights as defined by the International Monetary Fund, please see: www.imf.org and <http://www.nationalbanken.dk/dndk/valuta.nsf/side/Valutakurser!OpenDocument>

TRAVEL CATEGORIES

Please note that the Conditions vary depending on whether you book a 'group booking', a 'package', or 'other travel arrangements'.

Group booking

A 'group booking' is any kind of booking for 8 passengers or more, which falls into one of the following categories: (i) Business travel (booking with company VAT number), such as ConferenceCruise and BusinessCruise, (ii) bookings by public institutions (booking with EAN number) such as school trips and educational institutions, (iii) private such as WeddingCruise, PartyCruise and SeniorCruise or similar travels that are booked through our group booking department. Group bookings cannot be combined with special offers and discounts from contests, newsletters or other campaigns.

Package

By 'package' we mean arrangements which fall within the definition of 'package' in the Danish Package Tours Act. These are bookings which consist of a pre-arranged combination of at least two components (transport, accommodation and other tourist services) and which are booked at the same time and full payment for them is made to us or one of our suppliers prior to departure. For these purposes, unless otherwise stated, sleeping on board the ship does not constitute 'accommodation'.

Other travel arrangements

Bookings of any other kind than Packages constitute 'other travel arrangements'. This includes the bookings of ferry crossings, or of components that are booked at different times and MiniCruises. A MiniCruise is a ferry crossing with an outbound and return journey and with two consecutive overnight stays on board the same ship.

SAFETY AND WEATHER CONDITIONS ETC.

When travelling with DFDS Seaways the health and safety of the ship and all those on board is of paramount consideration. We are entitled to, for safety and security reasons, request a search of passengers and inspect their luggage.

In many situations we rely on third parties, and in some cases, cancellations or delays are due to weather conditions, including for example strong winds, heavy seas, strong currents, difficult ice conditions, extremely high or low water levels, hurricanes, tornadoes and floods (hereinafter "weather conditions") that brings the safe operation of the ship in danger. It may also be other extraordinary circumstances, which neither we nor our suppliers are responsible for, including

but not limited to war, the threat of war, terrorism, fire, industrial disputes, natural disaster, nuclear disaster, technical problems and/or extraordinary circumstances that prevent the ship from sailing (hereafter we will refer to such circumstances as 'force majeure events').

In this context, we recommend that you whenever possible contact our customer service on telephone +45 3342 3010 for sailing information at least 24 hours before your departure date in order to ascertain that there are no occurring circumstances that may or will affect your journey.

2. BOOKING

You can book direct with us at www.dfdsseaways.com or by calling customer service on telephone +45 3342 3010. You can also book via travel agents or ticket vendors, who have a special arrangement with us. You are welcome to contact us to verify if a certain company is one of our suppliers.

DFDS Seaways disclaims any responsibility regarding travels bought for resale, unless the travels are sold through one of our recognized partners/agents. However, others than DFDS Seaways or DFDS Seaways partners/agents who are reselling our tickets, will typically take place on the internet. If you have purchased a resold travel, it will be on your own account and risk. If you are buying such travels, please be careful and take necessary steps to control the seller to avoid being a victim to internet fraud. We hope in this way that our customers will avoid buying fake resold travels.

When booking with us you will need to inform us of the full name and date of birth of all the individual passengers travelling on the booking. All names must be in accordance with each individual's passport or valid photo ID (driver's license or similar). It is at all times the passenger's responsibility to supply us with the correct name and date of birth.

Bookings will only be accepted subject to your agreement to these Conditions. Once you have booked, we will provide you with a booking reference and at that stage a binding contract exists.

It is a condition of any booking that - whatever the fare and whether the booking is for a package or otherwise - the maximum number of passengers occupying any cabin does not exceed the number of cabin berths plus one child under 4 years of age. This condition applies to all categories regardless of price.

CONFIRMATION ADVICE

The confirmation advice will be issued by post or email setting out the details of your booking. Please note, that it is your responsibility to check that all information on the confirmation advice is correct. In particular, you must check that you have sufficient personal and vehicle insurance to cover the journey. You must let us know at once if any details are incorrect.

DFDS Seaways cannot accept liability for mistakes or inaccuracies on the confirmation advice if the booking is made with such closeness to departure that it has been impossible for DFDS Seaways to issue a new confirmation advice before attendance at the departure date.

Information regarding check in will appear from the confirmation advice.

The confirmation advice is your travel document, which you shall take with you to the departure terminal at the port. The confirmation advice gives you entitlement to transport with DFDS Seaways and other services ordered. No other separate document will be issued. All vouchers will be issued at the port of departure.

PAYMENT

Payment of journeys and other products must be made when you book unless otherwise noted. The booking is only binding with DFDS Seaways when payment has been received. You can pay with selected credit / debit cards and online payment methods.

Failure to comply with the terms of payment will result in the booking automatically being cancelled. On an automatic cancellation the passenger must pay the cancellation fee in accordance with the conditions of cancellation mentioned in section 12 (Change or cancellation by you). Fully or partially unused parts of the journey will not be refunded. When making a payment to us, please refer to your booking number. Only official payment receipts are valid as proof of payment. Receipts from your bank statements (home banking) are not accepted as valid proof of payment.

SERVICE FEE

The products which can be booked through our website can also be booked by phone through our customer service.

When booking through the website, www.dfdsseaways.com, you must pay an online booking fee of EUR 10. When booking by phone or in person, you must pay a service fee of EUR 20. For those trips, which cannot be booked via the website, you must pay a service fee of EUR 10.

A change to the journey, which increases the overall price, does not trigger a service fee. This is with the exception of changes to hotel reservations, for which you must always pay a service fee of EUR 26.

SPECIFICALLY FOR GROUP BOOKINGS

Confirmation and full payment for group bookings must be completed no later than 30 days before departure. Payment must be made by the issued invoice.

CANCELLATION

We offer a full refund on bookings made with us within the first 24 hours from the time of the confirmation of the booking unless the booking is made as recently as two days before departure.

BOOKING ON BEHALF OF OTHERS

If you are organising a booking for several individuals and you are booking on their behalf, then the following additional conditions apply to you, whether or not you yourself are part of the group and/or booking:

1. You are deemed to act as an agent (in law) for all the individuals in the group. Accordingly, you are saying to us that you have authority to commit each individual to the obligations contained in these Conditions as if they had themselves booked with us individually.
2. You accept personal responsibility to check that each individual has:
 - all the necessary valid documents to travel and
 - where relevant, noted and complied with the requirements laid down in section 14 (Disabled persons and persons with reduced mobility).
3. You accept the duty (whether or not you travel personally) to ensure that you can identify, by name and address, at the time of booking, the Party leader who will be responsible to us and to the Master (on board) for the marshalling and conduct of the individuals.
4. You promise to ensure that all individuals are fully aware of these Conditions and to bring them to the attention of each individual, and that all individuals accept these Conditions.
5. You (personally) indemnify us against any breach of these Conditions (including non-payment) by any individuals within the group or of any failure by such individuals (whether adult or child) to maintain proper standards of conduct.
6. You accept full responsibility for the group. This includes full payment from each individual prior to departure with us or prior to accepting any services sold by us.
7. You confirm that you act as a group organiser only and that you have no direct or indirect connection with the business of supplying travel services.

SPECIAL REQUESTS AND ADDITIONAL SERVICES

Special requests (for example dietary requests) will be passed on to the relevant supplier, but cannot be guaranteed. An additional service fee will be charged for arranging or providing any tailor-made products.

Any special agreements with us and requests for special agreements based on the passenger's specific wishes are only valid if they are specified on the confirmation advice.

3. PRICES

We operate with a flexible pricing structure, which means that prices are dependent upon demand, day of departure and how far in advance the booking is made. Prices will also vary according to the number of people travelling, the vehicle dimensions and grades of accommodation chosen. We reserve the right to change any fare or price before you make a booking with DFDS Seaways.

After your booking becomes binding, we are not likely to change the price for your journey. However, we reserve the right to introduce a surcharge to reflect government action, fluctuation in exchange rates, increases in transport costs (e.g. published fares and the cost of fuel) and changes in dues, taxes or fees payable for services (including VAT, landing taxes or fees for embarkation or in ports).

SPECIFICALLY FOR PACKAGES

If a surcharge represents an increase of 10% or more of the total price of your package you will be entitled to cancel your booking without penalty and receive a full refund. If you choose to cancel your booking, you must tell us in writing within 10 days of receiving notification of the surcharge.

Nevertheless, we will not increase the price of your package later than 20 days before the commencement of the package.

4. PASSPORTS, VISAS AND HEALTH

You must comply with all ID, passport, visa, immigration and health formalities, which apply to your carriage or during the period of any other service rendered to you by us. Passengers with invalid or inadequate travelling documentation will be turned away at check-in, and we assume no responsibility for the consequences and you will not be eligible for a refund.

It is your responsibility to check and fully comply with all the necessary rules for entry to the different countries. We refer to the homepage of the Ministry of Foreign Affairs of Denmark:

<http://um.dk/da/rejse-og-ophold/rejse-til-udlandet/pas-og-visum/>

You will be required to reimburse us in full for any fines, repatriation or other removal costs, detention costs and all related expenses, which we may incur by reason of your failure to produce the necessary documentation to the relevant authorities.

If you do not have a return ticket and you are refused entry into the destination country, then you are under all circumstances liable to pay us for the cost of the return ticket. This includes that you are liable to pay for any costs incurred by us or any of our suppliers in relation to your return journey.

5. PREGNANCY

DFDS Seaways do not recommend that pregnant women who are in week 34 or more travel with DFDS Seaways. After that date, DFDS Seaways will be entitled to ask for a medical certificate demonstrating fitness to travel.

We recommend that pregnant women obtain travel insurance that provides for appropriate cover in case of complications. Be aware that there may be limitations in the insurance coverage for the later period before the date of birth. It is your responsibility to stay informed as to whether you are covered by travel insurance or not. DFDS Seaways do not assume responsibility for this.

6. CHILDREN AND YOUNG PEOPLE UNDER THE AGE OF 20

PRICES FOR CHILDREN

Children up to and including age 3

Children up to and including age 3 travel for free if they do not require a separate bed on board the ship (maximum 1 child age 0-3 years old per cabin). A child must be registered and be listed on the confirmation advice. If an extra bed for a child from 0 up to and including age 3 is desired, then the fare for the child must be paid.

Special prices for children in the restaurants on board

Children up to and including age 3 eat for free in the ship's buffet restaurant 7 Seas. Children from age 4 up to and including 11 eat for half price in the ship's buffet restaurant 7 Seas. In the other restaurants on board children up to and including age 11 eat respectively for half price or a special children's menu.

Special rates for packages

There are special prices for children from age 4 up to and including 15. Children's rates at hotels are based on an extra bed in a double room with 2 adults who pay full price. Children from 0 up to and including age 3 travel for free on condition that they do not require a separate bed at the hotel. If a separate bed for a child up to and including age 3 is desired, a price per child is to be paid. Any meals are paid for directly to the hotel.

AGE LIMITS

Ferry crossings

For a ferry crossing the age limit is 18 years old. People under the age of 18 must be accompanied by a parent on a crossing.

Young people between the ages of 16 and 18 can travel alone on a ferry crossing if a parent has given written permission for it. A power of attorney form (in Danish) can be downloaded here: www.dfds.dk/fuldmagt

Children and young people under the age of 18 can travel by ship on a ferry crossing without a parent if they are part of a group with a group leader. There must be at least one group leader for every 10 people under the age of 18.

MiniCruise

For MiniCruises the age limit is 20 years old. People under the age of 20 must be accompanied by a parent on a MiniCruise.

People ages 18 and 19 may travel without an accompanying parent on a MiniCruise if they travel with a group leader. There must be at least one accompanying group leader for every two persons under the age of 20.

Children and people under the age of 18 may travel without an accompanying parent on a MiniCruise if they travel with a group leader. There must be at least one group leader for every 10 people under the age of 18 years old.

In general (for ferry crossings and MiniCruises)

The term 'group leader' refers to a person age 20 or older who is in charge of the people under the age limit. The group leader must be registered on the same booking as the under-aged passengers and travel with the group.

We reserve the right to refer to DFDS Seaways' standard age limits (age 18 for ferry crossings and age 20 for MiniCruises).

7. PETS

Pets may be carried on certain routes with DFDS Seaways. Please note that throughout the journey the pet must be in a vehicle or cage set up on board by DFDS Seaways. On certain routes it is possible to book a cabin where pets are allowed to stay in the cabin. Further information or booking, please contact customer service on telephone: +45 3342 3010.

It is important that you familiarise yourself with the conditions for pets on board before booking and departure. The conditions can be found on www.dfds.dk/dyr, or can be received on request prior to booking.

It is the owner's /passenger's responsibility to comply with the rules applicable to the import of pets to the destination country and returning to the country of departure. The owner/passenger must also comply with all other regulations regarding travel with pets, including regulations on passports and documentation.

Read the rules for pets travelling to Norway via this link:

http://www.mattilsynet.no/dyr_og_dyrehold/reise_med_kjaledyr/informasjon/

Read the rules for pets travelling to Denmark via this link: http://www.foedevarestyrelsen.dk/Dyr/Rejse_med_kaeledyr/Sider/Rejse_med_kaeledyr.aspx

Read the rules for pets travelling to the United Kingdom via this link:

<https://www.gov.uk/take-pet-abroad>

8. INSURANCE AND VEHICLE FORMALITIES

It is the responsibility of the passengers to check and ensure that you possess all the required vehicle documentation and that you comply with all overseas traffic rules, regulations and traffic acts, when you take your car abroad.

Passengers are responsible for carrying and paying all costs and expenses incurred as a result of own injury, illness, hospitalisation, medical treatment, repatriation etc. during or in connection with your travels/ journey. Please note that there are no doctors on board DFDS Seaways' ships.

We recommend that you take out adequate travel and accident insurance and other relevant insurances covering your booking and travels/journey by an officially rated and reputable insurance company. It is your responsibility to ascertain that you are covered by relevant and necessary insurances. We recommend that your insurances at least cover costs and expenses in case of injury, illness, medical treatment, hospitalization and repatriation during stays abroad, together with cover for lost or damaged luggage (including your car), and any changes to or cancellation of your booking and travels/journey.

DFDS Seaways cannot be held responsible for any lack of insurances or inadequacy in coverage or any costs and expenses you may incur in connection with the aforesaid.

Please be aware that DFDS Seaways cannot offer or procure cancellation insurance in relation to all international bookings. Therefore, we recommend you to contact DFDS Seaways in order to receive further information about such insurances.

9. VEHICLES

PRICES

The prices are only valid for accompanying vehicles and trailers. Vehicles and trailers may contain personal items that are normally required for holidays or personal visits.

Vehicle prices do not apply to vehicles of more than 10 meters in length or to those carrying commercial goods or commercial cargo (hereinafter called "commercial goods"). Commercial goods carried in cars, luggage trailers etc. will be charged according to freight tariff. Vehicles with a seating capacity of 12 or more seats are regarded as a coach regardless of the measurements of the vehicle. For coaches a separate coach tariff always applies.

Vehicles with commercial freight which have not been declared will be charged a surcharge at check-in.

Furthermore, we refer you to DFDS Seaways' general sea freight conditions of carriage (North Sea Freight Conditions of Carriage) in section 21 (Carriage of goods with DFDS Seaways' ships) below.

Bicycles must be booked in advance.

REQUIREMENTS FOR VEHICLES

You agree to provide accurate information

By confirming your booking, you acknowledge that the ship's Captain together with the crew and DFDS Seaway's embarkation staff, have the right to exercise strict control to ensure that the information you provide at the time of booking is accurate. This is required for security reasons and to ensure the health, safety and comfort of passengers.

If the information appears or is found to be inaccurate, you agree that we may apply sanctions. See Non-compliance sanctions below.

Type of vehicle and its use

If you do not comply with the following requirements, DFDS Seaways has the right to apply sanctions before or at the point of departure. It is required, without in anyway limiting DFDS Seaways discretion, that:

- the vehicle must be roadworthy;
- the vehicle must be insured for use on public road (and you can show such evidence of insurance if required);
- the vehicle must be covered by valid test certificate or equivalent as required by the local and applicable law of the country where the vehicle is registered showing that the vehicle is suitable for use (and you can show such evidence if requested);
- the purpose of your trip is not related to carriage of commercial goods;
- the vehicle must be within the permitted dimensions as set out in the current private vehicle tariff;
- you do not carry commercial goods or goods designed for a commercial purpose or commercial goods subject to customs documentation;
- the vehicle itself must be of a type which is normally (in our opinion) used as a vehicle for private use. In this respect, the following are (without limitations) deemed by us to be commercial vehicles:
 1. any vehicle of light-goods-vehicle revenue weight or above whether or not actually carrying commercial goods and/or whether or not being used for a commercial purpose;
 2. all types of trucks with flatbeds and/or drop-sides and trailers of any size or weight;

3. all panel and box vans;
 4. any motor home used as part of or in association with a business on tour or in any fixed location; and
 5. all trailers attached to or towed by any such vehicles;
- you do not carry hazardous goods (whether rated as hazardous by the International Maritime Organisation (“IMO”) or not); and
 - the vehicle must not be a conveyance for hire, in particular, a coach with seating capacity of more than 12 passengers.
 - any motor vehicles propelled by petrol or diesel, liquefied petroleum gas (LPG) or natural gas, compressed or refrigerated (LNG) or the like, will only be accepted if the vehicle is a recognised manufactured model with standard specification;
 - electric cars are not allowed to be connected to the ship’s electrical system for charging.

Non-compliance sanctions

You accept the sanctions which we may reasonably apply in respect of any non-compliance by you of your obligations described above. DFDS Seaways has the following rights:

- refuse to allow the vehicle(s) to be loaded on board except on payment of additional charges;
- refuse to allow the vehicle(s) to be loaded on board except on the conditions e.g. the removal of commercial goods from the vehicles; and
- refuse absolutely the vehicle(s) to be loaded on board, where it is apparent to us that your non-compliance cannot be remedied either at all or without risking delay to the ship.

Furthermore, you accept that in these circumstances, we are under no obligation to refund your payment as you have booked a space on the ship, which we might otherwise have sold to others.

You furthermore accept that it is reasonable for DFDS Seaways to apply such sanctions to you without notice at the point of embarkation.

10. DANGEROUS GOODS OR LUGGAGE

Passengers must comply with all applicable laws and international conventions relating to the transport of dangerous goods or luggage.

Goods or luggage that might cause considerable inconvenience to the other passengers or the crew, or endanger the safety or security of the ship, human beings or goods, must not be brought aboard. It is therefore not permitted to carry dangerous or offensive weapons, explosives or drugs, spare cans of fuel (petrol/diesel-cans) or similar items. Paint, chemicals and related products are also considered dangerous goods and are not allowed on board DFDS Seaways’ ships.

Any passenger not complying with this provision will be refused boarding and no refund shall be given.

We are also entitled to, for safety and security reasons, request a search of passengers and inspect their luggage when boarding and on board the ship. However, we are not required to do so

Passengers who need DFDS Seaways to transport dangerous goods or luggage need to make the request in writing and inform us fully about the dangerous goods or luggage. It is necessary that you inform us properly about the measures we need to take, in order to handle the goods or luggage appropriately.

In circumstances where dangerous goods or luggage is loaded without our knowledge of its character, we may unload, render innocuous or destroy the goods, as the circumstances may require, without liability to pay compensation for the damages or loss of the goods. The same applies, even if we had the knowledge of the characteristics of the dangerous goods or luggage on loading, if, at a later time, the dangerous goods or luggage becomes the cause of such danger for the ship, life or goods that it is reckless to keep the dangerous goods or luggage on board.

If the goods or luggage has caused damage or loss, you shall pay compensation if you or any person for whom you are responsible have caused the damage or loss through fault or neglect.

Vehicles carrying IMO classified dangerous goods may only be carried in accordance with the regulations described in DFDS Seaways’ general sea freight conditions of carriage (North Sea Freight Conditions of Carriage), cf. section 21 (Conditions of carriage with DFDS Seaways’ ships) below.

Vehicles are allowed to carry a maximum of 3 gas bottles at a total weight up to 47 kg excl. the weight of the bottles. During the crossing the gas bottles will need to be fixed relative to the movement of the ship and all bottles must be disconnected and turned off during the entire crossing.

11. CABIN LUGGAGE

Passengers travelling with DFDS Seaways are allowed up to 50 kg cabin luggage per adult and 25 kg per child. It is the passenger’s responsibility to inform DFDS Seaways of goods/personal property in excess of the above amounts.

If DFDS Seaways and/or customs authorities require so, passengers must identify the nature and amount of the items of luggage.

12. CHANGE OR CANCELLATION BY YOU

You have the opportunity to change and/or cancel certain types of bookings via our website www.dfdsseaways.dk, or by calling customer service on telephone +45 3342 3010.

The rules for changes/cancellations made by you may vary depending on the travel category as categorised below and in any event subject to availability.

Changing the departure and arrival date will be treated as a cancellation of the current booking and booking of a new journey.

MiniCruises can only be initiated from the destination listed on the confirmation advice. If you do not commence the outward journey, this will result in a cancellation of the entire booking. MiniCruises cannot be used as one-way journeys.

Should changes to the booking reduce the value of the booking then the original cost is still valid.

Should the changes to the booking increase the value of the booking the increased price plus an amendment fee, see below Packages and other travel arrangements, will be charged.

If we at the time of booking have informed you that change/cancellation is not possible due to our suppliers’ terms and conditions, then the cost of the booking will be lost regardless of the time of change/cancellation.

If your cancellation occurs due to emergency health problems, accidents etc. you are still liable to pay for any incurred fees (see below). We therefore recommend that all passengers take out cancellation insurance. Read more on our website: <http://www.dfdsseaways.dk/kundeservice/forsikringsbetingelser/>

PACKAGES, FERRY CROSSINGS AND MINICRUISES

Upon cancellation of packages, ferry crossings, MiniCruises or additional services such as upgrade etc., you will incur charges (“cancellation charges”) on a scale related to the period of notice given to us. Any refund to which you are entitled on the cancellation of your booking will be subject to a deduction for cancellation charges as follows:

- More than 42 days prior to departure
In case of cancellation more than 42 days before departure, the fee is 25% of the total booking price including any additional services (such as catering, upgrades etc.). The minimum charge is EUR 26 per booking.
- 42-22 days before departure
In case of cancellation 42-22 days before departure, the fee is 50% of the total booking price including any additional services (such as catering, upgrades etc.). The minimum charge is EUR 26 per booking.
- 21-8 days before departure
In case of cancellation 21-8 days before departure, the fee is 70% of the total booking price including any additional services (such as catering, upgrades etc.). The minimum charge is EUR 26 per booking.
- 7-1 days before departure
In case of cancellation 7-1 days before departure, the fee is 90% of the total booking price including any additional services (such as catering, upgrades etc.). The minimum charge is EUR 26 per booking
- On the day of departure
In case of cancellation on the day of departure, the fee is 100% of the total booking price including any additional services (such as catering, upgrades etc.).

The cost of the service fee, the online booking fee and potential credit card fees is non-refundable if a booking is refunded as a result of a cancellation.

Specifically for packages

Should one of the following circumstances occur within a period of 14 days prior to the commencement of the package, you can then cancel your package without charge: war, natural disasters, deadly infectious diseases or other equivalent events. In this situation, you are entitled to a refund of the complete booking in connection with your package. This does however not apply if you knew about the event or if the event was common knowledge, when you booked your package.

GROUP BOOKINGS

Cancellation by the organizer of all or part of the booking is permitted free of charge up to and including the specified number of days prior to the intended departure as set out below:

	8-30 pers.	31-90 pers.	91-120 pers.	More than 120 pers.
Entire booking	45 days	60 days	90 days	120 days
Up to 50% of booking	31 days	41 days	61 days	81 days
Up to 25% of booking	16 days	21 days	31 days	41 days
Up to 10% of booking	6 days	11 days	16 days	21 days
Up to 5% of booking	3 days	5 days	7 days	10 days

In event of later cancellation, DFDS Seaways is entitled to the full price of the late cancelled travel arrangement, albeit with a reduction for any amounts received in the event that these services are resold to a third party.

In event of no-show and late arrival, DFDS Seaways is entitled to compensation equal to the full price of the final ordered travel arrangement.

OFFERS & PRIZES

It will be indicated on the booking advice whether the booking is part of an offer (special promotional fare) or a competition price. These specific types of bookings cannot be changed or refunded. The fee is 100% of the booking price including any additional services (such as catering, upgrades etc.).

NAME CHANGE/TRANSFER OF A BOOKING

Provided that you notify us of the transfer within a reasonable time of the departure date, you can transfer a booking (all categories), which is booked with DFDS Seaways, to any other person. The transfer must be made by the person responsible for the original booking and must comply with the following regulations.

We charge a fee of EUR 25 for each name change. If there are additional costs associated with the transfer, you must pay these in full at the time of the transfer.

You can transfer the booking if the person you make the transfer to, fulfils the necessary conditions for passport, visa and health regulations, which DFDS Seaways required from you when you made the original booking, see section 4 (Passports, visas and health) above.

Both the person who made the original booking and the person who the booking is transferred to are under obligation to make full payment of any outstanding fees and/or expenses that may arise in connection with the transfer of the journey.

DFDS Seaways may deny the transfer of a trip, if it can be demonstrated that it is not possible to transfer the booking due to any regulations on behalf of the hotels, cabin owners, traffic- and flight operators and/or the authorities.

NO REFUND

Cancellations of other arrangements such as football tickets, opera tickets, concert tickets, etc., will still result in full payment of the services to DFDS Seaways.

Services such as cancellation insurance, administration fees and tickets for events purchased through DFDS Seaways are therefore non-refundable.

No refunds are allowed on lost or unused confirmation advice/travel documents, vouchers, any additional services such as catering, upgrades etc. or hotel vouchers.

CHANGE OR CANCELLATION WITH CANCELLATION INSURANCE

A cancellation insurance usually gives the insured the right to full or partly refund for the part of the journey that the insured has planned participating in.

Please be aware that DFDS Seaways cannot offer or procure cancellation insurance in relation to all international bookings. We therefore recommend that you take out adequate travel and accident insurance and other relevant insurances covering your booking and travels/journey by an officially rated and reputable insurance company.

13. CHANGES, CANCELLATIONS OR DELAYS BY US

CHANGES TO FERRY TIMINGS AND TO THE ROUTES OF OUR SHIPS

We are not responsible for the advertised time of arrival and departure being adhered to. All departure and arrival times and the identity of ships shown in our literature, our website and on any confirmation advice or voucher are estimates only and cannot be guaranteed.

All our ships are subject to weather conditions and force majeure events as defined in the introduction. Timetables, routes and ships may be changed. Where necessary, we reserve the right to perform the carriage with a substitute ship and/or to deviate from the advertised timetable or route. We also reserve the right to cancel a confirmed booking with our ships.

Furthermore, we shall be at liberty to comply with any order or recommendations given by any Government or by a person, who under the terms of the War Risks insurance on the ship has the right to give such orders or recommendations, and compliance with such orders or recommendations shall not be deemed to be a

deviation or breach of our obligations to you.

Except as detailed below, neither we nor our suppliers are liable to compensate you or refund you for any loss as a result of any delay, cancellation, change of timetable, change of route or substitution of one ship by another unless such compensation is due to you under applicable international conventions, EU regulations and the Danish Merchant Shipping Act.

CANCELLATION OR DELAY OF OUR PASSENGER SERVICES

The Passenger Rights Regulation (EU Regulation 1177/2010) provides certain rights for passengers in the event of cancellations and delays of our passenger services. It should be noted that that the Regulation makes a number of exceptions to these rights, such as in the event of delay or cancellation due to weather conditions endangering the safe operation of the ship or extraordinary circumstances hindering the crossing which could not have been avoided even if all reasonable measures had been taken.

This section 13 (Changes, cancellations or delays by us, The Passenger Rights Regulation) only provides an overview of rights that might apply, and each passenger's rights will be assessed on a case by case basis. You should refer to the Regulation for full details of your rights.

The Regulation shall not apply in cases where a package is cancelled for reasons other than cancellation of the passenger service.

In case of cancellation or delay in departure

a) Information

In the event of delay or cancellation in departure, passengers departing from the departure terminals or ports will be informed as soon as possible.

b) Assistance and care

If there is a cancellation or a delay in departure for more than 90 minutes beyond the scheduled time of departure, we will provide free of charge snacks, meals or refreshments to you in reasonable relation to the waiting time, when they are available and can be reasonably supplied.

Where the cancellation or delay in departure necessitates one or more additional nights stay for the passenger, we will offer adequate accommodation free of charge, either on board or ashore. In respect of each passenger, we may limit our expenditure on such accommodation to EUR 80 per night for a maximum of three nights. We will also provide transportation to and from the port terminal and the place of accommodation.

If the travel cannot be implemented through the planned route, we can offer you to travel via an alternate route. To avoid any doubt, if an offer of a reasonable alternative route is declined and you choose instead to wait at the terminal, no accommodation or catering will be provided or funded.

You will not be entitled to free accommodation, where the stay becomes a necessity as a result of a delay or cancellation due to weather conditions endangering the safe operation of the ship.

c) Re-routing or reimbursement

In the event of a cancellation or a delay in departure of more than 90 minutes beyond the scheduled departure time, the passenger may choose to be:

- re-routed to the final destination, under comparable conditions, as set out in the confirmation advice, at the earliest opportunity and at no additional cost, or
- reimbursed the ticket price and, where relevant, a free return service to the first point of departure, as stated in the confirmation advice, at the earliest opportunity.

Acceptance of an offer of reimbursement of the ticket price will nullify the contract and cause it to be void. This means that you have no further rights to assistance/welfare or compensation.

In case of delay in arrival

In the event of a delayed arrival at the final destination as indicated in the confirmation advice, you may request compensation without losing the right to travel.

The compensation shall be calculated on a percentage of the ticket price and is dependent on the length of the planned trip in accordance with Article 19 (1) of the Regulation. Compensation may be paid in the form of vouchers or other DFDS Seaways services; unless you request payment in cash. We reserve the right to introduce a minimum threshold for payment of compensation.

You are not entitled to compensation for delay in arrival due to weather conditions endangering the safe operation of the ship or extraordinary circumstances hindering the crossing which could not have been avoided even if all reasonable measures had been taken.

Exemptions

It should be noted that the above provisions of the Passenger Rights Regulation, which may entitle you to claim a compensation of the ticket price in case of delayed arrival or assistance in case of delayed departure or cancellation, do not apply in all cases. A detailed list of such exemptions is contained in Article 20 of the Regulation.

In addition to the exemptions described above (i.e. in case of weather conditions and extraordinary circumstances) no refund, nor assistance, is awarded if:

- the passenger has been informed of the cancellation or delay before the booking, or
- the cancellation or delay is caused by the passenger's fault.

Damages in case of delay

In addition to the rights that follows from the Passenger Rights Regulation, DFDS Seaways may, in accordance with the Danish Merchant Shipping Act, be liable of losses or damage caused by delay in connection with the carriage of the passengers and the baggage, if the loss was caused by fault or negligence on the part of us or someone we are responsible for.

Our liability for delay in connection with the carriage of the passenger cannot exceed 4,150 SDR.

Compensation limits for delay of baggage may not exceed 1,800 SDR for cabin luggage, 10,000 SDR for a vehicle including the luggage inside the vehicle and 2,700 SDR for other luggage.

For loss caused by delay, we can deduct a charge of SDR 20 per passenger from the occurred loss.

No damages in case of cancellations

To avoid any doubt, you do not have any additional right to claim damages for losses or damage caused by cancellations. This means that we have limited our liability to both direct and indirect damage or losses.

Nevertheless, if we are not allowed to limit our liability in case of cancellations, our limitation is always limited to direct damage or losses and to the amounts set out in section 13 (Changes, cancellations or delays by us, Damages in case of delay).

Change or cancellation of a package

We make every effort to ensure the accuracy of our literature and website. However, changes can occur despite our best endeavours.

Before the commencement of a package

If there is a change/cancellation to your booking prior to departure we will inform you as soon as possible. We will endeavour to find a suitable solution for you.

If we or our suppliers cancel the package, you are entitled to:

- terminate the agreement and recover all sums paid in connection with the package, or
- rebook to another package of your choice, if we and our suppliers without major costs or losses can offer this.

If you choose to rebook to a package at a higher value than your original package, you must pay the difference yourself if we or our suppliers are not liable to cover the cost. If you choose to rebook your package at a lower value than your original package, we or our suppliers will refund you the difference.

Once you have received the notification advice from DFDS Seaways, you must urgently inform us about your final choice.

If you experience a damage or a loss because of our or our suppliers' inability to meet the agreed terms, or because of a cancellation of a package, you are entitled to receive a compensation from us.

We will not be liable for any loss in situations where the cancellation or failure to fulfil the agreed terms is because of:

- the required minimum attendance is not reached for a package, and you have received written notice of the cancellation,
- your own circumstances,
- a third party, where the situation could not have been foreseen, avoided or rectified by us or our partners, or
- weather conditions or force majeure events, which could not have been foreseen, avoided or rectified booking of the package.

After commencement of a package

If you submit a complaint during a package, we and/or the service provider will endeavour to find an appropriate solution.

If the package is not in conformity with the contract, you can request that we remedy the lack of conformity with the contract, unless this would cause us disproportionate expense or major inconvenience.

If it is not possible to remedy the lack of conformity or if we neglect to remedy the lack of conformity within a reasonable time, you are entitled to an appropriate reduction of the price of the package.

If we or our suppliers fail to meet a significant part of the agreed services in the package, or if there are shortcomings in the package, which means that the purpose of the package is not in accordance with the agreement, you can cancel the package.

If you choose to cancel the package, we or our suppliers are liable to refund the full price of the package. However, we might be entitled to deduct the compensation corresponding to the value that the package was likely to have had for you.

If we or our suppliers offer to remedy the lack of conformity in the package within reasonable time and at no cost or significant inconvenience to you, then you can neither demand a reduction of the price nor cancel the package.

If you suffer damage or loss as a result of the lack of conformity with the contract, you are entitled to claim damages from us or our suppliers, unless the lack of conformity is due to:

- a third party unconnected with the package, where the situation could not have been foreseen, avoided or remedied by us or our partners, or
- weather conditions or force majeure events which could not have been foreseen, avoided or corrected at the time of booking the package.

Furthermore, we can compensate if the shortage has caused you significant inconvenience.

We shall be entitled to limit such damages/compensation in accordance with the relevant applicable international conventions, the EU Regulations, the Danish Merchant Shipping Act and other laws of Denmark (unless we are not allowed to limit our liability as per the applicable legislation), see above section 13 (Change to ferry timings and to the routes of our ships) and below in section 16 (Our liability to you for injury, damage to luggage etc.), which applies to the non-conform part of the package.

LACK OF CONNECTING PASSENGERS

Lack of connecting passengers is the situation where not enough passengers have booked a holiday to make the operation commercially viable. At the time of publication of these Conditions the only holidays that are subject to a requirement of a minimum number of bookings are all group departures (including those by coach) and our Christmas and New Year holidays. We will not cancel this type of holiday with less than 4 weeks' notice before departure.

14. DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

If you or someone you are making a booking for is disabled or a person with reduced mobility or with other physical challenges, which makes travel more difficult than it is for others, we welcome you as our customer and will offer whatever assistance we can.

It is very important that you follow the rules as laid down below so that we may provide as much assistance as possible:

A) INFORMATION AT THE TIME OF BOOKING

We need to know about any requirements for disabled persons or person with reduced mobility requirements in respect of any special needs or assistance before or at the time of booking or advance purchase of the ticket.

This includes all specific needs with regard to accommodation, seating or services required or their need to bring medical equipment, provided the need is known at the time of such booking or ticket purchase.

For the avoidance of doubt, a notification made in accordance with this section 14 (Disabled persons and persons with reduced mobility) may be submitted to the travel agent or the tour operator from which the ticket was purchased. Where the ticket permits multiple journeys, one notification shall be sufficient provided that adequate information on the timing of subsequent journeys is provided. You shall receive a confirmation stating that the assistance needs have been notified to us. If such confirmation is not received it is your responsibility to contact us, otherwise we cannot guarantee the availability of the equipment/services.

B) ASSISTANCE IN PORTS AND ON BOARD SHIPS

Subject to section 14 d (Exceptions and special conditions) below, we and the terminal operators shall, within our respective areas of competence, provide assistance free of charge to disabled persons and persons with reduced mobility, as specified in Annexes II and III of EU Regulation 1177/2010, in ports, including embarkation and disembarkation, and on board ships. The assistance shall, if possible, be adapted to the individual needs of the disabled person or person with reduced mobility.

C) CONDITIONS UNDER WHICH ASSISTANCE IS PROVIDED

Assistance to disabled persons and persons with reduced mobility as set out above shall be provided that:

- We or the terminal operator is notified, by any means available, of the person's need for such assistance at the latest 48 hours before the assistance is needed;
- the disabled person or person with reduced mobility presents himself at the port or at the point designated by us or terminal operator:
 1. at a time stipulated in writing by us which shall not be more than 60 minutes before the published embarkation time; or
 2. if no embarkation time is stipulated, no later than 60 minutes before the published departure time.
- A notification made in accordance with section 14 c (Conditions under which assistance is provided) may always be submitted to the travel agent or the tour operator from which the ticket was purchased. Where the ticket permits multiple journeys, one notification shall be sufficient provided that adequate information on the timing of subsequent journeys is provided. You shall receive a confirmation stating that the assistance needs have been notified as required.
- Where no notification is made in accordance with the above described provisions, we and terminal operators may nonetheless make all reasonable efforts to ensure that the assistance is provided in such a way that the disabled person or person with reduced mobility is able to embark, disembark and travel on the ship.
- Where a disabled person or person with reduced mobility is accompanied by a recognised assistance dog; that dog may be accommodated together with that person, provided that we, travel agent or tour operator is notified in accordance

with applicable national rules on the carriage of recognised assistance dogs on board passenger ships, where such rules exist.

D) EXCEPTIONS AND SPECIAL CONDITIONS

Unfortunately, in certain instances we, travel agents and tour operators may refuse to accept a reservation, to issue or otherwise provide a ticket to or to embark a disabled person or person with reduced mobility in the following circumstances:

- in order to meet applicable national or international safety requirements;
- where the design of the passenger ship or port infrastructure and/or equipment (including port terminals) makes it impossible to carry out the embarkation, disembarkation or carriage of the said person in a safe or operationally feasible manner.

Nevertheless, in the event of a refusal to accept a reservation or to issue or otherwise provide a ticket pursuant to this section 14 (Disabled persons and persons with reduced mobility) we, travel agents and tour operators shall make all reasonable efforts to propose to the person concerned an acceptable alternative transport on a passenger service operated by us.

Where a disabled person or a person with reduced mobility, who holds a reservation or has a ticket and has complied with the requirements referred to in 14 a (Information at the time of booking), is nonetheless denied embarkation on the basis of the aforementioned EU Regulation, that person, and any accompanying person referred to below, shall be offered the choice between the right to reimbursement and re-routing. The right to the option of a return journey or re-routing shall be conditional upon all safety requirements being met.

E) REQUIREMENT TO BE ACCOMPANIED

Where strictly necessary, we, travel agents and tour operators may require that a disabled person or person with reduced mobility be accompanied by another person who is capable of providing the assistance required by the relevant person. As regards passenger services, such as an accompanying person shall be carried free of charge. When carriers, travel agents and tour operators requires an accompanying person, the disabled person or person with reduced mobility shall immediately be informed of the specific reasons for the requirement.

15. YOUR BEHAVIOUR

- a) It is important for the safety and comfort of all on board the ship that you behave properly at all times. Furthermore, that you exercise control over any other person for whom you are responsible. Your mental or physical state or attitude, or behaviour should not present a hazard or risk to yourself, to other passengers, the crew, or to property.
- b) We, the Captain and other officers on board may make and enforce such reasonable regulations as they see fit in order to preserve the safety, security, comfort and enjoyment of the passengers and crew. Such regulations may vary from time to time and may be applied differently in different parts of the ship (or to different passengers or groups of passengers in different ways). For example, there are restrictions on the consumption of food and drink on board which you have carried with you and the playing of loud music.
- c) Due to the circumstances endangering the ship's, the crew's or the passengers' safety we may decline your booking or refuse you boarding. We may also refuse you boarding if your behaviour has been inappropriate during previous trips or if you are not following safety regulations or requirements.
- d) Smoking, which includes e-cigarettes, is not permitted in any cabins on any DFDS Seaways ship. Smoking on board the ship is permitted in designated areas only, which are appropriately marked including the relevant signs. An additional surcharge of minimum DKK 1,500 shall be applied for smoking in other than designated areas (which corresponds to the value of the cleaning services to be ordered by us).
- e) Consumption of your own alcohol on board the ship is not permitted. This includes purchases from our SeaShop on board. Only alcohol purchased from on board bars and restaurants, provided this can be proven by a receipt, may be consumed. Failure to obey this requirement shall result in an additional surcharge applied by us and correspond to the amount payable to the on board bars and restaurants should such alcohol be purchased there. Furthermore, an additional surcharge (which corresponds to the value of the cleaning services to be ordered by us) shall be charged for consumption of alcohol in the cabins or accommodation areas of the ship other than bars and restaurants.
- f) Excessive intake of alcohol, where it is clear that the passenger may be a danger to themselves or others - and consumption of illegal drugs - are not allowed on board the DFDS Seaways' ships.
- g) All our employees, crew members and suppliers are under instructions to report any infringement of any regulation by any person. You are also advised that we will not tolerate abusive behaviour, in any form, towards the persons stated above or the rest of the passengers on board the ship.
- h) If you have not cancelled the journey and not presented yourself at the designated place and time of entry and return, you have no claim for refund of the amount paid for the journey and pre-paid meals. This also applies if you do not begin and complete the trip journey due to lack of travel documents such as passport, photo ID, visa (if required) vaccination certificates or similar. The same rules apply if you are being expelled because of breach of the rules of conduct laid down by us, carriers, hotels, resorts and the like.
- i) In any of the circumstances described above, we reserve our rights to decline your booking, refuse you boarding and/or (where necessary) restrain you or remove you from the ship. We will owe you no liability in such circumstances as described above and you will be solely responsible for any of your own or our incurred costs.
- j) You are also advised that additional requirements with regard to your behaviour and responsibility, supplementing those stated above, may vary from route to route. You are therefore kindly requested to familiarise yourselves with these additional requirements and observe them at all times.

16. OUR LIABILITY TO YOU FOR INJURY, DAMAGE TO LUGGAGE ETC.

We shall always try to perform and serve you as best as we can so that your journey and any other services related to your booking and/or ordered by you are smooth and pleasant.

You are advised that the provisions of the Athens Convention are applicable. In most cases, these provisions limits our liability for death or personal injury or loss of or damage to luggage (including a vehicle) and makes special provision for valuables.

We shall not be liable for any loss or damage you suffer, including personal injury or death, unless the applicable law provides otherwise, or if the loss or damage is caused by our own negligence or breach of statutory duty. This also includes breach of contract, or negligence of our employees or suppliers acting within the scope of their authority. In these cases, we are liable to pay the limited amount of compensation that you are entitled to in accordance with the Athens Convention.

According to the Athens Convention our liability is limited to shall in no case exceed (i) SDR 400,000 for death or injury of passengers, (ii) SDR 2,250 for loss of or damage to cabin luggage, (iii) SDR 12,700 for loss of or damage to vehicles including luggage carried in or on the vehicle, or (iv) SDR 3,375 for loss of or damage to luggage other than that mentioned in paragraphs (ii) and (iii) above. In case of terrorism/war our liability is limited in accordance with IMO Guidelines set out in the Athens Convention's Annex II.

We would like to draw your attention to the fact that, generally, we shall be under no liability to you at all if you fail to keep your contractual obligations due to:

1. your own faults/defaults or the faults/defaults of anybody else included in your booking;
2. a third party unconnected with the provision of any service contracted for and the failure is unforeseeable or unavoidable;
3. any unusual and unforeseeable circumstance beyond our control, the consequence of which could not have been avoided even if due care had been exercised; or
4. weather conditions or force majeure events, which we or any supplier of services, even with all due care, could not foresee or forestall.

Our liability for passengers and their luggage prior to embarkation and after disembarkation and for travels, accommodation and/or events ashore is limited to direct damages arising by our negligence, provided that the requirements of damages under applicable Danish law is present. It thus implies that we are not responsible for a financial loss as a result of indirect or consequential damage.

It is important for the payment of compensation for damages, that you notify us of any complaint or claim strictly in accordance with section 17 (Complaints) below.

You must also assign any rights you may have against a third party in connection with your claim for DFDS Seaways.

Subject always to the above, our liability is specifically as follows:

PACKAGES ONLY

For compensation in case of change/cancellation of packages, we also refer to section 13 (Changes, cancellations or delays by us, Change or cancellation of a package).

If you suffer illness, injury or death during a package arising out of an activity, which does not form part of your booking with us, we will offer general advice and assistance where appropriate.

OTHER TRAVEL ARRANGEMENTS

Additional liability other than mentioned above in this section 16 (Our liability to you for injury, damage to luggage etc.) can only be undertaken by us in writing and then only where the special circumstances (e.g. arrival on time for a special event) have been fully explained to us in writing before you made the booking. This procedure allows us to consider, in advance, if we can undertake such a risk and if so on what terms.

FURTHER REGULATIONS REGARDING OUR LIABILITY Valuables and money

We shall not accept any liability for loss of or damage to money, securities and other valuables, such as gold, silver, watches, jewels, jewellery and objects of art nor for live animals.

Liability for vehicles

Driving vehicles on board and ashore is done at your own risk and without any liability to us. It is up to you to see to it that the parking brake of your vehicle are correctly applied once the vehicle is on board and throughout the carriage. We are entitled at our own option and without previous notice to you to transport vehicles on weather deck.

Any damage to vehicles on board must be reported to a ship's officer before disembarkation, otherwise, you risk that you will be refused payment of compensation for such damages.

Deductible

We draw your attention to the fact that our liability to you shall be subject to a deductible of SDR 330 in the case of damage to a vehicle and SDR 149 per passenger

in the case of loss of or damage to other luggage, such sum is to be deducted from the loss or damage.

Loss of mobility equipment

In case of loss suffered as a result of the loss or damage to mobility equipment or other specific equipment, used by a disabled person or person with reduced mobility and provided the incident which caused the loss was due to our fault or neglect, we shall pay a compensation, which shall correspond to the replacement value of the equipment concerned or, where applicable, to the costs relating to the repairs. Unless you have received a prior written consent from us, which will not be unreasonably withheld, you may not be entitled to be compensated of the loss or damage to such equipment which value exceeds EUR 3,500. Failure on your part to comply with this requirement may result into refusal by us to pay compensation to you due to the loss or damage to mobility equipment in excess of the aforementioned amount, unless the applicable law does not allow us to limit our liability.

17. COMPLAINTS

If there is a problem during your holiday, whilst travelling on one of our ships or other services related thereto which you have purchased via DFDS Seaways, you must report it to us or to our supplier immediately.

We or our supplier will immediately make an effort to solve the problem.

If your luggage or vehicle has been damaged you need to make us aware in the case of:

- visible damages before or during the time of disembarkation, and
- loss or damages, which are not visible, within 15 days from the time of disembarkation.

Contact the Guest Service Centre on board

On board the ship, we ask that you contact the Guest Service Centre if our service fall short of your expectations. Our staff here will do whatever they can to find solutions to problems on board and compensate for experiences that have not lived up to your expectations. In this way we are able to take care of the problem right away and, as far as it is possible, find a solution for you.

Contact the hotel/resort

If you have questions regarding your accommodation and the like on the destination itself, you must contact the hotel/resort reception or DFDS Seaways that you booked through. Complaints may be rejected if you have failed to make contact during the stay as stated above and thereby denied DFDS Seaways the opportunity to correct any deficiencies.

Contact customer service upon returning home

In the unlikely event that a problem cannot be resolved on board or at the destination itself, and you feel that you have complaint against us, you are most welcome to contact our customer service by phone or in writing. We ask you to contact us within a reasonable time after you discovered the lack of conformity (or was advised by us of the change/cancellation) and no later than 2 months from the date on which the journey took place or where a service should have been performed, except those cases listed in the Athens Regulation where the written notice must be given within the shorter period specified therein. Otherwise you will lose the right to claim.

You can send your complaint to our customer service via email: incoming@dfdsseaways.com or contact us by telephone +45 3342 3010. When submitting your complaint you must write your booking confirmation number in the subject line of the email and advise us of your day and evening telephone numbers. In this way we are able to investigate the matter fully and give you a proper reply as soon as possible.

EU Regulation 1177/2010

If you feel that, you have not received your rights under EU Regulation 1177/2010 you must at first complain in writing to the DFDS Seaways as described above. If you wish to lodge a complaint with DFDS Seaways you shall do so within 2 months from the date on which the service was performed or should have been performed. DFDS Seaways must within 1 month of receipt of the complaint notify the passenger if the complaint has been substantiated, rejected or is still being considered. The final response must be submitted no more than 2 months after receipt of a complaint. If you have not received a response within 2 months, or you are not satisfied with the response, you may choose to proceed with the case. If you wish to complain about:

- DFDS Seaways: send your complaint to The Danish Maritime Authority (<http://www.soefartsstyrelsen.dk>)
- A travel at the price of DKK 800 or more: send your complaint to www.forbrug.dk

Please note that if you wish to complain about a travel from another EU port to Denmark, you will have to complain to the authority in the EU country in question: http://ec.europa.eu/transport/themes/passengers/maritime/doc/2010_1177-national_enforcement_bodies.pdf

18. DATA PROTECTION

We will register any information, including personal data, you give us in connection with your booking in accordance with the Danish Act on Processing Personal Data. If you would like a copy of the personal information we hold about you, please write to us: incoming@dfdsseaways.com

If, as a result of breaching these Conditions or otherwise, we can after a thorough process place your name on our banned customer list. We will hold such information as is required (your name, date of birth and passport number) to enable us to prevent subsequent bookings by you, for as long as we consider appropriate. Your information will not be held for longer than necessary.

19. FINANCIAL SECURITY

To ensure that you will receive a refund and/or repatriation in the unlikely event of our insolvency, our packages are, subject to the Danish Promulgation of the Travel Guarantee Fund Act bonded under the Travel Guarantee Fund.

20. SUPPLIERS' CONDITIONS

As between you and any other supplier of transport or other services, the suppliers' conditions of carriage and their standard terms will apply. These may contain certain exclusions and limitations of liability under international conventions/EU Regulations/mandatory laws. Copies of the suppliers' conditions of carriage, standard terms and relevant international conventions are available on written request.

21. CARRIAGE OF GOODS WITH DFDS SEAWAYS' SHIPS

Carriage of goods and other commercial business-to-business relationships concerning the carriage of goods and commercial vehicles are subject to DFDS Seaways' general sea freight conditions of carriage (North Sea Freight Conditions of Carriage), see: http://freight.dfdsseaways.com/Ferry_support/Terms/. These conditions will govern your and our relationship in respect of the carriage of the goods mentioned at this section 21 (Carriage of goods with DFDS Seaways' ships).

DFDS Seaways reserves the right to reject or cargo calculate freight carried in breach of these general terms and conditions for sea transport and assumes no responsibility for any consequences thereof. This especially applies to any goods carried in excess of the allowed amount per vehicle and commercial goods which does not belong to the passenger him- or her selves or is intended for resale/processing. Passengers are obliged to pay customs and taxes for the goods in accordance with the applicable law in the port of arrival.

22. LAW AND JURISDICTION

Our responsibility as the carrier is subject to Danish law and in particular, the mandatory provisions contained in the Danish Merchant Shipping Act, unless otherwise provided by mandatory international conventions, EU regulations or mandatory national law.

All disputes and matters howsoever arising between the passenger and DFDS Seaways (including but not limited to disputes in connection with the booking and carriage and these Conditions) shall be subject to the laws of Denmark and shall be subject to the exclusive jurisdiction of the Courts of Denmark. No proceedings may be brought before any other court unless the parties expressly agree on both the choice of another court or arbitration tribunal and the law to be then applicable. The provisions in this clause 22 is only applicable, unless otherwise follows from mandatory law.

Address

DFDS Seaways, Copenhagen
Sundkrogsgade 11
2100 København Ø

Customer service:

Email : incoming@dfdsseaways.dk
Phone : +45 3342 3010
Opening hours: Mon-Fri : 09.00-16.30

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