

Scandlines Baltic Lines

Group conditions

For reservations made and tickets purchased via Ferry Center, the following conditions apply

1. For all reservations made, the General Conditions of Scandlines apply and by making a reservation, the client accepts these conditions.
2. Every reservation made via ferry Center is considered as "option" up to 40 days prior to the date of the first departure. This means that the group size can be altered - increased or reduced (subject to availability) without any other cost than a handling fee of minimum SEK 100 each time an amendment is registered. The reservation as such may also be cancelled subject to the same cost during this period of time.
3. A cancellation - total or partial - of a group from day 39 to day 14 prior to the date of the first departure is subject to cancellation cost of 20% of the amount for the cancelled portion, plus handling fee.
4. A cancellation - total or partial - of a group from day 13 to day 7 prior to the date of the first departure is subject to cancellation cost of 30% of the amount for the cancelled portion, plus handling fee.
5. A cancellation - total or partial - of a group from day 6 to day 1 prior to the date of the first departure is subject to cancellation cost of 60% of the amount for the cancelled portion plus handling fee.
6. A cancellation that takes place on the date of departure is subject to a 100% cancellation cost - i.e. nothing will be refunded.
7. A passenger list of the final size of the group, completed with full names of all passengers, their sex, birth date and passport numbers, must be forwarded to Ferry Center not later than 10 days prior to the date of the first departure. If the list is forwarded by email or fax, one week prior to date of first departure is sufficient.
8. A ticket/voucher is forwarded to you as soon as the passenger list has been received. For clients without credit arrangements, an invoice will be sent for prepayment before the ticket is forwarded.
9. Collection of ticket at the port office is subject to extra charges.



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