

Passenger Terms and Conditions

Go Nordic Cruiseline 



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1. Introduction

Before making a booking, you—and any other individuals included in the booking—must carefully read and familiarise yourselves with the terms outlined in these Passenger Terms and Conditions.

These terms apply to all bookings made by a passenger (“you”) with Go Nordic Cruiseline A/S (“us”), whether directly or through travel agencies, agents, or ticket providers. They cover all passenger transport carried out by us under a transport agreement. The terms also apply to drivers accompanying commercial vehicles covered by a freight transport agreement.

If your booking includes services provided by third-party suppliers, those services will be subject to the respective supplier’s own terms and conditions, as well as any applicable international conventions. Further information is available by contacting the relevant supplier directly.

These Passenger Terms and Conditions apply to all routes operated by us between Copenhagen, Frederikshavn, and Oslo.

2. Responsibility and Limitations

a) Age Restrictions

On sea voyages, individuals under the age of 16 must be accompanied by a parent or legal guardian. However, children and young people under 16 may travel without a parent if they are part of a group led by a responsible group leader. There must be at least one group leader for every ten travellers under the age of 16. The group leader is responsible for ensuring that any local requirements regarding parental authority are fulfilled prior to departure.

For MiniCruises, the minimum age is 18. Individuals under 18 must be accompanied by a parent.

However, children and young people under 18 may travel without a parent if they are part of a group led by a group leader who, upon request, can provide documentation confirming that the parent or guardian has formally transferred responsibility for the duration of the journey. There must be at least one group leader for every ten travellers under the age of 18.

A “group leader” is defined as a person aged 18 or over who holds overall responsibility for the accompanying travellers under the applicable age limit. The group leader must be listed on the same booking as the rest of the group and must travel with them.

b) Security Screening

For safety reasons, we have both the right and the duty to conduct security screening of passengers and inspections of their luggage—both at the terminal and onboard the vessel. This also applies to vehicles and similar items.

c) Travel Insurance

Passengers are personally responsible for covering all expenses related to personal injury, illness, medical treatment, hospitalisation, and repatriation incurred during travel abroad or in connection with the journey. Please note that Go Nordic Cruiseline A/S also reserves the right to deny boarding if it is determined that a passenger’s state of health poses a risk to their safety while travelling with us.

Please be aware that there are no doctors or other medical personnel on board.

It is strongly recommended that passengers take out appropriate travel insurance—as well as any other necessary cover relevant to their booking and journey—through a reputable insurance provider. Passengers are solely responsible for ensuring that they have adequate and appropriate insurance coverage.

As a minimum, such insurance is recommended to cover the following:

- i. Expenses related to personal injury, illness, medical treatment, hospitalisation, and repatriation during stays abroad
- ii. Loss of or damage to luggage—including any vehicles
- iii. Costs associated with changes to or cancellation of the booking

Go Nordic Cruiseline A/S cannot be held liable for the absence of insurance, insufficient coverage, or any expenses or costs incurred as a result.

d) Pregnant Passengers

Passengers are advised not to travel with us from week 34 of pregnancy onwards. For safety reasons, we reserve the right to request a medical certificate confirming the passenger's fitness to travel. Please note that there are no doctors or other medical personnel on board.

It is strongly recommended that all pregnant passengers take out travel insurance that covers expenses related to potential complications—including those occurring in the later stages of pregnancy. It is the sole responsibility of the passenger to ensure that such insurance provides adequate cover. Go Nordic Cruiseline A/S accepts no liability in this regard.

3. Passengers with Disabilities or Reduced Mobility

If you—or someone you are booking on behalf of—has a disability, reduced mobility, or other physical challenges that may make the journey more demanding than for other passengers, we are committed to offering a warm welcome on board and providing the best possible assistance.

We provide the necessary support both on board and in the terminals during embarkation and disembarkation. This assistance is offered in accordance with applicable passenger rights regulations and within the scope of our respective responsibilities. All assistance is provided free of charge, subject to the conditions outlined below.

a) Obligation to Provide Information

For your safety and to ensure appropriate assistance, it is essential that the following guidelines are observed.

At the time of booking and ticket purchase, you must inform us of any special requirements or requests for additional assistance needed by you or your travelling companions.

This includes, but is not limited to:

- i. Special needs relating to accommodation, seating, or other necessary services

- ii. The need to park your vehicle close to a lift or similar facility
- iii. The need to bring medical equipment or similar items, provided this is known at the time of booking or ticket purchase

We must be notified of the passenger's need for assistance no later than **48 hours** before the service is required. The passenger must present themselves at the terminal or at a location designated by staff either at the specified time or no later than **60 minutes** before the published departure time.

If the booking was made through a travel agency or tour operator, notification of any special requirements must also be provided to them in accordance with this section of the Passenger Terms and Conditions.

b) Confirmation

You will receive a confirmation from us once we have registered your request for assistance. If you do not receive this confirmation, you must contact us—otherwise, we cannot guarantee that the requested assistance and/or required equipment will be available.

c) Requirement for a Personal Assistant

Where necessary, we—or your travel agency—may require that passengers with disabilities or reduced mobility are accompanied by a personal assistant who can provide the necessary support throughout the journey. Due to their other responsibilities on board, our staff are not able to act as personal carers beyond what is required under international regulations. You will be informed of this requirement at the time of booking, and the required assistant will be transported free of charge.

d) Guide Dogs

If you are travelling with a service or guide dog, the animal will be accommodated with you in accordance with applicable national regulations governing the carriage of recognised service and guide dogs on passenger ships. We reserve the right to request documentation confirming the dog's status. Please also refer to Chapter 11 regarding *Pets on board*.

e) Conditions for Refusal

Go Nordic Cruiseline A/S will make every effort to ensure that passengers with disabilities or reduced mobility can travel with us safely and comfortably. However, in certain cases, we—or our partner travel agencies—may need to refuse a booking if, due to international or national safety regulations, it is not possible to provide the required assistance or to guarantee a safe journey for the passenger.

4. Pricing

Go Nordic Cruiseline A/S operates a flexible pricing structure, meaning that prices depend on demand for the selected departure date and how early the booking is made. Prices also vary based on the number of passengers, the type and size of vehicle, choice of on-board accommodation, and the booking type selected.

We reserve the right to alter any ticket price or other charges up until your booking is completed. We recommend that you choose the booking option and fare that best suits your needs. Additionally, we advise considering cancellation insurance to ensure coverage should you need to cancel your journey.

5. Travel Documents

All passengers, regardless of age, must carry all necessary travel documents. This includes valid identification, passport, visa, and any official immigration or health-related documents. These documents must enable entry into the destination country, any planned transit countries, and re-entry into the country of departure.

It is the passenger's sole responsibility to familiarise themselves with the applicable entry requirements for each country. Passengers are advised to consult the relevant government authority or foreign ministry in their country of nationality for up-to-date travel and entry regulations.

If the required documentation cannot be presented, boarding may be denied, and the passenger may face fines or other penalties imposed by the relevant authorities. Go Nordic Cruiseline A/S accepts no responsibility for passengers refused entry to a country by its authorities—regardless of the reason.

Passengers are personally liable for all associated costs, including but not limited to fines, repatriation, and expenses related to deportation or detention. Passengers are further required to indemnify Go Nordic Cruiseline A/S against any expenses incurred as a result of their failure to possess or present the necessary documentation.

6. Booking

Please note that terms and conditions may vary depending on the type of booking.

a) Definition of Booking Types

i. **Standard Booking:**

A standard booking refers to any ferry journey—one-way and/or

return—on the route, with or without a vehicle, which does not fall under the categories listed below.

ii. **Group Booking:**

A group booking refers to any booking made directly with Go Nordic Cruiseline A/S for 9 or more passengers. Such bookings may be subject to additional terms and conditions that supplement these Passenger Terms and Conditions.

iii. **Package Holiday:**

A package holiday is defined as a combination of at least two different types of travel services forming part of the same trip, as defined in the applicable legislation on package travel at the time. This applies regardless of whether the arrangement is made with one or multiple travel providers.

iv. **MiniCruise:**

A MiniCruise is a ferry journey that includes both outbound and return travel, with two consecutive overnight stays on board. Please note that a MiniCruise must begin from the departure point stated in the travel booking confirmation. A MiniCruise may not be used as a one-way journey; if the outbound leg is not used, the entire booking will be automatically cancelled.

b) Direct Booking

You can book your journey directly via our website or by contacting our customer service team. A service fee is charged at the time of booking. Information on current fees is available on our website.

c) Booking through a Third Party

You may also book through travel agencies or ticket providers who have a formal agreement with us. You are welcome to contact us to confirm whether a particular company is an authorised partner. Go Nordic Cruiseline A/S accepts no responsibility for the resale of journeys unless the sale is made through one of our approved suppliers. Travel purchased via an unauthorised third party is undertaken entirely at the passenger's own risk.

d) Information Provided at the Time of Booking

It is the passenger's responsibility to provide accurate and complete information. The following details must be provided when making a booking:

- i. **For all passengers:** Full names and dates of birth. In some cases, additional identification may be required, such as a passport number. The names provided must match the details in a valid passport or official photo ID.

- ii. **For children:** The age provided must correspond to the child's age at the time of travel.
- iii. **For the main contact person:** Postal address, email address, and telephone number.

e) Payment

Payment for standard bookings can be made using the available payment methods. Any fees for credit card payments will be disclosed before the transaction is completed. When making payment, your booking number must be used as a reference. Only official receipts issued by us are accepted as valid proof of payment—bank statements or similar documents are not sufficient.

- i. **Standard Bookings:**
Full payment is required at the time of booking, unless otherwise stated in your travel booking confirmation (e.g. partial payment with the remaining balance due before departure).
- ii. **Group Bookings:**
For group bookings, the following conditions apply unless otherwise agreed in writing:
 - A deposit of at least 25% is payable at the time of booking.
 - The remaining balance must be paid no later than 56 days before departure.
- iii. **Bookings via Travel Agencies:**
Specific payment terms may apply.

f) Non-Payment

Failure to make payment will result in the automatic cancellation of the booking. In such cases, a cancellation fee will be charged in accordance with the applicable terms and conditions. If payment terms are not complied with, we reserve the right to require immediate full payment for any future bookings.

g) Refunds

Travel services that are wholly or partially unused are non-refundable.

h) Travel Booking Confirmation

A booking only becomes binding once you have accepted our Passenger Terms and Conditions and we have confirmed your booking. You will then receive a booking number, and a travel booking confirmation will be sent to the email address provided.

If you prefer to receive your travel booking confirmation by post, this must be requested at the time of booking, and you will be responsible for any postage costs.

- i. **Purpose and Use:**
The travel booking confirmation serves as your ticket and proof of travel.

It must be presented at the departure terminal. Check-in details are provided in the confirmation.

ii. **Verification and Responsibility:**

It is your responsibility to ensure that all details in the travel booking confirmation are correct—including names and other personal information. If you notice any errors, you must contact us immediately. If the confirmation contains incorrect information, or if you are unable to present a valid travel booking confirmation at the time of boarding, you may be denied access to the journey. For bookings made close to the departure date, Go Nordic Cruiseline A/S accepts no responsibility for errors that cannot reasonably be corrected prior to departure.

iii. **Check-In Time and Attendance:**

You are solely responsible for arriving at the designated check-in point in good time before departure. In the event of no-show or late arrival, neither the ticket price nor any associated costs will be refunded.

i) **Booking on Behalf of Others**

If you are arranging travel for multiple people and making a booking on their behalf, the following additional obligations apply to you as the group organiser—regardless of whether or not you are participating in the journey yourself:

i. **You act as an agent for the group members:**

You confirm that you are authorised to enter into an agreement with us on behalf of all individuals in the group, and that they are bound by these terms and conditions as if they had made the booking themselves.

ii. **You are responsible for travel documents and special requirements:**

You accept full responsibility for ensuring that all participants have valid and necessary travel documents and, where applicable, that all requirements concerning passengers with disabilities or reduced mobility are met.

iii. **You appoint a responsible group leader:**

At the time of booking, you agree to appoint a group leader who will be responsible to us and to the ship's captain for the conduct and welfare of all group members during the journey.

iv. **You ensure all participants are informed:**

You guarantee that all group members have been fully informed of and accept these Passenger Terms and Conditions, as well as our privacy policy.

- v. **You are liable for non-compliance by group members:**
You undertake to indemnify us in the event that any group member fails to comply with these terms (including non-payment) or behaves inappropriately—regardless of their age.
- vi. **You bear overall responsibility for payment:**
You are responsible for ensuring that full payment for the group has been made before the journey begins or before any services are provided.
- vii. **You act in a private capacity:**
You confirm that you are not acting as a business or on behalf of a business in arranging travel services.

j) Prohibition on Resale

The commercial purchase and resale of services is not permitted without prior written agreement from Go Nordic Cruiseline A/S.

k) Accommodation

Accommodation—including cabins, seats, and berths—is only guaranteed if booked in advance. For overnight sailings with a reserved cabin, each passenger must have an individual berth, with the exception of one child under the age of 4 per cabin.

It is a strict condition of all bookings—regardless of ticket type, and whether part of a package holiday or a standard journey—that the number of passengers in a cabin must not exceed the number of available berths, plus one child under 4 years of age.

Please note that some cabins feature bunk beds (upper and lower berths) and may therefore be unsuitable for passengers with reduced mobility. Any special requirements must be communicated at the time of booking.

For MiniCruises, we cannot guarantee the same cabin will be allocated for both the outbound and return journeys.

i) Vehicles

Passengers are responsible for ensuring that they possess all required documentation for their vehicle and that both driver and vehicle comply with all relevant legal and administrative requirements—including road traffic regulations—when travelling abroad by car.

Vehicle Requirements:

- i. By confirming your booking, you agree that the ship's captain, crew, and check-in personnel have the right to inspect your vehicle and the information provided at the time of booking. This is to ensure the safety, health, and comfort of all passengers. If the information is found to be

incorrect or misleading, or if the requirements listed below are not met, we reserve the right to apply appropriate sanctions.

- ii. You are responsible for driving your vehicle onto and off the ship, even if directed by our staff to a designated parking space. Go Nordic Cruiseline A/S accepts no liability for any damage incurred during this process. Once on board, vehicles must be locked, left in gear, and secured with the handbrake. These measures must be maintained throughout the crossing.
- iii. All vehicle alarms must be deactivated once the vehicle is parked on the vehicle deck.
- iv. LPG-powered vehicles must have their gas tanks disconnected during the crossing. Buses fitted with diesel or LPG-powered heaters must also have these systems disconnected while on the vehicle deck.
- v. Vehicles must qualify as private vehicles, be in roadworthy condition, and have valid third-party liability insurance for use on public roads. Valid documentation must be available for inspection upon request.
- vi. Vehicles must be roadworthy in accordance with the regulations of the country of registration, or otherwise certified as approved and suitable for road use. Supporting documentation must be presented upon request.
- vii. Dangerous goods and weapons—whether or not classified as hazardous by the International Maritime Organization (IMO)—may only be transported in vehicles if they comply with the requirements set out in Chapter 12 (*Dangerous Goods and Weapons*).
- viii. Motor vehicles with hybrid or electric engines are only accepted if they are standard models from recognised car manufacturers. These vehicles may not be connected to the ship's power supply for charging.
- ix. We reserve the right to refuse vehicles that are damaged or otherwise deemed a safety risk on board.
- x. Electric scooters, e-scooters, and similar devices must be parked on the vehicle deck and must not be charged on board.

If the specified vehicle or the related information does not comply with our terms, we reserve the right to deny boarding. If such a decision cannot be made in time to meet the sailing schedule, we further reserve the right to refuse embarkation entirely. In such cases, no refund will be issued.

7. Cancellation or Modification of a Booking Made by You

You may modify or cancel your booking online via our website or by contacting our customer service team. Please note that the options for changes and cancellations may vary depending on the provider through whom the booking was made. Specific terms also depend on the travel category, as outlined below. All changes are subject to availability.

a) Refund Conditions

Changes to the number of passengers, cabin category, and/or vehicle type do not result in a price reduction. Any increase in price compared to the original booking will be charged accordingly.

Please note that bookings made using promotional offers, rewards, and/or gift vouchers are non-refundable at any time. This will be clearly stated in the booking guide before you complete your reservation.

Fees for Changes or Cancellations Made by You:

Fare type	Fee per change per booking based on notice period	Fare increase	Change fee	Per cancellation per booking based on the notice given	Fee
Transport, MiniCruise and City Cruise				Within 24 hours after booking, if more than 48 hours before departure	None
				42 days or more before departure	25% of the total fare
				41-22 days before departure	50% of the total fare
				21-8 days before departure	70 % of the total fare
				7-1 day(s) before departure	90 % of the total fare
				On day of departure	100 %

				Name change (owner of booking)	200 DKK/NOK
Holiday packages arranged by any party, or bookings for MiniCruises and City Cruises for groups of 10 or more passengers				10-30 passengers within 45 days 31-90 passengers within 60 days 91-120 passengers within 90 days	None
				10-30 passengers within 31 days 31-90 passengers within 41 days 91-120 passengers within 61 days	50 % of the total fare
				10-30 passengers within 16 days 31-90 passengers within 21 days 91-120 passengers within 31 days	75 % of the total fare
				10-30 passengers within 6 days 31-90 passengers within 11 days 91-120 passengers within 16 days	90 % of the total fare
				10-30 passengers within 3 days 31-90 passengers within 5 days 91-120 passengers within 7 days	95 % of the total fare

Fees for changes or cancellations made by you on international markets

Fare type	Fee per change per booking based on notice period	Fare increase	Change fee	Per cancellation per booking based on the notice given	Fee
Transport, MiniCruise and City Cruise	Any time	Yes	€25	Any time	100 % of the total fare
	Name change	None	€15		
Package holidays arranged by any party, or bookings for MiniCruises and city breaks for groups of 10 or more people	Any time before departure	Yes	€25	57 days or more before departure	25 % of the total fare
				56-36 days before departure	50 % of the total fare

	Name change (owner of booking)	None	€15	35-22 days before departure	70 % of the total fare
				21-11 days before departure	90 % of the total fare
				10 days (or less) before departure	100 % of the total fare

- i. Cancellations of travel arrangements, including tickets for activities and third-party services, are non-refundable—this also applies to any administrative fees.
- ii. Prepaid meals are fully refundable, provided the cancellation is made no later than 48 hours before departure.
- iii. No refund will be issued for unused or lost travel booking confirmations and/or vouchers.

b) Transfer of Ticket

You may transfer your booking to another person by contacting our customer service team and requesting a name change. The change may be made upon payment of a fee, provided the request comes from the original booking holder and the person to whom the booking is transferred meets all applicable requirements regarding passport, visa, and health regulations.

Go Nordic Cruiseline A/S reserves the right to refuse the transfer if it is evident that it cannot be completed due to regulations imposed by hotels, authorities, or other relevant parties.

8. Cancellations, Changes, or Delays on Our Part

At Go Nordic Cruiseline A/S, the safety and wellbeing of both our passengers and vessels is our highest priority. As such, cancellations or delays may occur when necessary to ensure the safe operation of the ship:

- i. Sailings may be delayed or cancelled due to **adverse weather conditions**, including—but not limited to—strong winds, high seas, heavy currents, hurricanes, ice formation, extreme water levels, and flooding.
- ii. Sailings may also be affected by other **extraordinary circumstances** that compromise the safe operation of the vessel and could not reasonably have been foreseen by us or our suppliers. Such events include, but are not limited to, war, threats of war, acts of terrorism, fire, labour

disputes, pandemics, natural disasters, and nuclear incidents (collectively referred to as “force majeure events”).

We recommend that you contact our customer service team for up-to-date information regarding your departure, or visit our website no later than 24 hours before departure to ensure there are no developments that may affect your journey.

a) Disclaimers and Obligations

All information regarding departure and arrival times as well as vessel names, as stated in travel booking confirmations, on our website, or in other materials, is provided for guidance only and cannot be guaranteed.

We reserve the right to deploy a substitute vessel and/or deviate from the published sailing schedule or route if deemed necessary.

We also reserve the right to cancel a confirmed booking.

We are obliged to comply with any instruction or recommendation issued by public authorities or by persons authorised to do so under the ship's war risk insurance. Compliance with such instructions shall not be considered a breach of the transport agreement nor a failure to meet our obligations to you.

b) Limitation of Liability

Neither Go Nordic Cruiseline A/S nor our partners shall be liable to pay compensation or damages for any loss resulting from delays, cancellations, changes to the sailing schedule or route, or the substitution of a vessel, unless you are entitled to compensation or damages under applicable international conventions, EU regulations, or other mandatory legislation.

c) Rights in the Event of Cancellation or Delay

The EU Regulation on passenger rights grants travellers certain entitlements in the event of a cancellation or delay of passenger ferry services. The list below (see section d) provides an overview of the rights that may apply, assessed on a case-by-case basis. For a detailed description of your rights, please refer to the full EU Regulation.

Please note that the Regulation includes several exceptions. These cover, among other things, cancellations or delays caused by weather conditions that pose a threat to the safe operation of the vessel, as well as extraordinary circumstances that could not reasonably have been avoided despite all due measures.

Drivers of commercial vehicles travelling under a freight transport contract are not covered by the EU Regulation on passenger rights.

d) In the Event of Cancellation or Delayed Departure

The following provisions apply in the event of a cancellation or delayed departure:

- i. **Information**
Passengers will be informed as soon as possible and no later than 30 minutes after the scheduled departure time.
- ii. **Meals and Refreshments**
In the event of a delay exceeding 90 minutes from the scheduled departure time, we will provide appropriate snacks, meals, or refreshments, depending on the length of the wait.
- iii. **Accommodation**
If overnight accommodation is required due to a cancellation, we will reimburse reasonable lodging expenses. However, compensation may be limited to a maximum of EUR 80 per passenger per night, for up to three nights.
- iv. **Onward Travel and Connections**
If a delay causes you to miss a connecting service, we will make reasonable efforts to inform you of alternative travel options. If you choose to decline the proposed alternatives and instead wait for your original connection, any resulting costs will not be reimbursed.
- v. **Transport to and from the Terminal**
If the cancellation or delay necessitates transport between the terminal and your home, we will reimburse reasonable costs—either upon presentation of receipts or, if you use your own vehicle, in accordance with our current mileage policy.

Please note that we are not obliged to provide complimentary accommodation, transport reimbursement, or other compensation if the cancellation or delay is caused by weather conditions that are deemed to endanger the safe operation of the vessel, or in the event of force majeure.

e) Rebooking or Refund

If the departure is cancelled or delayed by more than 90 minutes compared to the scheduled departure time, you are entitled to the following options:

- i. To rebook the journey at no additional cost and under the same conditions as the original booking; or
- ii. To receive a refund of the ticket price and—where applicable—a free return journey to the original point of departure, as stated in your travel booking confirmation, at the earliest opportunity.

Please note that if you accept a refund for a cancelled or delayed departure, the transport agreement will be considered terminated. This means you will no longer be entitled to any further compensation and/or assistance.

f) Delayed Arrival

In the event of delayed arrival at your final destination, you may be entitled to compensation, depending on the scheduled duration of the journey. Compensation is calculated as a percentage of the ticket price and is based on the total travel distance.

Compensation may be provided in the form of vouchers or other services offered by us—unless you specifically request a cash refund.

You are **not** entitled to compensation if the delay is due to:

- i. Weather conditions that pose a threat to the safe operation of the vessel; or
- ii. Extraordinary circumstances that prevent the voyage from being carried out and could not have been avoided, even if all reasonable measures had been taken.

You are also **not** entitled to compensation if:

- i. You were informed of the delay or cancellation prior to booking; or
- ii. The delay or delayed arrival is attributable to you or your fellow passengers.

g) Cancellation or Amendment of a Package Holiday

If changes or cancellations occur in relation to your package holiday booking prior to departure, we will inform you as soon as possible and endeavour to offer an appropriate solution.

If we or our suppliers decide to cancel the package holiday, you are entitled to the following options:

- i. To cancel the agreement and receive a full refund of all payments made in connection with the package holiday; or
- ii. To make a new booking for an alternative package holiday of your choice, provided we and our suppliers are able to offer this without incurring significant costs or losses.

If we do not receive a response from you after notifying you of the change, we reserve the right to cancel your package holiday booking. In such cases, you will receive a full refund.

Please note that if you choose an alternative package holiday that is more expensive than the original, you will be responsible for covering the price difference—unless we or our

suppliers have expressly agreed to bear the additional cost. If the alternative package is less expensive, the difference will be refunded to you.

If you incur a financial loss due to our or our suppliers' failure to meet the agreed terms, or as a result of the package holiday being cancelled, you may be entitled to reasonable compensation. However, we reserve the right to limit such compensation in accordance with applicable international conventions, EU regulations, and/or mandatory national legislation.

Exceptions:

We are not liable for compensation if the cancellation or failure to fulfil the agreement is due to:

- i. The minimum number of participants not being met and you were informed of the cancellation:
 - At least 20 days before departure for trips longer than six days
 - At least 7 days before departure for trips of two to six days
 - At least 48 hours before departure for trips under two days
- ii. Unavoidable and extraordinary circumstances
- iii. Circumstances attributable to you as the customer
- iv. A third party, where the situation could not reasonably have been foreseen, avoided, or remedied by us or our partners

h) After the Start of the Package Holiday

If you raise a complaint during the course of your package holiday, we and/or the relevant service provider will endeavour to find an appropriate solution and remedy the issue—unless doing so is impossible, or would involve disproportionate costs or significant inconvenience to us.

If the issue cannot be resolved, or if we or our partners fail to address it within a reasonable time, you may be entitled to an appropriate reduction in the price of the package holiday.

However, we are not obliged to offer compensation if the issue arises from unavoidable and extraordinary circumstances or circumstances attributable to you.

9. Liability in the Event of Personal Injury or Damage to Luggage

Go Nordic Cruiseline A/S is committed to providing the highest level of service and safety to ensure your journey is as smooth and comfortable as possible.

Our liability for compensation in cases of personal injury, loss of or damage to luggage and vehicles is governed by the Athens Convention. The Convention sets out the conditions under which we may be held liable in the event of a passenger's death or injury, as well as for loss of or damage to luggage. It also includes specific provisions regarding liability for valuables and defines financial limits for our liability, which may not exceed the following:

- i. 244,740 SDR or 400,000 SDR in the event of a passenger's death or personal injury, depending on the conditions of liability outlined in the Convention
- ii. 2,250 SDR for loss of or damage to hand luggage
- iii. 12,700 SDR for loss of or damage to vehicles, including luggage stored in or on the vehicle
- iv. 3,375 SDR for loss of or damage to luggage not covered under points ii and iii

In the event of incidents arising from war, acts of terrorism, or other extraordinary circumstances, our liability is likewise limited in accordance with the provisions of the Athens Convention.

a) Valuables

We accept no liability for the loss of or damage to money, securities, or other valuables—including gold, silver, watches, jewellery, works of art, and live animals.

b) Deductible (Excess)

Please note that a deductible of 330 SDR applies in the event of damage to a vehicle, and 149 SDR per passenger applies for loss of or damage to other luggage. These amounts will be deducted from any compensation awarded.

c) Lost Mobility Aids

In the event of loss or damage to mobility aids or other specialised equipment used by persons with disabilities or reduced mobility—where the incident is due to fault or negligence on our part—we are obliged to provide compensation equivalent to the replacement value of the equipment or, where applicable, the cost of repair.

d) Limitation of Liability

In all cases not covered by the Athens Convention or other binding international or national legislation, our liability is limited to direct losses caused by our own negligent actions. This also applies to liability for passengers and their luggage before embarkation and after disembarkation, as well as for any travel, accommodation, and/or land-based activities.

Compensation is subject to the general legal requirements for liability under applicable law. This means that we are not liable for financial losses resulting from indirect or consequential damages.

The limitation of liability also applies in the event of breach of contract or negligence on the part of our employees or suppliers, provided they are acting within the scope of their respective roles.

With regard to compensation for changes or cancellations of package holidays, please refer to Chapter 8 (*Cancellations, Changes or Delays on Our Part*) and the current legislation governing package holidays.

Please note that we are not liable to you if the failure to fulfil the agreement is due to:

- i. Errors or breaches on your part or by individuals included in your booking
- ii. Unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even with all due care
- iii. Weather conditions or force majeure events that we or a service provider could not reasonably have foreseen or prevented

If you are entitled to compensation, it is a condition that your complaint or claim is submitted in accordance with the procedures outlined in Chapter 13 (*Claims and Complaints*).

10.Code of Conduct

For the safety and comfort of all passengers on board and within terminal areas, you are required at all times to behave in an appropriate and responsible manner. This obligation also applies to any individuals for whom you are responsible. It is essential that neither your physical or mental condition nor your behaviour poses a risk or danger to yourself, other passengers, the crew, or our property.

All persons on board must comply with the ship's safety regulations, which are vital to both the seaworthiness of the vessel and overall safety. You must follow all safety instructions and notices relating to the vessel, crew, fellow passengers, terminal facilities, and regulations regarding entry, exit, and immigration.

If your behaviour—or that of your fellow travellers—is deemed to pose a risk to the safety of the vessel, crew, or passengers, we reserve the right to reject your booking or deny you

and/or your companions access to the vessel. The same applies if you or your companions have previously behaved inappropriately or failed to comply with safety regulations.

On board, the captain, crew, and other members of staff are authorised to take and enforce reasonable measures as deemed necessary to maintain safety and comfort. In exceptional circumstances—such as where there is a threat to your own safety or that of others—a passenger may be detained.

Prohibited Items and Onboard Conduct Rules

- i. **Cooking and Electrical Equipment:** Cooking in cabins and the use of household appliances such as irons, electric kettles, and similar items is strictly prohibited.
- ii. **Charging Devices:** Electronic devices, such as mobile phones and similar items, may only be charged under constant supervision.
- iii. **Clear Access:** Corridors and communal areas must remain unobstructed and must not be blocked by prams, scooters, or similar items.
- iv. **Drones:** The use of drones is strictly prohibited both onboard and within the terminal area, due to safety concerns for fellow passengers and the risk of interference with the ship's technical systems, including GPS.
- v. **Damage to Property:** Should any damage occur to our property—whether in the terminal or onboard—as a result of your actions or those of your vehicle, we reserve the right to claim compensation from you or your insurance provider. This also applies if the damage occurs while following directions from our staff.

Smoking and Alcohol

- i. Smoking, including the use of e-cigarettes, is not permitted in cabins.
- ii. Smoking is only allowed in designated and clearly marked smoking areas onboard. Violations will result in a minimum fine of EUR 200 / DKK 1,500.
- iii. Consumption of alcohol brought onboard is not permitted. Go Nordic Cruiseline A/S reserves the right to confiscate such alcohol without liability. As a general rule, any confiscated items will be returned to you upon arrival at your destination.
- iv. Excessive alcohol consumption that poses a risk to yourself or others is not permitted either onboard or in the terminal areas.

Illegal Substances and Medication

- i. The possession and/or use of illegal substances is strictly prohibited in the terminals and onboard. Go Nordic Cruiseline A/S reserves the right to confiscate such substances and report the matter to the relevant authorities.
- ii. You are personally responsible for ensuring that all medication you bring with you—including, for example, medicinal cannabis—is legal and permitted in the country to which you are travelling. Go Nordic Cruiseline A/S accepts no liability in this regard.

Consequences of Non-Compliance

All staff, crew members, and partners are instructed to report any breach of the rules. We do not tolerate any form of threatening, abusive, or disrespectful behaviour towards staff, whether onboard or in the terminal areas. The same applies to behaviour directed at our partners or fellow passengers.

Go Nordic Cruiseline A/S reserves the right to refuse a booking, deny boarding, and, if necessary, remove or detain a passenger onboard. In such cases, no refund will be issued, and the traveller will be liable for all associated costs. This also applies if a passenger is removed due to a breach of conduct rules set by our partners—including transport providers, hotels, or resorts.

11. Pets Onboard

It is your responsibility to familiarise yourself with the full terms and conditions for the transport of pets before booking your journey and arriving for departure. The conditions are available on our website: [LINK](#).

Bringing pets onboard is permitted, provided the following rules are observed:

- i. **Declaration at Time of Booking**
If you are travelling with a pet, this must be declared at the time of booking and no later than prior to the start of the journey.
- ii. **No Access to Passenger Areas**
Pets (with the exception of service and guide dogs) are not permitted in the passenger areas onboard the vessel.
- iii. **Responsibility for Legal Compliance**
You are solely responsible for complying with the regulations regarding the import of pets into the destination country and their return to the country of departure. This includes obtaining all required documentation and meeting all legal requirements, including any mandatory quarantine. If these conditions are not met, your pet will not be permitted to board.
- iv. **Fees**
Any fees or costs incurred due to non-compliance with the rules for pet transport or any other regulations relating to travelling with animals are your responsibility. Go Nordic Cruiseline A/S accepts no liability for incomplete, incorrect, or insufficient documentation.
- v. **Passengers Travelling by Bus**
Passengers travelling by bus or accompanying a commercial vehicle may only bring pets if this has been pre-approved by us in writing.

vi. **Animals as Freight**

In certain cases, the transport of animals may be classified as freight and will then be subject to our applicable freight terms and conditions—including specific requirements for the transport of animals. This requires advance booking and will be charged at standard freight rates. You are solely responsible for ensuring compliance with all applicable rules regarding animal transport. Go Nordic Cruiseline A/S accepts no liability in this regard.

12. Dangerous Goods and Weapons

Dangerous goods, hazardous luggage, and weapons (hereinafter referred to as “dangerous goods”) must be declared at the time of booking and no later than 24 hours before departure. Transport of dangerous goods is only permitted if carried within a vehicle.

a) Written Authorisation

It is prohibited to bring dangerous goods—including, but not limited to, gas cylinders, firearms, knives, batons, etc.—onboard without prior written authorisation from us and without compliance with applicable laws and relevant licensing requirements.

We recommend that you contact the operations manager at the port of departure well in advance of your journey for guidance.

You must complete a declaration form for the transport of firearms and ammunition, specifying the type and quantity. Up to 1,000 rounds of UN Class 1.4S ammunition may be carried per vehicle, provided it is transported in the manufacturer’s original packaging and the passenger is legally authorised to possess the declared quantity under their firearms licence.

b) Storage and Securing

If your vehicle is equipped with gas cylinders, you may carry up to three cylinders (butane/propane for lighting, cooking or heating, or propane/helium) with a combined total weight not exceeding 47 kg. It is strictly forbidden to carry petrol or diesel containers, whether full or empty. All gas cylinders (except those used for medical purposes) must be securely fastened and disconnected during the crossing. You may be required to provide documentation confirming that the cylinders have been properly cleaned.

Weapons may only be transported if securely stored in a closed vehicle, such as a car or campervan, or—depending on circumstances—in a designated secure storage area onboard. Weapons may not be transported on bicycles or motorcycles. Foot passengers are not permitted to carry firearms, ammunition, or any items that could be considered weapons.

c) Inspection

Upon arrival at the port, you must report to the operations manager and follow their instructions regarding the loading and proper storage of dangerous goods.

For onboard safety reasons, we reserve the right—and have the obligation—to search passengers and inspect vehicles, persons, and luggage both at embarkation and during the voyage. If dangerous goods are brought onboard without prior notification, we may, in accordance with applicable safety regulations, remove or destroy such items without liability for any resulting loss or damage. We also reserve the right to deny you boarding without refund of the ticket price.

If you are in doubt about the type and/or quantity of dangerous goods, weapons, or ammunition you are permitted to bring, you must contact us in advance. Failure to do so and failure to comply with our rules may result in denial of boarding, without liability for any consequences.

13. Claims and Complaints**a) How to Submit a Complaint****i. Contact Our Onboard Service Centre**

If you experience any problems or wish to file a complaint during your journey, please speak with the reception onboard. This gives us the opportunity to resolve the issue immediately. Our staff will do their best to find a satisfactory solution.

ii. Report Damaged Luggage or Vehicles Immediately

If your luggage or vehicle is visibly damaged, you must notify us immediately and no later than at the time of disembarkation.

For hidden damage or loss not immediately visible, you must inform us no later than 15 days after disembarkation.

If these deadlines are not met, it will be assumed—unless proven otherwise—that your luggage and/or vehicle was delivered undamaged. This applies regardless of whether you personally brought the items onboard and ashore, or if Go Nordic Cruiseline A/S handled the transport.

iii. Contact the Hotel or Resort Directly

For questions or complaints regarding accommodation at your destination, we recommend contacting the reception at the relevant hotel or resort, or the office where your trip was booked.

iv. **Contact Customer Service After Your Return**

If a problem was not resolved during your journey, you are welcome to contact our customer service team by phone or in writing. We encourage you to do so within a reasonable time after becoming aware of the issue—and no later than two months after the end of your trip, unless a shorter or longer deadline applies under the Athens Convention or other binding legislation.

Complaints should be submitted in writing to:
care.claims@gonordiccruiseline.com

Please remember to include your booking number in the subject line and provide phone numbers where you can be reached during both the day and evening. This helps us process your case efficiently and thoroughly.

b) Deadlines and Case Handling

Within **one month** of receiving your complaint, you will be informed whether your case has been accepted, rejected, or is still under review. A final response will be provided no later than two months after we receive your complaint.

If you fail to notify us of the problem during your journey—as outlined in section a of this chapter—we reserve the right to reject the complaint on the grounds that we were denied the opportunity to resolve the issue at the time.

Complaints concerning your rights as a passenger under EU Regulation No. 1177/2010 must be submitted in writing to Go Nordic Cruiseline A/S as described above—and no later than **two months** after the date the journey ended or should have ended—unless otherwise provided for under the Athens Convention or other binding legislation.

Go Nordic Cruiseline A/S must inform you within **one month** whether the complaint has been accepted, rejected, or is still being processed. A final response must be provided no later than **two months** after receipt of the complaint.

If you do not receive a reply within **two months**, or if you are not satisfied with the outcome, you may escalate the matter to the relevant authority:

- i. **Journeys with a total price below DKK 1,000 or issues concerning passengers with disabilities:** File a complaint with the Danish Maritime Authority – www.soefartsstyrelsen.dk
- ii. **Journeys priced at DKK 1,000 or more:** File a complaint via the Danish Consumer Complaints Board – www.forbrug.dk
- iii. **Package holidays:** File a complaint with the Package Travel Appeals Board – www.pakkerejseankenaevnet.dk

Legal Deadlines

Please note that statutory deadlines apply to filing claims. Under the Athens Convention, claims must be submitted no later than **two years** after the incident to which the claim relates. If this deadline is missed, the right to bring a claim will lapse.

14.Registration of Personal Data and Data Protection**a) Registration of Personal Data**

Go Nordic Cruiseline A/S records the personal information you provide when making a booking. In accordance with maritime legislation and related regulations, this information may be shared with the relevant authorities in connection with our sailings.

If you or a travel companion breach the terms of our travel conditions or code of conduct, we reserve the right—following an individual assessment—to add your name to our list of undesirable passengers. In such cases, we will store only the necessary personal data (name, date of birth, and passport number) to prevent future bookings for as long as deemed relevant. Your data will be retained only for as long as necessary and will be deleted in accordance with applicable regulations.

b) Data Protection

Go Nordic Cruiseline A/S processes the personal information you provide when booking in full compliance with applicable data protection legislation.

For further details, please refer to our privacy policy, available here:

<https://www.gonordiccruiseline.dk/privatlivspolitik>

If you wish to request access to the personal data we hold about you, please contact us at: persondata@gonordiccruiseline.com

15.Financial Protection

All our package holidays are covered by the Danish Travel Guarantee Fund in accordance with the Danish Act on a Travel Guarantee Fund. This ensures that, as a customer, you are entitled to a refund and/or repatriation in the event of the bankruptcy of Go Nordic Cruiseline A/S.

For more information, please visit:

www.rejsegarantifonden.dk

16. Governing Law and Jurisdiction

All disputes and disagreements between you as a passenger and Go Nordic Cruiseline A/S—including, but not limited to, matters concerning booking, transport, and these terms and conditions—are governed by Danish law.

Disputes shall be settled by the competent court of your choice, either at Go Nordic Cruiseline A/S's principal place of business or at your place of residence, provided that we have a place of business in the relevant country. This applies unless otherwise stipulated by the Athens Convention or other mandatory legislation, convention, and/or EU regulation.

Legal name and address:

Alvina Shipping A/S
Dampfærgevej 30
DK-2100 Copenhagen
Denmark
Danish company registration number: DK44631261