

## TERMS & CONDITIONS SHORE EXCURSIONS COPENHAGEN

### Guarantees for shore excursions Copenhagen:

- All STS "shore excursion" trips are subject to STS' 'money back guarantee' and 'back-to-ship guarantee'.
- If the Guest misses his or her shore excursion with STS due to a change of port or arrival by the cruise line, STS will refund the purchase price unless STS can find a suitable alternative to the shore excursion booked by the Guest.
- Further, STS guarantee that all shore excursion Guests will make it back to their cruise ship in time for departure. If a Guest misses its ship due to late arrival of a STS shore excursion, STS will arrange and pay for transportation to the next port of call.

### This applies provided that:

- The Guest has departed from stop nr. 1 – Ved Stranden, with the Mermaid Route at least 2 hours before the gates close on their cruise ship.
- Guests to/from Oceankaj must take a cruise shuttle available from the Little Mermaid, stop 5 every hour from 12.00 to 6.00 pm (the last Mermaid Route leaves at 5.30 pm from Ved Stranden, stop 1, and this one joins the Little Mermaid for the last shuttle). The Guest must also follow the instructions given by STS personnel.