

GENERAL TERMS AND CONDITIONS FOR RETAILERS

These general terms and conditions for agents shall obtain between Strömma Finland Oy Ab (Stromma), and any party who, either directly or through another party, concludes an agreement with Stromma in accordance with the provisions of the confirmation (the RETAILER).

The agreement may be in respect of other products and services, or a combination of the same for the following brand product: **Helsinki Card**

WHO IS LIABLE?

The responsible service provider is

Strömma Finland Oy Ab, Unioninkatu 18, 00130 Helsinki, Finland. Tel. +358 9 22881600.

VAT ID FI19284832

THE AGREEMENT, ETC.

As the organizer, Stromma has a responsibility to the RETAILER for those services that the latter may expect by reason of the agreement. The responsibility also applies with regard to any services that shall be rendered by any party other than Stromma. Information contained in catalogues, brochures and on the website shall be binding upon Stromma, but may be amended before the agreement is concluded if a clear reservation to that effect has been made and the RETAILER has been clearly informed of the change.

Stromma makes reservation for any printing or proofreading errors. As the service provider, Stromma is liable to ensure:

- That the RETAILER get access to a written confirmation of their reservation and other necessary documentation;
- That details of how payment is to be made is provided and that the RETAILER is otherwise informed of other issues of importance in connection with the event/arrangement;
- That the event/arrangement corresponds to the description contained in the confirmation. Stromma shall not be liable for undertakings that may have been given by third parties directly to the RETAILER without Strommas knowledge and of which Stromma was not aware, nor should have been aware. (Try and get such undertakings in writing, for safety's sake.)

AGREEMENT VALIDITY

This agreement is valid from the day it was received by the RETAILER and will be prolonged automatically unless cancelled by either party with one (1) month's mutual notice.

BOOKING

A web booking shall be made by logging in to the City Break booking system provided from Stromma, unless otherwise agreed. The Retailer is liable to provide the guest with a confirmation from City Break. The retailer should inform the guest

that the document should be print out and brought along to the redemption centre where they collect their Helsinki Card.

COMMISSION

A web booking made by logging in to the booking system provided from Stromma provides the agreed commission on sold cards (including VAT), for the Helsinki Card but no commission shall be payable to the RETAILER for add on products and/or any postage and handling fees.

VOUCHERS/FREE SALE

Vouchers issued by the RETAILER only apply if the RETAILER has a separate written agreement with Stromma.

WHEN DOES THE CLIENT'S BOOKING BECOME BINDING?

The booking is binding upon both Stromma and the RETAILER as soon as the booking has been made in the booking system.

CONFIRMATION/VOUCHER

The RETAILER prints the confirmation from the reservation system.

DISCOUNTS

- Children aged 7-16
- No group discounts.

INVOICING

30 days' payment terms shall obtain. A common invoices will be issued per calendar month. The number of booked products in the booking shall form the basis for the invoice.

Bookings paid by Credit Card are paid per booking at the time of the booking.

WHAT HAPPENS IF THE RETAILER WISHES TO CANCEL/REBOOK?

The RETAILER shall make any cancellations and alterations to bookings by logging in to the reservation system.

- For cancellation made more than 14 days after the time of reservation Stromma will keep 100 % of the value of the booking.
- For cancellation made at the latest 14 days after the time of reservation Stromma gives full refund provided that the Helsinki Card hasn't already been activated.

HELSINKI CARD

The Helsinki Card is a barcode/chip card that, against a one-time payment, entitles the card holder to a single free admission to each attraction listed on the Helsinki Card website for the chosen duration of 24 h, 48 h or 72 h (consecutive days). The Helsinki Card includes Public Transportation that can be used unlimited during the duration of the card.

CARD HOLDER

The card holder is the person to whom the Helsinki Card was issued.

RIGHTS AND DUTIES OF THE CARD HOLDERR

- The card must be activated the first time it is used at an attraction and also the first time it is used on public transportation, otherwise the Helsinki Card will not be valid. The validity period starts when the card is activated.
- During the validity period of the Helsinki Card, the card holder may use the services as listed on the Helsinki Card website and in the Helsinki Card guidebook.
- The card is personal and non-transferable
- The customer is not entitled to any reimbursement for unused or not consumed services or for attractions being closed during the validity period of their card.
- The cardholder is obliged to store the Helsinki Card carefully.
- In case of loss of an unused Helsinki Card, Stromma must be notified immediately. No replacements or refunds can be offered for lost or stolen cards. The Helsinki Card is not valid for return visits to any attraction.

GOVERING LAW AND JURISDICTION

Both parties shall attempt to settle amicably any dispute that may arise from the interpretation, performance or non-performance of this Agreement. This Agreement shall be governed by and construed in accordance with the laws of Finland.

Should the performance of this agreement be prevented by act of God, act of war or civil disturbance, act of any government or any agency or subdivision thereof, postal delay, extreme weather conditions or any other reason beyond the control of the service provider, the service provider shall be excused from carrying out its obligations under this agreement until such matters have been resolved. The service provider shall never be liable for any indirect loss.