

Terms and Conditions 2026

The following conditions apply to the services provided by FRS Finland Oy (hereafter referred to as "The Company") to travel agencies, tour operators, and similar travel companies (hereafter referred to as "The Client"). These terms and conditions apply once the booking has been made.

Bookings:

- Bookings must be made by e-mail or using the FRS Online Group Reservation System. Credentials for the online booking system will be provided upon request by the FRS Sales Team.
- Bookings via e-mail must include the following information: date, departure time and pier of departure and return, number of people, name of the customer or group, invoicing details, and reference number. The Client's customers can enter the vessel only with a voucher provided by The Client, or by presenting the voucher created from the FRS Online Group Reservation System. If the vessel is entered with a voucher provided by The Client, it will be collected by the vessel personnel.
- Invoicing will be made after the service has taken place according to the last confirmed total number of customers. Any last-minute reductions in the number of customers will not be considered. However, any increase in the total number of customers will be reflected in the invoice.
- An invoicing fee of €11 will be added to the invoice, unless agreed otherwise.

Cancellations and Changes by The Client:

- Bookings can be cancelled free of charge up to 15 days prior to the service date.
- If a booking is cancelled between 14 and 7 days prior to the service date, a 50% cancellation fee will be charged based on the total amount of the order.
- If a booking is cancelled less than 7 days prior to the service date, a 100% cancellation fee will be charged based on the total amount of the order.
- Changes can be made free of charge up to 15 days prior to the service date. If changes are made less than 14 days before the service date, The Company reserves the right to charge a minimum of 50% of the total amount of the booking.
- Changes in the number of participants can be made 7 days prior to the service by email to: incoming@frs-finland.fi or in the FRS Online Group Reservation System. Cancellation requests less than 14 days prior to the service date must be made by email to: incoming@frs-finland.fi

Cancellation by The Company:

- If The Company cancels the trip, the reservation will be cancelled free of charge. In this case, The Client may reschedule the booking to another time and date, if applicable. The Company is not liable for any other potential economic losses The Client may incur, except for the ticket price.
- Free cancellation will also be granted in the event of severe weather or epidemiological conditions that make it impossible to conduct the service safely.
- The Company has no responsibility to ferry customers or The Client if a customer misses the ferry or in the case of a no-show.