Booking Terms and Conditions – Blidösundsbolaget AB ("the Carrier")

1. Agreement and Payment

1.1 An agreement for the purchase of ticket(s) for cruises offered by the Carrier becomes binding between the Carrier and the Customer as soon as the Customer has completed the booking and made payment.
1.2 Payment for tickets must be made in full at the time of booking.
1.3 For group bookings of more than six (6) persons, payment must be made within the specified time period stated in the payment link.
1.4 Any menu selections for larger groups (12 or more guests) must be provided to the Carrier no later than seven (7) business days prior to the departure of the booked cruise.

2. The Carrier's Liability

2.1 The Carrier's liability is governed by the Swedish Maritime Code (1994:1009).
2.2 The Carrier shall only be liable for damage to or loss of the Customer's property in cases of gross negligence.
2.3 The Carrier shall not be liable for indirect losses (such as loss of profit) or consequential damages.

3. Cancelled Cruises

3.1 The Carrier reserves the right to cancel a cruise, in whole or in part, due to the following circumstances:
a) For safety-related or weather-related reasons, at the discretion of the Master of the vessel.
b) In cases of force majeure, including but not limited to technical failures, actions by public authorities, strikes or other circumstances beyond the Carrier's control.
3.2 In the event of a cancelled cruise, the Customer will be offered either a full refund or rebooking. The Customer shall not be entitled to any other compensation in the event of cancellation as described above.

4. Cancellation, Rebooking, and Cancellation Insurance

4.1 Purchased tickets are non-refundable.
4.2 Rebooking to another equivalent cruise may be made up to fourteen (14) days prior to the departure of the booked cruise, subject to availability.
4.3 When purchasing tickets online, the Customer may add a cancellation insurance through Mysafety. Such insurance can only be purchased at the time of booking. Any compensation is governed by the terms and conditions of the insurance policy issued by Mysafety, and any claims for compensation must be directed at Mysafety.

5. Passenger Responsibilities

5.1 The Customer is responsible for reviewing all relevant information provided by the Carrier on its website and in the booking confirmation, including departure times and departure location for the booked cruise.
5.2 Passengers must comply with the instructions of the Master of the vessel.
5.3 The Customer is liable for any damage caused by the Customer or the Customer's guests to the Carrier's property.
5.4 If the Customer fails to appear for departure (no-show), the cruise shall be deemed completed, and the Carrier shall be entitled to retain the full payment.

6. Special Provisions

6.1 Information regarding accessibility for passengers with reduced mobility is available on the Carrier's website under the relevant cruise.
6.2 Information and rules regarding pets are available on the Carrier's website under the relevant cruise.
6.3 The Customer is entitled to transfer purchased ticket(s) to a third party without the Carrier's written approval. However, this does not apply to member tickets, which are personal and valid only when presented together with a membership card, or to Livepass tickets, which are valid only when presented together with the corresponding Livepass.

7. Complaints and Disputes

7.1 Any complaints must be reported immediately to the Master of the vessel or responsible staff on board (Crew in uniform).
7.2 If the complaint cannot be resolved on site, a written complaint must be submitted to the Carrier within a reasonable period, and no later than three (3) days after the completion of the cruise.
7.3 Any dispute that cannot be resolved amicably between the Carrier and the Customer may be referred by the Customer to the Swedish National Board for Consumer Disputes (ARN).
7.4 Any dispute that cannot be resolved shall be finally settled by a Swedish court of law, with the Stockholm District Court serving as the court of first instance.
7.5 Swedish law shall govern the agreement between the Carrier and the Customer.