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BOOKING CONFIRMATION	Reservation number	68546929	Security code <i>For self-check-in and online access</i>	0561
	TALLINN-HELSINKI (Operated by AS TALLINK GRUPP)	MYSTAR	PASSENGERS	Adult 15
			TRAVEL CLASS	Star Class 15
→ Departure from Tallinn	Thursday 20.04.2023 at 07:30	D-Terminal Uus-Sadama 24		
→ Arrives in Helsinki	Thursday 20.04.2023 at 09:30	West Harbour terminal 2 (T2) Tyynenmerenkatu 14		

INFORMATION ABOUT YOUR TRIP

- Vessel arrival and departure times are always indicated in local time
- The ticket can be checked-in at the terminal self-service kiosk of the port terminal with booking number and security code.
- We recommend to arrive at the check-in well in advance.
- Access to the ship shall be closed 20 minutes before the departure of the ship.
- **The passenger (including the child) must carry a valid travel document and other necessary documents, including a visa, if necessary, throughout the journey, and the passenger is responsible for the validity and accuracy of all documents.**



EXTRA SERVICES

All times are local times



TERMS AND CONDITIONS FOR RESERVATION 68546929

1. GENERAL TERMS AND CONDITIONS FOR BOOKING A TICKET

- (1) These terms and conditions for booking a Ticket and making a payment (hereinafter the Terms) are valid for the bookings made by an individual passenger in Tallink's online environment, via the smartphone application, at the sales agency, in the contact center, at the port terminal service desk, in the self-service kiosk and the travel agent's agency or its online environment.
- (2) These Terms are valid for bookings made in the online environment and via the smartphone application for up to 24 passengers and for bookings for up to 9 passengers made through other channels.
- (3) A Ticket can be booked and paid for in the environments referred to in paragraph 1.
- (4) A Ticket cannot be cancelled in Tallink's online environment and via the smartphone application or the other travel agent's online environment.
- (5) Ticket can be changed and cancelled in all environments referred to in paragraph 1, except as provided in paragraph 4.

2. PAYMENT FOR THE BOOKING

- (1) When making a Booking, the full price of the Booking should be paid up immediately.
- (2) A Booking which has not been paid on time will be cancelled.
- (3) If a Booking has been made less than 5 business days before departure and the payment is made by bank transfer, the employee of the port terminal service desk will have the right to request payment on the spot if the total amount provided in the Booking has not been transferred to Tallink's bank account by the moment of check-in.

3. CHANGING A TICKET

- (1) It is allowed to change the direction and/or itinerary set on the ticket, the date or time of departure, cabin class, vehicle and on-board service, and any changes to the above-mentioned services may change the fare to be paid.
- (2) Changing a passenger's personal information on a ticket is not considered to be a change of ticket.
- (3) When changing a Ticket, the changed service must be paid for in accordance with Tallink's price list. When changing the Passenger transport service and/or the Onboard service, the price arising out of the difference between the price of the initially purchased service and the changed service must be paid, or the price is refunded to the same bank account from which the Ticket was paid for and a Contractual penalty is imposed.
- (5) Ticket changing on the Tallinn - Helsinki route is possible under the following conditions:
 - 1) If the ticket is changed 7 or more days before departure, no Contractual penalty is imposed.
 - 2) If the passenger wishes to change the direction and/or itinerary, the date or time of departure on the ticket 6 days to 48 hours before departure, the passenger shall pay a contractual penalty of €5. If the changed ticket is cheaper than the original ticket, Tallink will compensate the passenger for the difference by deducting the above-mentioned contractual penalty.
 - 3) If the passenger wishes to change the direction and/or itinerary, the date or time of departure on the ticket 48 hours to 45 minutes before departure, also when the ticket has been already checked in, the passenger shall pay a contractual penalty of €5 and the price difference will not be compensated.
 - 4) The passenger cannot change the direction and/or itinerary, the date and time of departure or the number of passengers less than 45 minutes before departure.
 - 5) The Business Lounge class ticket is not subject to a Contractual penalty and the Ticket can be changed until the end of the registration.
 - (6) If the Ticket is changed with regard to cabin services less than 48 hours before departure, the cost of cabin services will be withheld as the Contractual penalty.

4. CANCELLING A BOOKING OR TICKET

- (1) Tallink will unilaterally cancel an unpaid Booking. Tallink will cancel a Ticket if the passenger has not registered (check-in) the Ticket in Tallink's online environment, via the smartphone application, in the port terminal service desk or in the self-service kiosk before the departure of the trip or if the passenger has no valid travel document. In case of Day trip or a Cruise Tallink will cancel the whole trip if the passenger has not registered the Ticket in the port of first departure.
- (2) In the event of cancellation of the Ticket, a Contractual penalty is imposed based on these Terms. In case of cancellation of the Ticket the Ticket price will be returned to the same bank account from which the Ticket was paid for after deducting the Contractual penalty and Service fee from the price.
- (4) The Contractual penalty is applied the Ticket for a ship traveling on the Tallinn - Helsinki route as follows:
 - 1) If the Ticket is cancelled more than 7 days before departure, a Contractual penalty of €5 will be withheld and the remaining cost of the Ticket refunded.
 - 2) If the Ticket is cancelled 6 days up to 48 hours before departure, a Contractual penalty of €5 plus 20% of the cost of the Ticket will be withheld and the remaining cost of the Ticket refunded.

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3) If the Ticket is cancelled less than 48 hours before departure, 100% of the cost of the Ticket will be withheld as a Contractual penalty.

Good to know

“Contractual Penalty”- means the fee Tallink charges a passenger in the cases and according to the procedure set out in the Travel Terms and Conditions for changing or cancelling a ticket.

“Service fee“- is the fee for additional services according to the pricelist of Tallink.

Gift Cards cannot be returned or exchanged for cash.

The terms different from these Terms are applied to Tallink package trips and these will be disclosed with the offer of package trip. The contract of package trip enters into force when the passenger has made the prepayment according to the booking and payment terms set for the package trips. If the booking includes the service provided by the third person being the partner of Tallink, the partner's booking and payment terms are applied.

AS Tallink Grupp Travel Terms and Conditions are published www.tallink.com