

## COVID 2021 Cancellations- special conditions

These cancellation conditions are applicable specifically to the current COVID 19 epidemic which may affect in one way or another the delivery of services reserved by the client.

These conditions are valid only for the 2022 winter season (January, February, March).

The broad principle is that "Drive & Travel" is not substituting in any way Assurever cancellation insurance, but rather is complementing **completely free of charge particular situations associated with conditions of travel, where clients "cannot reasonably reach the destination where the service is being provided"** (see the detailed definitions at the foot of this document).

The table below shows a concise summary:

Client's reason for cancellation	"Assurever" cancellation insurance (chargeable option)	DRIVE & TRAVEL guarantees and commitments
Positive COVID 19 test within 30 days prior to departure (1)	Covered <i>*only EU residents</i>	Free of charge cover
Notified contact and subject to quarantine within 30 days prior to departure (2)	Covered <i>*only EU residents</i>	Free of charge cover
Boarding refusal following temperature check (3)	Covered <i>*only EU residents</i>	Free of charge cover
Flight cancellation (4)	Not covered	Free of charge cover
Quarantine (5)	Not covered	Free of charge cover
Travel restrictions (6)	Not covered	Free of charge cover
Border closures (7)	Not covered	Free of charge cover
Lockdown/curfew (8)	Not covered	Free of charge cover

Reimbursements:

1/ if Assurever cancellation insurance has been taken out by the client, this will cover cases (1), (2) and (3)

→ **Assurever will reimburse 100% of the cost of the services without deduction**

*(only the cost of the cancellation insurance to be held by the insurer)*

2/ if Assurever cancellation insurance has not been taken out by the client, Drive & Travel will cover cases (1) to (8)

→ **Drive & Travel will reimburse 80% of the cost of the services without deduction**

→ **Drive & Travel will credit the remaining 20% for services to be provided in 2023\***

*(only the cost of the flight tickets could be lost if these are not transferable or reimbursable)*

### Detail of the cancellation conditions covered by Drive and Travel in case (4) flight cancellation

#### 4.1 Flight ticket(s) purchased through Drive & Travel

-If one of the outward flight(s) purchased through Drive and Travel is delayed or cancelled by the airline company (whatever the reason) such that the client or guests cannot reach Swedish Lapland during the day, and that such cancellation(s) occurs on the day of departure or even before: Drive & Travel will provide without cost to the client an alternative travel solution which will enable him or guests to reach Swedish Lapland before midnight on the agreed day, even if that involves a change of final destination airport (Luleå, Skelleftea, Arvidsjaur) assuming no client objection. Any client refusal implies a de facto cancellation of his own making, with subsequent application of the cancellation penalties as defined in the special conditions of sale. If Drive and Travel is not able to supply an alternative solution as described above, the cancellation will not be considered as a one of the client's own making, and as a result 80% of the services cost will be immediately reimbursed to the client, and the 20% credited to his benefit for services to be rendered during winter 2023, accepting that a change of beneficiary will not be possible.

- For the return journey, in the case of flights delayed or cancelled by the airline company, new flight tickets will be supplied by Drive and Travel- with however a possible overnight stop- at Drive and Travel's expense, and assuming no client objection. Any client refusal implies a de facto cancellation of his own making, with subsequent application of the cancellation penalties as defined in the special conditions of sale. If Drive and Travel is not able to supply an alternative solution as described above, the cancellation will not be considered as a one of the client's own making, and as a result 80% of the services cost will be immediately reimbursed to the client, and the 20% credited to his benefit for services to be rendered during winter 2023, accepting that a change of beneficiary will not be possible.

#### **4.2 Flight tickets purchased through another travel agent:**

- If one of the outward flight(s) not purchased through Drive and Travel is delayed by the airline company (for whatever reason), such that the client or guests cannot reach Swedish Lapland during the day, and that such cancellation(s) occurs on the day of departure or even before: Drive & Travel will provide the client without cost immediate logistical support in finding and reserving an alternative travel solution which will allow the client or guests to reach Swedish Lapland before midnight on the agreed day, even if that involves a change of final destination airport (Luleå, Skelleftea, Arvidsjaur) assuming no client objection. The costs of any new flight tickets will be borne by the client, who so undertakes. Any client refusal implies a de facto cancellation of his own making, with subsequent application of the cancellation penalties as defined in the special conditions of sale. If Drive and Travel is not able to supply an alternative solution as described above, the cancellation will not be considered as a one of the client's own making, and subsequently 80% of the services cost will be immediately reimbursed to the client, and the 20% credited to his benefit for services to be rendered during winter 2023, accepting that a change of beneficiary will not be possible.

- For the return journey, in the case of flights delayed or cancelled by the airline company, new flight tickets will be supplied by Drive and Travel- with however a possible overnight stop, and assuming no client objection. Any client refusal implies a de facto cancellation of his own making, with subsequent application of the cancellation penalties as defined in the special conditions of sale. If Drive and Travel is not able to supply an alternative solution as described above, the cancellation will not be considered as a one of the client's own making, and subsequently 80% of the service cost will be immediately reimbursed to the client, and the 20% credited to his benefit for services to be rendered during winter 2023, accepting that a change of beneficiary will not be possible.

#### **Detail of cancellation conditions covered by Drive & Travel in cases:**

**(5) Quarantine**

**(6) Travel restrictions**

**(7) Border closures**

**(8) Lockdown/curfew**

If one or more of these conditions should occur in one or more countries, so preventing the client (or guests) from reaching Swedish Lapland before midnight on the agreed day of departure, or preventing him from reaching his return destination at the latest the day following that agreed, the client will be entitled to cancel; in this case, such cancellation will not be considered of his own making. As a result, 80% of the services costs will be immediately reimbursed to the client, and the remaining 20% credited to his benefit for services to be rendered during winter 2023, accepting that a change of beneficiary will not be possible.