

TRAVEL AND BOOKING CONDITIONS

Matexpro Oy FI 3101488-6

In addition to the [General Terms and Conditions for Package Travel](#), we follow the special conditions of Matexpro Oy below.

BOOKING AND PAYMENT FOR TOURS

Travel reservations are always made through the booking form for travel programs on the website or via email. The customer must accept the Booking Conditions by paying the booking fee.

We comply with the legislation on travel packages. Matexpro Oy belongs to the security register maintained by the Finnish Competition and Consumer Authority.

An invoice for the prepayment will be sent to the customer's email. The advance payment is 20% of the total price of the trip. The reservation is binding and the payment will not be refunded if the customer cancels the course, trip or trip at a later stage. Excursions and trips of less than EUR 300 are not subject to advance booking and will be paid in full at the time of booking. If payment for the trip is delayed, the seller is entitled to interest on arrears in accordance with the Interest Act.

RIGHT OF CANCELLATION

Cancellation must be notified to the tour operator without undue delay in writing by e-mail to info@fishingtrips.fi

The tour operator may also have to cancel the trip before the start of the trip due to force majeure. Force majeure can be, for example, a natural disaster, a hurricane, a strike or a breakdown in road traffic, an epidemic / pandemic.

Due to force majeure, the cancellation of the trip also entitles the customer to cancel their participation in the trip or reschedule the trip during the next 12 months, if available.

The customer has the right to cancel the trip before the start of the trip, in which case the tour operator has the right to charge a cancellation fee as follows:

Excursions and trips lasting three days or more

- Customer cancellations 2 months in advance: 80% refund
- Customer cancellations 1 month in advance: 50% refund
- Cancellations made by the customer one month before the start of the trip: payment will be made in full.

Courses, excursions and trips lasting less than three days

- Customer cancellations 2 weeks or earlier: 80% refund
- Customer cancellations 7-13 days before the trip: 50% refund
- Customer cancellations 0-6 days before the start of the trip: the paid trip fee will be charged in full.

The cancellation date is the day on which the organizer has received written notice of the cancellation from the customer.

If a sudden illness, injury or death of a passenger or close relative may result in cancellation, it is a good idea to make sure in advance that your travel insurance covers the cost of the booking. In these cases, we also comply with the customer's cancellation rights mentioned above.

If the customer does not cancel his trip and does not arrive at the agreed place on the day of the start of the trip or he is unable to participate in the trip, then he is not entitled to a refund. The customer is obliged to be on time according to the schedule of the program. The delay does not justify the return or reorganization of the program.

The tour operator also has the right to cancel the trip if:

- the equipment directly involved in the organization of the journey is destroyed or stolen and cannot be replaced
- a worker participating in the journey (travel guide or driver) becomes ill suddenly and cannot be replaced

As a general rule, special arrangements are made to deal with exceptional situations, but in exceptional cases they may also lead to cancellations. The tour operator has the right to cancel an excursion or trip if there are not enough participants coming. Thus, the tour operator has mentioned the number of participants in the trip or in the itinerary. The cancellation must be notified to the customer immediately, taking into account the destination and length of the trip. If the tour operator cancels the trip, the tour operator must return the payments no later than 14 days after the cancellation of the contract. If the tour operator cancels the trip, all payments made to the tour operator will be refunded 100%. The tour operator is not responsible for any indirect costs incurred by the customer.

INSURANCE AND LIABILITY

Matexpro has insured customers with liability insurance. Liability insurance is a security when the company's operations cause personal injury or damage to property to the customer. The tour operator is only liable for personal injury or material damage caused by the tour operator due to the tour operator's negligence.

The customer is personally liable for other damages and luggage with his own insurance. Customers must have their own leisure travel insurance valid during the trip.

Checking the coverage of insurance coverage on certain trips is especially important.

When taking out travel insurance, we also recommend obtaining insurance that includes cancellation insurance. The tour operator is not responsible for the voluntary insurance required by the passenger and its coverage.

CONTENT, IMPLEMENTATION OF THE JOURNEY AND CHANGES TO THE PLANS

The contents and prices of the trip can be viewed on the website. The prices of guided group trips include the guide services according to the travel programs as well as the separately mentioned services / products included in the trip, which are announced in advance in the travel descriptions on our website. We reserve the right to cancel a booking if payments are not made on time.

COVID - 19 travel restrictions caused by the epidemic:

We monitor the coronavirus situation and always follow the restrictions, instructions and recommendations of the authorities. We observe and implement distance and hygiene instructions. If you have had even minor symptoms or knowledge of possible exposure before you leave, you should refrain from traveling.

In the case of a general infectious disease and the trip has to be canceled by the tour operator due to official recommendations, we will refund the participation fee to you in full.

Deviating from the booking and cancellation conditions, the customer does not have the right to cancel the reservation on the grounds that the participant who made the reservation will not be able to arrive at the trip or trip due to travel restrictions due to the COVID-19 corona epidemic.

Travel restrictions do not constitute Force Majeure, as international travel restrictions in the COVID - 19 epidemic are not unforeseen. In this situation, the normal booking and cancellation policy applies to the cancellation and non-arrival of the customer.

The above also applies in the event that customers are unable to reach the site due to cancellation or change of schedules. The cancellation or rescheduling of public transport is possible due to the COVID - 19 epidemic and is not a case of force majeure, as it is not an unforeseen situation.

HEALTH

The customer is responsible for their own health when participating in excursions and trips. The effect of the conditions of the trip (physical exertion, conditions in nature and on the water, etc.) should be considered in advance and, if necessary, the departure should be discussed with your doctor. The tourist is responsible for their own medication. It is a good idea to inform the tour guide / guide of any underlying conditions (diabetes, epilepsy, heart disease, etc.). A pregnant woman participates in the event at her own risk. We observe absolute confidentiality in all matters concerning our customers!

COMPLIANCE WITH THE AGREEMENT AND LEGISLATION

The agreement will be complied with on both sides and the ambiguities will initially be resolved through negotiations between the parties. In the event of disagreement, the consumer may be in contact with consumer advice ([consumerjauvota.fi](https://www.consumerjauvota.fi)). A dispute concerning the agreement can be referred to the Consumer Disputes Board ([consumerjariita.fi](https://www.consumerjariita.fi)).

The provisions of the Consumer Protection Act apply to the activities. Matexpro Oy is responsible for ensuring that the service provided is safe with pre-made safety plans and health and safety standards within the framework of Finnish law and regulations. In order for all of us to have a successful and comfortable trip, you can also visit the text of Tukes / the following link: As a customer in consumer service

[Being a customer of a consumer service | Finnish Safety and Chemicals Agency \(Tukes\)](#)

Tour operator:

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