

## **Terms and conditions of the GoLeif cancellation protection**

### **1. Definitions**

*GoLeif* means the travel agency Scanworld TravelPartner AB 556538-1265

*Fellow traveller* means in this context a person in a group of a maximum of four persons that have jointly with the customer booked travel arrangements (on the same invoice).

*Close relative* means in this context the traveller's husband, wife, child, grandchild, sibling, parent, grandparent or parent-in-law, person that the traveller lives with as a couple as if they were married as well as anyone who has guardianship of any of the above.

*Travel arrangements* means in this context travel sold by GoLeif or travel arrangements that are offered to the general public and are priced in accordance with a fixed price list.

*Booking costs* means in this context payment made to GoLeif from the signing of the cancellation protection until departure for the arranged travel, however not the premium for the cancellation protection. Any supplementary services over and above the travel arrangements such as theatre tickets, sporting event tickets, sightseeing tours, diving tours, lift passes or similar arrangements such as golf packages are not covered by this cancellation protection.

### **2. Who does the cancellation protection apply to?**

The protection applies to whoever took out the cancellation protection.

### **3. The cancellation period**

The cancellation protection applies to the travel arrangements indicated on the same invoice as the premium for this cancellation protection.

### **4. Scope**

The cancellation protection applies to the purchase of travel arrangements departing from Europe that are either booked through GoLeif or where GoLeif is the travel agency responsible. The highest amount of compensation is SEK 10,000 per person.

The cancellation protection is applicable if, prior to the start of the travel arrangements, the traveller is forced to cancel the travel arrangements due to the following:

- the traveller or a fellow traveller or close relative of the traveller is affected by an acute illness, accident or death. The cancellation protection does not cover any supplementary arrangements at the destination such as theatre tickets, sporting event tickets, sightseeing tours, diving tours, lift passes, golf packages or similar arrangements. The premium must be shown on the same invoice as the travel arrangements.

### **5. Compensation**

The cancellation protection compensates the booking costs for the travel arrangements covered by the cancellation protection which will not be repaid in accordance with the rules applicable to the cancellation of travel arrangements.

### **6. Excess**

The excess is 10% of the reimbursable cancellation costs with a minimum of SEK 200 per person unless the cancellation is made due to the person being affected by illness, accident or death and the person affected is older than 70 in which case the excess is SEK 700 per person.

### **7. Cancellation of travel arrangements**

Notice of cancellation should be made to GoLeif immediately after the cause of the cancellation is known and in the case of illness the doctor's certificate must be issued at the latest by the day of departure. If cancellation occurs outside of our opening hours then notice of cancellation should be made directly to the airline. If the traveller wants to take the chance of recovering in time then they do this at their own financial risk. In connection with the cancellation you will receive a cancellation form from GoLeif.

### **8. Limitations and exceptions**

The cancellation protection does not apply to

- Payment/part-payment for travel arrangements made before the premium was paid
- Costs for which compensation can be received from another applicable cancellation protection or insurance policy
- Illness, accident or injury that is known (already diagnosed) about when the travel arrangements are booked.
- Costs that arise due to the subscriber delaying the cancellation of the travel arrangements.

- In the case of illness, accident or other resulting effects caused by pregnancy or birth or the use of alcohol, other intoxicant, sleeping medication or narcotic drug
- Pregnancy following the 28<sup>th</sup> week of the pregnancy.

#### 9. Making a claim

Claims involving a right to compensation should be made as soon as possible using the cancellation form provided by GoLeif in connection with the cancellation. The form should be sent to:

GoLeif  
C/O Scanworld TravelPartner AB  
Magnus Ladulåsgatan 63A  
S-118 27 Stockholm  
Sweden

The following information/documents must always be attached to the cancellation form:

- Ticket or other documents in their original form
- Doctor's certificate and/or other documents in their original form that could be important for assessing the claim
- Original documentation that shows the non-refunded cost as well as the total price of the travel arrangements
- Receipt for the travel arrangements
- Card number and period of validity for the card used to make the payment.

A *doctor's certificate* must be issued by a registered and competent doctor. It must appear on the doctor's certificate that the doctor expressly advises against travel. In addition the doctor's certificate must contain details of the diagnosis, the date of first treatment or examination as well as the date of the treatment or examination that forms the basis of the doctor's advice against travel.

If the traveller who has taken out cancellation protection fails to present a claim for compensation to GoLeif within three months of the date that he became aware of his claim then no compensation will be issued.

All correspondence with GoLeif in connection with the claim must be in English. Any reply will also be made in English.

#### 10. The cancellation protection insurer

GoLeif  
C/O Scanworld TravelPartner AB  
Magnus Ladulåsgatan 63A  
S-118 27 Stockholm  
Corporate identification number: 556538-1265

#### 11. Payment

The right to compensation begins once the person claiming compensation has fulfilled their obligations. Payment shall be made within 30 days of the subscriber to the cancellation protection fulfilling their obligations.

#### 12. Force majeure

GoLeif is not responsible for loss or injury in connection with an atomic explosion, war, war like events, civil war, revolution, uprising or measures taken by those in power such as the unauthorised taking of power or disturbance caused by interference by the authorities, strike, lock out, blockade or other similar events.

#### 13. Applicable legislation

The laws of the land in which the booking domain is located apply.