

Spaceport Sweden AB is a private company that offer and provide services and products to private, public, scientific, academia and commercial customers.

Spaceport Sweden AB is located in Kiruna, Sweden and cooperates with partners in different locations for production, distribution and marketing of adventures and services to recipients as above.

This information cover terms and conditions for reservations and bookings regarding services and products performed in Sweden.

Minimum age for booking/agreement with Spaceport Sweden AB is 18 years.

Additional terms and conditions may occur on activities and services due to safety, security or other.

Other additional conditions may occur when making the reservation via partner, agent and/or operator.

Customer accepts terms & conditions upon making reservation.

Availability

Activities are limited in departures and availability. If you are unsure of timing, location or other inquires, please contact Mission Control for further assistance.

For any incentive or corporate event or tailor-made programs, please contact Mission Control specialists as additional terms and conditions may occur.

Pricing

Spaceport Sweden reserves the right to change times/schedule, prices, payment, and booking or discount conditions when needed.

Prices set for coming seasons regarding fuel, taxes and other costs within production and services are always preliminary and are subject to change.

Spaceport Sweden reserves the right to in a future reimburse any additional tax decided by the government due to revision of VAT or other additional taxes on services and activities offered. VAT revision is only valid if the customer is a company and does not apply on private customer agreements.

Reservation / Payment

An online reservation is considered confirmed when payment is made.

The payment shall be made by credit/bankcard as directed online and/or in correspondence.

A preliminary reservation can be offered for 14 days by reservation e-mail to Mission Control.

The reservation will automatically be cancelled if payment is not made within 14 days.

Payment directly to bank account is available:

BIC: SWEDSESS Bank: Sparbanken Nord, Box 830, SE 98128 Kiruna

IBAN: SE3080000826442376746638

For payment within Sweden Bank-giro: 830-2226 may be used for payment.

Each payment must be referred to activity, date and name of participant/s.

The reservation is confirmed when the payment reached the account of Spaceport Sweden.

Spaceport Sweden considers a confirmed reservation as an approval of the programme and that customer has taken part of the terms & conditions.

The reservation is considered a legal binding agreement between customer and Spaceport Sweden AB. Any discrepancies in this shall immediately be reported and settled upon reservation otherwise it is considered to be accepted and will not be taken into consideration in case of a dispute at a later date.

Cancellations & Refunds

When you book an activity by Spaceport Sweden it will be of high value, unique and with limited access, make sure all terms & conditions are considered before making the reservation.

Cancellation by Spaceport Sweden

Activities may be cancelled by Spaceport Sweden no later than 30 days before due to low number of participants or other reason outside Spaceport Sweden's control.

For more details regarding cancellation and refunds on each activity:

See: "Conditions for Northern light flights 2014"

See: "Alternative Activity Northern Lights Flight 2014"

General conditions for guest cancellation

Cancellation due to illness/unforeseen event of the participant, Spaceport Sweden expects that being the participant's responsibility and refers to a travel insurance or similar.

Spaceport Sweden is not to be financial or legally responsible for any reasons outside their control for the guest being present on location in time for the activity, such as flight cancellations/delays/change of timetables, fully booked accommodation and/or other.

For other issues outside Spaceport Sweden control, see Force Majeure.

Guest cancellation fees

30 days or more prior to activity – 25% of booking's total amount will be charged.

30 – 15 days prior to activity – 50% of booking's total amount will be charged.

14 days or later prior to activity – 100% of the booking's total amount will be charged.

Change of reservation

All requests for changes to a reservation must be made in writing.

An administration fee of 400 SEK (500 SEK incl VAT) will be charged if a change is made regarding change of date, name of participant or similar. The administration fee does not replace any cancellations fee and/or conditions and is to be considered additional.

Safety & Security – insurance

Spaceport Sweden AB will follow the regulations of the activity providers regarding participation.

It may then occur ordinary or special limitations and/or need and request to be able to participate.

See each product/activity for more information.

Spaceport Sweden AB and its guests are insured during the activity provided by Spaceport Sweden.

Packages and reselling by partner to customer including additional activities and transportation, Spaceport Sweden AB is not legally responsible for any safety- and security outside the activity provided by Spaceport Sweden AB itself. Please check partners terms & conditions for more information.

Spaceport Sweden AB recommend the customer to secure insurance and/or service for any unexpected late cancellations via credit card institute, travel agent or similar.

Please contact Mission control for further information regarding insurances.

Force Majeure

Force majeure means unusual, unpredictable and unavoidable events that are outside of Spaceport Sweden and partner's (organizers) control, and that prevents the contract to be fulfilled. Circumstances that the organizer could not, within reasonable means, have foreseen and therefore could not have avoided or overcome. Including, but not restricted to, war, threat of war, riot, civilian insubordination or strike, authority measure, act of terrorism, nature- or industrial catastrophe, fire, severe weather conditions, flood, closed air ports, technical issues, maintenance issues or unforeseen changes made by airlines, such as time table changes, interruption in IT-infrastructure (including but not restricted to our web site).

During these conditions the organizer is free from liability or other consequences.

Complaints & disputes

Any complaints regarding reservation and delivery of the product and/or service shall immediately be presented to Spaceport Sweden in writing, English or Swedish.

Complaints regarding products, packages and/or services provided by partner shall in be addressed both to the other part and to Spaceport Sweden AB.

Any disputes shall be settled and solved according to Swedish law and legislation and by Swedish authorities such as Stockholm Chamber of Commerce or similar within Sweden.

Personal Data

Commercial customer and clients to Spaceport Sweden accept by the legal interaction to be registered into customer database for further information and update regarding Spaceport Sweden and partner's activities, marketing and information.

Personal Data (passport number, civil number or similar) that is needed for legal agreement and/or safety/security reasons will be saved and used only for the purpose within security limits possible.

If customer has special request or need more information regarding Personal Data, please contact Mission Control.

Please contact:

Spaceport Sweden Mission Control

info@spaceportsweden.com

Spaceport Sweden AB

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