

Booking Terms and Conditions for O-Ringen

These terms and conditions apply to purchases made through O-Ringen AB's Booking Portal that can be found at bokning.oringen.se (**Booking Portal**) in conjunction with the O-Ringen orienteering event (**O-Ringen**). These terms and conditions were most recently updated on 2017-09-22.

The company Nordic Travel i Sverige AB (**NT AB**; Nordic Travel in Sweden), Box 163, 271 24 Ystad, Sweden, is responsible for all bookings in conjunction with O-Ringen made through the Booking Portal. O-Ringen's competitions are organized by O-Ringen AB (**O-Ringen AB**), Lägerhyddsvägen 2, Hus 38, 752 37 Uppsala, Sweden. In addition to, and in conjunction with, the competitions, O-Ringen AB and NT AB are organizing a number of various trips, accommodations options, and activities. The terms and conditions apply in addition to those required by the Association of Swedish Travel Agents and Tour Operators (SRF). These additional terms apply to NT AB and the individual who makes the booking/purchase (**Booker**) through the booking portal.

GENERAL BOOKING TERMS AND CONDITIONS

By ordering services and/or products through the Booking Portal, the Booker agrees to these terms and conditions. The purchase / reservation becomes binding for the Booker immediately upon receipt of verbal or written confirmation from NT AB or from officials on location at O-Ringen. These terms apply from that moment regardless of whether the Booker has paid the entry fees in their entirety, partially, or not at all. Therefore, make sure to carefully read the terms and conditions before making the purchase.

In the cases when the Booker makes reservations or purchases services on behalf of another person/persons, then by virtue of approval of these terms and conditions, the Booker insures that the person in question has been informed of and agreed to these terms and conditions. In order to make reservations or purchase services on behalf of a child under 16 years of age, the Booker must first receive consent from the child's parent or legal guardian. Purchases/bookings are not subject to cancellations, changes, or refunds, unless specified in these terms and conditions for the particular product or service in question. NT AB and O-Ringen AB reserve the right to transfer our rights and obligations according to these terms and conditions to a third party.

NT AB and O-Ringen reserve the right to unilaterally change these terms and conditions. Any changes go into effect no earlier than 30 days after the new and updated terms and conditions have been published on the Booking Portal website. If we were to make significant changes to these terms and conditions, the Booker would have the right to terminate the agreement that was entered with us. Such a cancellation would not entitle the Booker to a refund of the payment that was already made.

PAYMENT

Payment can be made with a credit/debit card (VISA/Mastercard) or through a bank transfer or invoice. Payment instructions can be found on the booking portal. After June 1 of the year of the event the only acceptable payment method will be with a credit/debit card (VISA/Mastercard). Note that bookings made by mail through NT AB take 1-2 days to process. Regardless of payment method, the current booking terms and conditions at the time of payment apply. In order to protect and encrypt the Booker's credit card information, the booking portal uses a Secure Socket Layer (SSL) encrypted connection. O-Ringen AB and NT AB reserve the right to remove bookings that have not been paid for after a reminder had been sent out.

SPECIFIC TERMS AND CONDITIONS FOR O-RINGEN AB'S PRODUCTS, SERVICES, AND ADD-ONS

All participation, arrangement of accommodations, and travel in conjunction with O-Ringen takes place at the participant's own risk. O-Ringen AB has insurance for unforeseen events that applies to all competitors and spectators at O-Ringen City, at the competition arenas, or on the way to or

from these locations. Additionally, O-Ringen AB is not responsible for any injuries you may incur during the event. All participants, traveling companions, and spectators must follow O-Ringen AB's instructions and rules, even if they are issued by third parties contracted by O-Ringen AB. Participation in O-Ringen takes place under the competition rules of the Swedish Orienteering Federation that are currently in force. The right to start in the competition and to use pre-ordered services is only granted upon full receipt of payment.

TERMS AND CONDITIONS FOR CHANGES AND CANCELLATIONS OF O-RINGEN AB'S PRODUCTS, SERVICES, AND ADD-ONS

A booking of O-Ringen AB's products, services, and add-ons in conjunction with O-Ringen is never fully refundable.

Changes and cancellations can be made through June 1. This can be done via the Booking Service for a cost of 100 SEK or for free through the Booking Portal. If the functionality for making the desired changes in the Booking Portal is not available or not working properly, these changes can be made for free through the Booking Service. When a change is made to a booked product or service at the request of the Booker / participant, if a price difference applies, then the difference is not refunded to the Booker / participant. In the case where the new product or service is more expensive, the Booker / participant is responsible for paying the price difference. In the case where the change to a booked product or service is initiated by O-Ringen, for example when a competitor applies to compete in an Elite Tour class, but is not selected, then the difference in price between the new product or service and the originally booked one is refunded to the Booker / participant. In order to receive a refund, the Booker / participant has to provide O-Ringen AB with complete information about the refund by July 31st of the year of the competition. Regardless of who initiated the change being made, the price that will be charged for the new product or service is the price in effect on the day the change is requested. A change fee is not charged in the case when O-Ringen AB initiated the change. After June 1st, all changes initiated by the Booker / participant (regardless of whether the change is made through the Booking Service, the Booking Portal, or at O-Ringen Competitor Services) cost 110 SEK. A change fee of 110 SEK per booking applies regardless of whether several changes are made (for one or multiple competitors) at the same time. Note that the Booking Portal does not record the type of change that is made, meaning that a change fee is charged even if the Booker simply adds a new competitor to the booking without changing information for any existing competitor. In such a situation, a change fee can be avoided by creating a new booking for the new competitor.

A transfer of a booked start place is possible within the framework of the same product / competition option. Such a transfer costs 200 SEK regardless of when the start place is transferred. A transfer can be made by the competitor through the Booking Portal. Instead, it has to be done either by contacting the Booking Service or through Competitor Services at O-Ringen. The following thirteen products / competition options exist:

- Elite Tour (Elit Classes)
- 5-days (Main and Short Classes)
- 5-days (Recreational Classes)
- 5-days (Challenge Classes)
- 5-days (MtbO Classes)
- 5-days(Trail-O Classes)
- 3-days (Challenge Classes)
- Stage Start (Foot-O Classes)
- Stage Start (MtbO Classes)
- Stage Start (Trail-O Classes)
- Youth Relay (Team)
- Training Race (Foot-O Classes)
- Training Race (MtbO Classes)

Booked start places can be transferred between products / competition options as well. In that case, the difference in price between the original and new competition options will be charged when the change is made. Therefore, it only makes sense to transfer a start place to someone who wants to compete in the same competition option that you have booked. Transfers of products and services that are not tied to individual competitors (for example, camping spots, banquet tickets, String-O, etc.) can be made by competitors on their own.

Please note that we do not provide any service for finding people to whom booked start places can be transferred. Instead, we recommend other service providers, such as startplatser.se or orienterare.nu.

Changes and transfers can be made up until the following deadlines:

- Elite Tour - July 19, 12.00
- 5-Days – July 20, 21.00
- 3-Days – July 24, 13.00
- Stage Start - 13.00 on each competition day
- Training Race – July 19, 18.00
- Youth Relay - July 20, 12.00

TERMS AND CONDITIONS FOR CANCELLATION INSURANCE

NT AB offers a voluntary cancellation insurance for bookings made via the Booking Portal. If the Booker has signed a cancellation insurance, then a full refund will be provided if one person in the travel party cannot reasonably use the service in question because that person or a close relative is affected by an acute illness, accident, or death.

The term “close relative” applies to any spouse, child, grandchild, sibling, parent, grandparent, stepparent, or domestic partner of the insured person, or anyone in the insured person’s traveling party for this booking. The term “acute illness” refers to an illness that the person in question did not know about, could not know about, or could not have predicted at the time of booking. All injuries or illnesses must be confirmed by a signed doctor’s note. Certain exceptions apply to the cancellation insurance, even when a doctor’s note is provided.

Cancellation insurance cannot be purchased for groups of more than 9 people. Note also that for registration fees, cancellation protection only applies to the person for whom the doctor’s note is provided. Registration fees for other competitors are not covered by the cancellation insurance.

The following conditions must be met for the cancellation insurance to go into effect:

- The cancellation insurance was signed in conjunction with an original booking (not with a change made to a booking)
- Cancellation must take place at the latest the day before the date of the specific activity. No refund applies if a cancellation is made at a later date.
- Cancellation insurance is only valid in combination with a doctor’s note. An insurance claim must be sent to NT AB no later than five business days after the cancellation is made. The doctor’s note must be filled out and signed by a doctor connected to Försäkringskassan (Swedish Social Insurance Agency) and must contain the doctor’s name, contact information, and official stamp. The doctor’s note must also mention the date the patient was examined, the results of the examination, the diagnosis, and, when applicable, the conclusion that the patient is unable to travel.
- When cancellations covered by cancellation insurance are made, the cost of the cancellation insurance is not refunded.

Cases not covered by the insurance:

- Acute escalation of an existing illness or chronic health problem.
- Examination, treatment and/or admission or stay at a hospital that was planned before the trip was booked.

- Planned surgeries/procedures and illnesses or complications resulting from such surgeries/procedures.

RESERVATIONS FOR GROUPS OF TEN PEOPLE OR MORE

If no other agreement has been made, the person placing the order must provide specific information about the number of group members and the names of those who will be staying in the rooms. This information must be provided no later than 4 weeks before arrival. Strikes, lockouts, fire, blockade, war, shortage of provisions/supplies or other extraordinary circumstances beyond the hotel's control entitle the facility to void the contract without any obligation to pay compensation in any form. A deposit, paid either by credit card or through an invoice, is required to be paid no later than 30 days after the confirmed reservation. Cancellation insurance does not apply to group reservations.

COMPLAINTS

Any complaints regarding a purchased or booked product or service must be submitted to those responsible for the product or service in question or to their representative as fast as possible. If the problem is not resolved, contact NT AB. The right to any potential compensation is forfeited if you do not inform the providers of the product or service immediately and provide them with sufficient time and opportunity to resolve the issue at hand. Any claims and requests for compensation must be submitted to NT AB in writing no later than August 31st of the year of the event.

If the booking cannot be used due to reasons that are valid under the travel conditions specified by the Association of Swedish Travel Agents and Tour Operators, the entire cost of the reservation will be refunded, less NT AB's fixed cancellation fee of 600 SEK.

O-RINGEN AB's HANDLING OF PERSONAL DATA

O-Ringen AB will process personal information about individuals for whom bookings are made in order to be able to fulfill our obligations to those individuals and to other competitors at O-Ringen.

The personal data collected and processed by us include name, gender, birth year, address, mailing address, telephone number, and your results related to your participation at O-Ringen. Details such as name, gender, birth year, city of residence, club the participant competes for, and the participant's results; as well as photographs or television clips containing the participant's likeness may be published on television, internet, or in newspapers, and used in O-Ringen AB's activities. Such data will be stored for monitoring and reporting purposes.

We also use participants' personal data in order for them to receive relevant and appropriate information and offers from us or from our partners. Some of our partners may also use the participants' personal data in conjunction with providing participants with information and offers.

According to paragraph 26 of the Personal Data Act (1998:204), the participant has the right to receive information from us about which personal details about that participant we are using or have used, and how these details are/were used. This information can be requested for free, once a year, and in writing. According to paragraph 28 of the Personal Data Act, the participant also has the right to request a correction of the personal data about the participant in our possession.

OTHER INFORMATION ABOUT OUR TERMS AND CONDITIONS

By virtue of using the booking services, you acknowledge that we have the right to update terms and conditions from time to time. You should therefore regularly check back on this webpage in

order to receive notifications about any changes or updates to the terms and conditions that may have taken place.