

# Scandlines Ticket-Terms 2015

## Booking, Change in Booking and Cancellation Conditions for individual journeys on Scandinavian routes (without membership of a group or bus tour party)

The price of the respective tariffs is displayed in the booking dialog after entering all travel data. Scandlines' prices vary according to season, day of travel, vehicle type and tariff type.

	<b>Economy Tariff</b> (online bookable only)	<b>Economy EXTRA Tariff</b>	<b>FLEX Tariff</b>
Booking	<b>Booking</b> is possible up to 14 days before departure. Online bookable only.	<b>Booking</b> is possible online or by phone via Scandlines Service Centre until 1 hour prior to the departure and buying a ticket in the port until the check-in time of the respective departure is possible if capacity is available on the ferry.	<b>Booking</b> is possible online or by phone via Scandlines Service Centre until 1 hour prior to the departure if capacity is available on the ferry. Buying a ticket in the port until the check-in time of the respective departure is possible.
		Book online or buy your ticket in the Self-Service check-in at the port* and save the Handling Fee of 5,- EUR. If you buy your ticket in Scandlines Service Centre or in the Personal Service lane at the port you will be charged a Handling Fee of 5,- EUR.	
Validity	<b>Transport</b> is accepted on the booked departure only.	<b>Transport</b> is accepted on the booked departure. The ticket is accepted on all other departures on the same day if capacity is available on the ferry.	<b>Transport</b> is accepted on any departure on the booked departure day as well as 1 day prior or 1 day after booked departure. The customer is guaranteed space on the first departure after arrival in harbor. ** Prioritised on/off boarding via the VIP lane.  1 free water or 1 cup standard coffee / tea per person or a 2.70 EUR discount per person on the buffet in Scandlines All-Inclusive Buffet on the Rostock-Gedser route or on the buffet in Scandlines Buffet/Berlin Coffee House on the Puttgarden-Rødby route.

Check in before departure	All ports: until 15 min. before departure		Rødby and Puttgarden: 5 min. Rostock: 15 min. and Gedser: 10 min. before departure.
Transport is only accepted if check-in time in the port is observed.			
Re-booking	<b>Re-booking</b> is not possible.	<b>Re-booking</b> is possible up to and including the booked departure day. In Scandlines Service Centre until 1 hour prior to the departure. Price differences to a higher tariff or a more expensive departure are due immediately. You will be charged a fee of 10,- EUR for every re-booking of a ferry ticket.	<b>Re-booking</b> is possible up to and including 1 day after the booked departure. Price differences to a higher tariff or a more expensive departure are due immediately. You will be charged a fee of 10,- EUR for every re-booking of a ferry ticket.
Cancellation	No <b>cancellation</b> or refund is possible. ***	No <b>cancellation</b> or refund is possible. ***	<b>Cancellation and Refund Service</b> is included. Unused or partially used crossings to FLEX-tariff can be cancelled and refunded until 3 months after the originally booked outbound departure date. By cancellation of unused tickets the full ticket price will be refunded. By cancellation of partly used tickets Scandlines will refund the remaining value of the ticket. No service fees e.g. Handling Fee, Refund Service, etc. will be refunded. No refund in a case of later cancellation. ***
		In case you wish to have the possibility to cancel and get the ticket price refunded at a later date you must purchase a Refund Service together with your ticket either in the online booking or in Scandlines Service Centre.	
Refund Service	You can cancel your booking and get a full refund of the ticket price. Unused or partially used tickets can be cancelled and refunded. Valid until 3 months after the originally booked outbound departure date. No service fees e.g. Handling Fee, Refund Service, etc. will be refunded.		<b>Refund Service</b> is included.
Motorcycles	For motorcycles only Economy EXTRA cancellation conditions are available.		
Gangway and bikes	Customers with bicycle tickets and persons with gangway tickets can cancel their booking partly or in full and receive a full refund of the ferry ticket until 3 months after the booked outbound date of departure. No refund in a case of later cancellation. ***		

	<p>The customer pays an administration fee for the cancellation of 10,- EUR per ferry ticket to be deducted from the amount to be refunded. Customers who want to cancel such a ticket should contact a Scandlines Service Centre. In the case of cancellations sent by post, the authoritative date will be the one franked on the envelopes.</p>
	<p>*The self-service check-in at the ports can only be used if your vehicle is maximum 6m in length.</p>
	<p>** Provided the official Check-in deadline is observed.</p>
	<p>*** Every ticket purchase is generally followed by a 24-hour right of cancellation (does not apply 24 hours before departure). In this period you can cancel free of charge and will be refunded the entire purchase amount. The payment will be refunded to the bank account or card used by you to make the payment. Neither cash nor cheque refunds are possible; nor are refunds in the Service Centre.</p> <p>If you want to cancel your ticket in full you can either do this via the "My Booking" function on Scandlines` website or you can contact our Service Centre in writing. In the latter case we request that you send your ticket to the Scandlines Service Centre. If you want only to partly cancel your ticket please contact the Scandlines Service Centre. In the case of cancellations sent by post, the authoritative date will be the one franked on the envelope.</p>
	<p>The customer always reserves the right, particularly in respect of all regulations governing refunds, cancellation or expiry, for example on the grounds of the delayed arrival of the customer at the port of departure, to provide evidence of significantly lower damage (at least ten percent) or, as the case may be, evidence of significantly higher savings on expenditure or the malicious failure of Scandlines to make such savings.</p>

**Errors and omissions excepted.  
For departures from 02.01.2015!**