

General Terms and conditions - Package Travel Law

STS follows the Directive (EU) [2015/2302](#) of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements.

The organizer's additional special terms and conditions, as set out below the organizer shall be entitled to apply special conditions which derogate from the general rules where the application of special conditions is justified by the special nature of the journey, special provisions concerning the mode of transport (such as booking and selling conditions for scheduled flights), deviating accommodation conditions because of the special nature of the journey or the special circumstances of the destination. The special conditions must not be contrary to the law on package travel to the detriment of the traveler. The general and specific conditions are part of the agreement.

1. The Agreement

1.1 The agreement becomes binding on the parties when the organizer confirms the traveler's order in writing unless otherwise agreed. The organizer shall confirm the traveler's order without delay. The right of withdrawal does not apply to package travel contracts.

1.2 The main traveler is the person in whose name the agreement has been reached. The main passenger is indicated first in the travel documents or in another clear manner. The main passenger is the person responsible for payment according to the agreement. All changes and cancellations must be made by the main traveler. Exceptions can be made if the main passenger becomes seriously ill and is unable to make the change or cancellation. The main traveler is responsible for providing the organizer with accurate booking information for the other travelers covered by the agreement. Any refund will be made to the main passenger.

1.3 If the traveler is under 18 years of age and traveling without a parent or guardian, this must be stated at the time of booking. Some trips may require an age rating that may be higher than 18 years, information is provided at the time of booking.

1.4 The dates of departure and return on the booking confirmation are preliminary. The organizer shall, as soon as possible and no later than 20 days before departure, specify the dates and time slots to be valid for the flight.

1.5 The organizer shall provide general information on passport and visa requirements.

1.6 The organizer shall provide general information on the destination health regulations.

1.7 The package travel contract shall only cover the accession or special arrangements if they have been booked together and at the same time with the services included in the package tour or if they have been sold together with the other services for a total price.

1.8 Any requests or special services at the request of the traveler are included in the contract only if expressly confirmed in writing by the organizer.

1.9 The traveler is required to check the booking confirmation/travel documents as soon as they are received and that all information is correct, including that the name is spelled correctly and corresponds to the passport. Any inaccuracies must be pointed out as soon as possible. The organizer reserves the right to charge a fee equal to the actual cost of correcting any incorrect information and a reasonable compensation for any additional work resulting from the correction. If the inaccuracy is due to the organizer or someone who has engaged, the correction must be made free of charge to the traveler.

1.10 The main traveler shall immediately notify the organizer of any changes to the address, e-mail address, telephone number or any other information relevant to the organizer's ability to contact the traveler.

1.11 Some trips require a minimum number of participants to complete the trip. In this case, the passenger must be clearly informed about this at the latest at the time of booking.

1.12 If air tickets are part of the package tour, they should be used in the correct order. Thus, the passenger cannot use only one home travel ticket when both return and return are booked or only part of a route. If the ticket is not used from the start, the remaining parts are canceled.

2. Price and payment

2.1 The price shall be stated in such a way that the price of the whole trip is clearly shown. The price shall include all services included in the contract, as well as mandatory supplements, taxes and fees.

2.2 The passenger must pay the price of the trip at the latest at the time specified in the contract.

2.3 The organizer may, at the time of booking, charge a first installment (registration fee). The registration fee shall be reasonable in relation to the price of the trip and the circumstances in general.

2.4 If the traveler does not pay the price of the trip in accordance with the contract, the organizer has the right to cancel the contract and to take reasonable compensation. The passenger must be able to show the payment completed before departure.

2.5 The organizer is also required to inform the traveler of any costs that may be incurred.

3. The traveler's right to change and cancellation

3.1 The traveler has the right to change the contract if the organizer so permits. Changes to the agreement may result in additional costs for the traveler from the organizer or otherwise.

3.2 The passenger has the right to cancel the trip. The organizer reserves the right to claim compensation from the traveler for any costs incurred by the organizer as a

result of the cancellation. The organizer may set reasonable standard cancellation fees based on the time of cancellation. If the organizer has not set any standard cancellation fees, the organizer is entitled to a reasonable cancellation fee.

4. The traveler's right to transfer the agreement

4.1 The passenger may transfer the contract to a person who fulfills all the conditions for participating in the journey. One such condition may be that, for example, a transport company or other person engaged by the organizer in accordance with the applicable rules should accept the change of traveler. The traveler must notify the organizer or retailer of the transfer in due time before departure. Notifications made no later than seven days before departure are always deemed to have been made in a reasonable time.

4.2 The organizer may charge a reasonable fee for the transfer. The fee may not exceed the costs incurred by the transfer for the organizer. The organizer shall show you how the cost is calculated.

4.3 The transferor and the transferee shall be jointly and severally liable to the organizer or retailer for all remaining payments for the journey and for the additional costs resulting from the transfer.

5. Changes prior to departure

5.1 Changes to terms and conditions

The organizer shall have the right to make changes to the contract provided that the organizer informs the traveler of the change in a clear, understandable and clear manner on a durable medium. If the change is insignificant, such as minor changes in flight times, the passenger is not entitled to price deductions or damages. In the event of significant changes to the trip, the passenger shall, if possible, be offered an alternative trip or the right to cancel the contract without cancellation fee.

5.2 Price changes

5.2.1 The organizer may raise the fare for the trip if the raise is due to changes in fuel costs, taxes and public fees or exchange rates.

5.2.2 The price of the trip may be increased by an amount corresponding to the traveler's share of the cost increase suffered by the organizer. The right to increase prices is only available if the increase in costs exceeds 10 € per booking.

5.2.3 The price of the trip shall be reduced if, for the reasons stated above, the organizer's costs are reduced by a total of at least 10 € per booking. In the event of a price reduction, the organizer may deduct actual administrative costs.

5.2.4 The organizer shall notify the traveler as soon as possible of any changes in the price. The notification shall include a justification for the change and a calculation.

5.2.5 The price may not be increased or need not be reduced during the last 20 days prior to the agreed date of departure.

5.2.6 The organizer may waive the right to raise the price in accordance with 5.2.1, in its specific conditions. In this case, the organizer does not have to reduce the price as indicated on 5.2.3.

5.3 The passenger's right to cancel the contract without any cancellation fee

5.3.1 If the passenger wishes to terminate the contract due to a substantial change, e.g. if the price is increased by more than 8% of the total price of the package, the passenger must notify the organizer that the contract is terminated within a reasonable time specified by the tour operator from the time the organizer informed the traveler of the change. If the passenger does not do so, the passenger will be bound by the new agreement.

5.3.2 If the package travel contract is terminated, the organizer shall refund the price of the entire trip without undue delay and no later than 14 days after the cancellation of the contract.

5.4 The right of the organizer and the traveler to terminate the Agreement in the event of unavoidable and extraordinary events.

5.4.1 Both the organizer and the traveler have the right to terminate the contract concerning the execution of the package journey or the transport of passengers to the destination is substantially affected by unavoidable and extraordinary events at the destination or in its immediate vicinity. Unavoidable and extraordinary circumstances include, for example, serious security problems such as war, terrorism, outbreaks of serious illness or natural disasters. In such cases, the passenger has the right to cancel the contract without paying any cancellation fee. If the organizer terminates the contract in accordance with this paragraph, the traveler is not entitled to damages. In such cases, the passenger is entitled to a full refund in the manner set out in 5.3.2.

5.4.2 The passenger is not entitled to terminate the contract if the inevitable and extraordinary events were generally known at the time the contract was concluded.

5.4.3 In order to ascertain whether the incident is of such a serious nature as indicated above, expert Swedish or international authorities shall be consulted. A valid recommendation from the Ministry shall always be considered as a basis for termination.

6. The organizer's responsibility for implementing the trip

6.1 Lack of implementation

6.1.1 If a travel service is not performed under the contract, the organizer shall remedy the defect within a reasonable time. However, the organizer shall not be obliged to remedy the defect if it is impossible or if the remedy would entail disproportionate costs. If the organizer does not correct the error, the traveler may be entitled to a price reduction and damages.

6.2 Essential errors

6.2.1 If, after departure, a substantial part of the contracted services cannot be provided, the organizer shall, if possible, arrange equivalent or at least equivalent options at no additional cost to the traveler. If the organizer cannot offer this, the organizer may offer alternatives of lower quality in conjunction with a reasonable price reduction. The traveler may reject such options only if they cannot be

considered comparable to those which would be provided under the contract or if the price reduction offered cannot be considered reasonable.

6.2.2 If the organizer does not offer an alternative or if the traveler has the right to reject such alternatives in accordance with 6.2.1, the traveler may be entitled to a price deduction and damages.

6.2.3 In the event of errors that substantially affect the execution of the package trip and which the organizer has not resolved within a reasonable time, the passenger may terminate the contract and may also be entitled to a price reduction and damages.

6.2.4 If the organizer does not offer an alternative or if the traveler has the right to reject such alternatives in accordance with 6.2.1., or if the passenger has terminated the contract in accordance with 6.2.3, the traveler is entitled to an equivalent home transport without undue delay and without additional cost if the package tour involves transport and the traveler is at the destination.

7. Price deductions and damages

7.1 The price deduction is not made if the organizer can show that the error is due to the traveler.

7.2 The passenger shall not be entitled to compensation if the organizer shows that the error is due to the traveler or to a third party not connected with the provision of travel services included in the package trip, or if the error is due to unavoidable and extraordinary events. Unavoidable and extraordinary circumstances shall mean circumstances beyond the control of the organizer, such as serious security problems such as war, terrorism, outbreaks of serious illness or natural disasters, and sudden political or legal decisions such as changes in access to airspace; withdrawal of take-off or landing permits or changes in entry regulations which the organizer could not influence or avoid.

7.3 If the error is due to someone engaged by the organizer, the organizer shall be free from liability under these travel conditions only if the organizer's agent's contract would also be free under that provision. The same applies if the fault is due to someone else in an earlier stage.

7.4 The right to compensation for cancellation of the trip by the organizer is not available if the organizer shows that fewer persons than the minimum number specified in the contract have registered for the trip and the traveler is notified in writing of the cancellation within a time specified in the contract. Notice that a trip is canceled should be given no later than • 20 days before departure if the trip lasts longer than 6 days • 7 days before departure if the trip lasts between 2 and 6 days • 48 hours before departure if the trip lasts less than 2 days.

7.5 Damages under these conditions include compensation for pure property damage, personal injury and property damage. The passenger is obliged to limit the damage as far as possible.

7.6 Unless other restrictions are imposed by the Package Travel Act or other mandatory legislation, the Promoter's liability for damage is limited to three times the package fare. However, this limitation shall not apply in the event of personal injury or damage caused intentionally or negligently.

8. Complaint

8.1 The traveler may only invoke errors in the contract services if he informs the organizer or retailer of the error within a reasonable time after he has noticed or should have noticed the error. This should be done as soon as possible at the destination. In determining any price reduction or compensation for damages, the time when the traveler complained about such a message would have meant that the organizer could have remedied the error.

8.2 Notwithstanding paragraph 8.1, the passenger may make a claim of error if the organizer or retailer has acted grossly negligent or contrary to faith and honor.

9. Traveler responsibility during the trip

9.1 Organizer's instructions. The organizer's instructions the traveler is obliged to follow the travel instructions given by the travel leader or by another person whom the organizer engages. The passenger is obliged to respect the rules of conduct applicable to the journey and the destination and to behave in such a way that fellow travelers or others are not disturbed. If the traveler significantly violates the TA, the organizer can cancel the contract without the traveler being entitled to compensation or refund.

9.2 The traveler's liability for damage. The traveler is liable for any damages arising from damage caused by negligence by the traveler to the organizer.

9.3 The responsibility of the traveler for formalities

9.3.1 The passenger is responsible for complying with the necessary formalities for the execution of the journey, such as possession of a valid passport, visa, vaccination, and insurance.

9.3.2 For all transport services included in the package, the traveler must have completed the check-in in accordance with the itinerary or other instruction from the organizer or carrier.

9.3.3 The traveler shall be liable for all costs incurred as a result of shortcomings in the said formalities, for example, home transport resulting from the absence of a passport, unless the deficiencies are caused by incorrect information from the organizer or retailer.

9.3.4 The traveler is responsible for the information provided by the organizer.

9.4 Deviating from the arrangement. A traveler who after the start of the trip deviates from the arrangement is obliged to notify the organizer or his representative.

10. The organizer's obligation to provide assistance

If the traveler experiences difficulties during the trip, the organizer is obliged to provide appropriate assistance without unnecessary delay. Such help may, for

example, be information about healthcare services, local authorities and consular support. The organiser is entitled to charge a reasonable fee for such assistance if the situation has been committed intentionally or by negligence on the part of the traveller.

11. Dispute Resolution

The parties should try to settle disputes concerning the interpretation or application of the agreement between themselves. If the parties cannot agree, the dispute may be adjudicated by the Complaints Board, Allmänna reklamationsnämnden (ARN), Box 174, 101 23 Stockholm, www.arn.se, or the District Court. A dispute can also be examined through the European Commission online platform: <http://ec.europa.eu/odr>.

12. Subject to change

We reserve the right to make changes to the information provided and to the terms of the contract applicable to the journey, before a contract is made with the passenger. We reserve for printing and correction errors.

Special Travel Conditions

1. Registration and payment

The registration fee, according to point 2.3 of the general conditions of travel, is 200 € per person. The registration fee counts as a partial payment of the total price of the trip. This fee is included in the course price and will be deducted from your final invoice. The final payment for the trip must be made at least 40 days before departure. If the trip is booked less than 40 days before departure, the trip must be paid in full immediately.

STS will enter into a contract with you, once you have received confirmation of your booking. The contract becomes binding for the parties when the organizer has confirmed the traveler's order in writing (Parental Agreement/booking confirmation) and the traveler has paid the agreed registration fee within the agreed time as instructed by the organizer.

2. Booking confirmation

Misunderstandings may occur during the booking call/registration. The traveler must therefore check all the information on the booking confirmation, dates, prices, etc. This information must be checked upon receipt, and any errors must be pointed out immediately.

Verbal orders to the sales staff must be confirmed in writing in order to be invoked by the traveler.

3. Cancellation and cancellation protection

STS offers a cancellation and rebooking protection, which must be purchased and paid at the same time as the registration fee and cannot be added afterwards. STS cancellation and rebooking protection allows you to rebook to another trip or destination free of charge, rebooking must be done earlier than 60 days before the planned departure. With the STS cancellation and rebooking protection, you have the right to cancel your spot with a full refund of the course fee until the time of departure if you or a close relative (parent(s) or sibling(s)) suffers a serious illness, accident or death and this affects your ability to travel on an STS language course. In case of cancellation due to illness, an approved medical certificate must be attached. The medical certificate must be received by STS no later than five (5) days after the cancellation. The written medical certificate must state that the doctor advises against the trip.

In case of cancellation, the STS cancellation insurance fee will not be refunded.

Other cancellations

If cancellation is made 30 days or more before departure, you are not entitled to a refund of the registration fee.

If you cancel after this date, but less than 14 days before departure, you will be required to pay 25% of the course fee, but not less than the registration fee.

If the cancellation is made after this date, but earlier than 8 days before departure, you will be required to pay 50% of the course fee, with a minimum of the registration fee.

If the cancellation is made within 8 days before departure, you are obliged to pay the full course fee. The same applies if you are unable to travel due to a lack of documents such as a valid passport, vaccination certificate, visa, etc. It is the traveler's responsibility to check the entry regulations that apply upon departure and the documents needed to travel to the course location.

Cancellations must be made in writing and the date of receipt of the cancellation notice by STS will be deemed to be the date of cancellation.

4. If cancellation is not made

If there is no cancellation and the traveler does not arrive at the time and place indicated for the trip, or if he/she is unable to participate in or complete the trip because he/she does not have the necessary documents for the trip, such as a valid passport, necessary visas, etc., STS Education Group AB has the right charge the traveler the total price of the trip.

5. Price

All price quotations are based on exchange rates as of 2022-05-24.

In case of rebooking without the Rebooking and Cancellation Protection, a fee of 95 € will be charged.

Prices in the brochure/on the website are exclusive of exchange rate changes.

The tour operator reserves the right to increase prices in accordance with point 5.2 of the General Conditions for Package Travel. This applies both to new bookings and to travel contracts already concluded and to travel both within and outside the EU.

6. Implementation of the trip

STS Education Group AB reserves the right to modify, if necessary, the leisure activities, excursions and study visits mentioned in each course location text, taking into account the composition of the group and the participants' wishes. If the trip cannot be carried out at the intended destination due to force majeure such as a plague, state of war, etc., STS has the option of providing an alternative course location at a cost not exceeding the previously agreed fee.

STS shall not be liable for any damage suffered by the traveler in the event of a delay to the connecting journey, or a delay to the return journey caused by the traveler missing the connection.

Participants and guardians of participants are obliged to read the Student Handbook sent by STS before departure.

The use of drugs, tobacco and alcohol by minors is prohibited both by law and by STS rules. It is therefore strictly forbidden to purchase or consume it during the stay in accordance with the law and STS rules. Students who acquire, drink or consume alcohol, tobacco or drugs will be sent home at their own expense and without the possibility of claiming a refund. These rules also apply to students over the age of 18.

Any complaints should first be directed to the STS partner at the course destination. If redress is not obtained at the destination, a written complaint must be made to STS within 30 days of completion of the trip.

7. Host family accommodation

In some destinations, STS students stay with host families. STS local partners carefully select a suitable host family for the student. A student cannot influence the choice of host family.

Host families represent different social groups and communities. STS and its local partners do not discriminate against host families on the basis of ethnic background, sexual orientation or religion. Host families are diverse. For example, a host family can be one person, a single mother/father, an elderly couple, a same-sex couple or a family with two parents and children.

8. Setting up travel/arrangements

If STS has reasonable grounds to believe that the number of participants will fall below the minimum number for an individual trip at least 30 days before departure, STS has the right to cancel the trip. The minimum number of registered travelers on an STS Language Trip is 20. In case of cancellation, the traveler must be informed as soon as possible after the decision has been made. The notification must be received by the traveler at least 20 days before departure. If the number of

participants booked for the trip is lower than the number indicated above, the trip may still be carried out if a change of departure point, course location or period is made in order to achieve a larger number of participants for the trip. In the event of cancellation, STS is not obliged to reimburse the traveler for transport costs (such as airline tickets) to and from the course destination.

9. Traveler's contact information

Travelers are responsible for ensuring that they can be reached reliably, under the address, email address and telephone number they provided at the time of booking.

10. Press

We reserve the right to correct any printing errors in brochures and misprints on the website and any changes we have had to make after going to press.

11. Photographic and film material

STS reserves the right to use the photographic and film material created by STS during the trip after specific permission has been obtained from the traveler.

12. Travel guarantee

STS has arranged a guarantee with the Swedish Legal, Financial and Administrative Services Agency (Kammarkollegiet). The traveler may apply for compensation from the travel guarantee if the trip is cancelled or interrupted due to the insolvency of the tour operator.

13. Visas

STS is not responsible for decisions taken by embassies or immigration officers regarding entry visas or visa extensions.

Visa advice can only be given by the appropriate Embassy, Consulate or High Commission. Students should contact their local Embassy, Consulate or High Commission to ensure they are allowed to enter and study in their chosen location. Students must maintain a valid visa status and their course will be terminated without a valid visa.

It is the responsibility of the applicant to ensure that the most updated regulations / processes are being followed. STS cannot be held responsible for any visa regulation changes which occur after the booking has been confirmed in compliance with the then existing regulations.

A visa document courier fee or postal fee is charged each time documents have to be sent by courier or post. If a visa application is rejected and we receive written evidence at least 7 days prior to arrival, we will refund the fees received, less any bank charges, any non-refundable fees (registration fee, courier fees and bank charges) and the residence accommodation cancellation fees, if applicable.

In the case of visa denial less than 7 days prior to arrival, cancellation fees will apply.



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