

Translation of travel Documents, from Danish to English.

If you have registered correctly for the Cruising Denmark Post Event Tour, you will first receive a short message either like this, but with your email address here or by email with a similar text.

The four-digit number is your Booking number, in this case 6534, that you will be asked for if you contact the tour company by phone or mail.

The rest is payment information, which you shall ignore for now.



Afterwards – at latest the next working day, you will receive an email, with this text:

Dear (your name)

We hereby send your travel certificate: (your number) **for Denmark Tour 4 days.**

We are looking forward to seeing you in the coach.

Don't hesitate to contact us if you have any questions about the tour/travel.

For journeys in our catalogue, you can see the full program on our website... (not relevant for us, this tour can be found by this link: <https://nordvesttours.dk/produkt/cruising-denmark/>).

We use electronic travel documents, which means that documents are sent as PDF-files.

With kind regards

nordvestTOURS .. (following the postal address, telephone number (remember 0045 in front) and email address of the tour company)



Linked to this email will be 2 pdf-files;

1. Rejsebevis – **Travel document** followed by your booking number
2. Rejsebetingelser – **Travel conditions**

They are translated hereunder:

REJSEBEVIS**Your travel document:****(upper part)**

Here you find your name and address

Travel document (followed by your number)**Date****Mean of travel****Coach****Destination****Denmark****Hotel****Denmark Tour****Date of departure****august 25th, 2024****Date of arrival****august 28th, 2024****Operated by****Online****Page no.****1**

nordvestTOURS

test
testvej 33
Nr Hvalse
TEST

Rejsebevis 6534-01
Dato 08.02.2024
Rejseform Bus
Rejsesml Denmark
Hotel Denmark Tour
Afrejse 25.08.2024
Hjerkomst 28.08.2024

Ekspedient: Online
Side 1

Navn	Opsamlingsby og -sted	Fors.	Tid
test, share room with tes	Cph Tivoli Hotel		11:30

Antal	Specifikation	Pers	Stk.pris	I alt
1	Denmark Tour 1 Double Room	1	6.000,00	6.000,00

Denmark Tours 4 days
Gavekort: 1 share room with te
Mødetid 00:10 min. før afgang.

Name	City and place of embarkation	Ins.(insurance)	Time
Your name	Copenhagen, Place of the Event	Only for Danes	At the end of Event

Number	Specification	persons	Price pr. Pers.	Total price
Of rooms	Double / single room	Usually 1 or 2	6.000 Dkr	6.000/12.000 Dkr.

Denmark tour 4 days**Gift card code:** Whatever text you might have written on the registration form.**Meeting time 10 minutes before departure** (not relevant here, we go to the coach immediately after finishing the event).**Your travel document:****(lower part)****This invoice is issued without VAT according to special rules for travel agencies**

Denne faktura er udstedt uden moms iht. særordningen for rejsebureauer

Total	Depositum	Indbetalt	Restbeløb
6000,00	1000,00		6000,00

Depositum *****1.000 00 17.05.2024 Betalings-ID: +71< 001900000065342+80798806<
Restbeløb *****5.000 00 30.05.2024 Betalings-ID: +71< 001900000065342+80798806<

Højgårdsvej 10a · 4540 Fårevejle · Telefon 71 99 71 21 · CVR-nr: 31 71 94 45
nordvesttours.dk · mail@nordvesttours.dk
Dragsholm Sparekasse · reg. nr. 0537 konto nr. 0000632163

Total amount	Deposit	Paid	Rest to pay
6.000/12.000	No deposit on this tour	not relevant	6.000/12.000

The last two lines are about when deposit and the rest must be paid, followed by payment numbers in the Danish bank system. We will send you a separate mail about payment within a few weeks.

REJSEBETINGELSER

Travel conditions:

(page 1)

Registration

(describes the registration process, not relevant for us).

Payment

(describes the payment process, not relevant for us).

Travel document

Your travel document is your confirmation for the tour. It is a good idea to bring it on the travel, because you can see where and when to enter the coach. However, it is not required, as the driver has the names of all participants on his/her list. The travel document is only valid if the payment is registered.

If your travel document is for a theatre performance, ... (not relevant for us).

Transfer of travel documents

If you of some reason cannot attend the tour, you normally can transfer the document to someone else. Please take contact to the office, as we must change the name on our participant lists or cancel the travel document altogether. We must know the name of all guests on board of the coach.

Change of place of embarkation

(describes the process, not relevant for us).

Loss of travel document

If you lose your travel document before the tour, nordvestTOURS can send you a new one.

Price of the travel/event

The price of the travel includes everything mentioned under the individual tour and is based on two persons sharing a double room. Price of a single room is mentioned in the travel description. Usually, the price does not include beverages or personalized excursions, not described in the travel description. If you wish to not attend one of the excursions on the tour, there will be no refunds of any kind. You do not pay invoice fees with us.

Insurance

We recommend you to take out an insurance policy including cancellation due to sickness. (Normally you can order this in the registration form, but it is only available for Danish citizens. Please take contact to your own insurance company about your possibilities. We highly recommend that you take both a travel insurance and a cancellation insurance).

Cancellation by the travel participant.

Cancellation of a tour in coach

- Up till 60 days before date of departure, we withhold Dkr. 275,- plus any bank fees.
- Between 60 and 45 days before date of departure, we withhold Dkr. 1.275,- plus any bank fees.
- Between 45 and 8 days before date of departure, we withhold 75% of the payment plus any bank fees.
- Less than 7 days before date of departure, we withhold the full payment.

Cancellation must be by written notice or by personal contact at our office. Please bring or send your travel documents.

Cancellation of a theatre/concert event – and refunding of tickets

(not relevant for us).

Cancellation of other one-day trips

(not relevant for us).

Rejsebetingelser for nordvestTOURS	
Tilbudning Rejsearrangementet kan ændres uden varsel på Rejsearrangementets, ved at tage til en på tlf. 71 99 71 21 (vedrørende almindelige henvendelser kl. 09:00 - 15:30) eller besøge os på kontoret i Børnely. Efter booking fremsendes NordvestTOURS et rejsebrev til dig på mail. Du har også mulighed for at få tilsendt rejsebrevet med post - ikke gratis - på bestilt husstand. I det rejsebrev vil du også se rejseprogrammet. Sidst i rejsebrevet står en oversigtskort med de enkelte, hvilke du kan komme til at besøge. På rejsebrevet vil det fremgå, hvilken rejse du har købt, hvilken dato, udgangspunkt og til hvem rejsearrangementet er. Dette er et først betalt rejsebrev, når du modtager rejsebrevet.	Forsikringer Vi anbefaler at der tegnes en afbestillingsforsikring, der beskytter ved afbestilling pga. sygdom. Denne skal tegnes ved rejsebestilling. Vi anbefaler ligeledes at der tegnes en rejseforsikring i forbindelse med købet af rejser. Afbestillingsforsikringen skal tegnes inden rejsebestillingen. Vi kan tilbyde anbefalede Europareise Rejseforsikring og Covid-19 Rejseforsikring. Disse har rejsearrangementet igennem gode muligheder for at tegne disse forsikringer til en god forsikringspris.
Betaling Rejsearrangementet er anført senere på rejsebrevet, hvor du også kan se anvendelse af betaling. Normalt vil depositum skifte betales senere 8 dage efter booking og udsendes 60 dage før afrejse. Betaling via netbank: Indtast på rejsebrevet en en betalingskode (som på postkort). Den begynder med +71. Sidst i denne betaling, registreres dit kort og rejsearrangementet automatisk.	Rejseforhårets afbestilling Afbestilling af busrejse <ul style="list-style-type: none">• Indtil 60 dage før afrejse: rejsearrangementet refunderes depositum minus gebyr på kr. 275,-.• Fra 60 dage til 45 dage før afrejse: et depositum og gebyr tages.• Fra 45 dage til 8 dage før afrejse: et depositum og 75 % af rejseprisen tages.• Mindre end 7 dage før afrejse, er rejseprisen fuldt pris tages. Afbestilling af teaterkoncertarrangementer eller andre særlige rejser, der kræver betalt billet eller foreskrift <ul style="list-style-type: none">• Indtil 60 dage før afrejse: rejsearrangementet refunderes depositum minus gebyr på kr. 150,-.• Mindre end 60 dage før afrejse: et depositum og 75 % af rejseprisen tages.
Overdragelse af rejsebrevet Hvis du forlader dig i et andet land, kan det i mange tilfælde være muligt at overdrage sit rejsebrev til en anden. Kontakt kontoret, da vi under alle omstændigheder skal ændre navn på deltagerslisten eller sende rejsebrevet. Vi skal vide navnet på alle personer i huset.	Rejsearrangementets pris Prisen på rejsebrevet vil være for arrangementet, som nordvestTOURS således er trykt til dig. Rejsearrangementets pris Prisen på rejsebrevet vil være for arrangementet, som nordvestTOURS således er trykt til dig.
Købing af rejsebrevet Hvis du forlader dig i et andet land, kan det i mange tilfælde være muligt at overdrage sit rejsebrev til en anden. Kontakt kontoret, da vi under alle omstændigheder skal ændre navn på deltagerslisten eller sende rejsebrevet. Vi skal vide navnet på alle personer i huset.	Afbestilling af endelige (ikke teaterkoncert endelige) <ul style="list-style-type: none">• Indtil 30 dage før afrejse: rejsearrangementet refunderes depositum minus gebyr på kr. 150,-.• Fra 30 dage til 14 dage før afrejse: et depositum og gebyr tages.• Fra 14 dage til 8 dage før afrejse: et depositum og 75 % af rejseprisen tages.• Mindre end 7 dage før afrejse, er rejseprisen fuldt pris tages.

Obligations of the travel participant

No-show

Travel participants who do not arrive on time at the embarkation site / cannot join due to lack of or invalid passport / missing other mandatory travel documents, cannot expect any refunds.

Self-reliant

Participation requires, that you are self-reliant and can take care of your own luggage, follow the group etc. If you wish to bring a walker or similar, please contact the travel agency on beforehand, as not all tours are sufficient for poor walking, and have it noted on your travel document. (This tour is a level 3 as described in the "Activity Level descriptions").

Travel participants documentation

Travel participants are obligated to carry necessary identification documents and keep up to date about requirements for these at our destinations. (On this tour we stay in Denmark all the time). This includes visa rules, customs etc. Any economic consequences are at your own risk. Passports must be valid, and you must be able to identify yourself in Denmark and abroad. (This tour is only in Denmark). Also remember valid insurances.

Special needs

If you have special diets due to diabetes or allergies, please inform us when booking your ticket. On many tours, it is possible to bring a walker, collapsible wheelchair or likewise. Please ask at the office and have it noted on your travel document.

Complaints

Errors and deficiencies in accommodations must, if possible, be sorted on side by our staff – tour leader / driver. Thereafter by our subcontractor, e.g. the hotel. If this is not attempted, any complaints cannot be met afterwards. Our staff will be helpful along the way, so please contact them. Any complaints about errors or deficiencies regarding the tour must be notified in writing to the office immediately after returning home – no later than 10 days from the date of return.

Rules of conduct

The tour leaders and drivers' instructions must always be followed. Persons who cause inconvenience/damage to property, the driver or other travelers or otherwise obstruct a reasonable handling of the trip, can, in serious cases, be excluded from the tour without compensation. Participants must comply with the rules of conduct of our subcontractor, be it hotels, excursion sites, the theater etc.

The travel agency assumes no responsibility for, connection to other means of traffic, changes, delays, etc., that as a result of breach of contract, force majeure or force majeure-like situations, accidents, weather, or other matters over which the agency has no influence. Any additional costs as a result of this, shall be borne by the travel participants. The travel agency does not assume the statutory liability that affects the transport companies, hotels and others cooperating with – or damage to person, for lost stolen/damaged luggage, and is not liable for stored items. We highly recommend that you take out luggage insurance. The agency reserves the right to make changes to these regulations and to the travel program.

In the event of a dispute, it is Danish law that shall govern any claim brought against the travel agency and the action shall be brought before a Danish court or arbitration in Denmark.

(continue on next side)

A detailed box containing Danish travel regulations and terms and conditions, covering various aspects like baggage, cancellations, and insurance.

Illness, accident or other reasons for preventing further participating

If a travel participant falls ill or is injured during a tour, the participant is obliged to hold all expenses in connection with this, including doctor, medicine, hospital bills, travels, etc. The participant cannot demand the program to be changed for the other guests. Always bring your health insurance certificate! We recommend that you take out a travel insurance that covers during the whole trip.

Luggage

In addition to hand luggage max. 10 kg (55x40x20 cm) each traveler can bring a suitcase of max 20 kg - do not put cash and passports in your suitcase. Extra luggage (in addition to the above mentioned) may be rejected due to lack of space – any extra luggage must be agreed upon with the travel agency on beforehand. This also applies to prams/pushchairs and collapsible wheelchairs as well as walkers. Remember to label the luggage.

Lost and found

Request for missing items must be done during office hours, Monday – Friday 09:00 – 16:00. Submitted items will be sent on request at the customer's expense (cash on delivery)

General Data Protection Regulation

The personal data, you have shared with us, is stored and processed only to be able to complete the tour.

Emergency telephone

Our emergency telephone can be contacted outside working hours for travel emergencies departing next weekday or similar. Tel. +45 5157 1707

Cancellations from NordvestTOURs side

Cancellations of a tour can take place if imperative circumstances in the agency's discretion makes it necessary. In case of few registrants, a tour can be cancelled no later than 30 days before departure. The entire deposit will be refunded, once you have contacted us with account details and travel certificate number. There are no possibilities for further compensation.

One-day events may, in case of few registrants, be cancelled no later than 14 days before the tour.

Changes from NordvestTOURs side

The travel agency reserves the right to any price increase due to currency changes, rising oil prices, etc., as well as the right to make changes of the program, e.g. by rerouting or changing accommodations, to move guests to another hotel of the same standard. Complaints about disparate rooms are not recognized.

All pictures of rooms shown in the brochure material are examples and it cannot be expected here to be as shown in the photo.

We reserve the right to change the order of excursions on tours and the order of excursion destinations on Day trips.

Day trips and tours are run in modern tour buses. Day trips can in some cases be run in our 28-seater bus (this ensures the implementation of as many events as possible).

Reservations

nordvestTOURs reserves the right to errors in information about the event, prices, printing errors, extraordinary price increase of, for example, fuel and for sold-out events.

Nordvesttours/Gislinge Turistfart is registered in the Danish travel Guarantee Fund, Rejsegarantifonden no. 2225, Danske Busvognmænd and has CVR no. 31 71 94 45.

February 2023

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