

INDIVIDUAL CONDITIONS 2019

Prices valid for bookings with 1-9 persons. Version: October 2018 (changes possible at any time)

1. Individual fares

Are published in Euro and applicable for bookings with 1-9 passengers. In case of a booking the conditions must be accepted.

2. VISA Free Rules

In accordance to the legislation of Russian Federation (RF Government Resolution №397), foreign tourists and persons without citizenship or relevant visa and/ or proper permission travelling on ferries may arrive to the Russian Federation without Russian visa for the period of 72 hours being part of organized excursion group. VISAFREE journey can last up to 3 days. VISA FREE travelling concerns all passengers and possible just and only in Saint-Petersburg.

Basic rules:

- According to law a passenger must arrive at the port of St. Petersburg aboard a ferry of MOBY SPL company and leave in the same manner, be part of organized excursion group (for example City Bus Tour) and comply with the rule of no longer stay than 72-hour. 72 hours period begins from the moment of crossing border control.
 - All passengers travelling on board from Stockholm, Helsinki or Tallinn to St. Petersburg are required to present a passport before entering the ship.
 - All passengers travelling visa free have to reserve a sightseeing program in St. Petersburg in advance via MOBY SPL or must purchase as the most affordable way a **City Bus Tour (shuttle service)** offered also by MOBY SPL (25€ for adults and 12,50€ for children 0-12 years). Route available on the web site www.stpeterline.com
 - If a passenger arrives from outside the Schengen area, the passenger must have a multiple entry Schengen visa to return to Sweden, Finland or Estonia after the cruise.
 - Passengers arriving under the VISA FREE regime must stay within the territory defined by the pre-paid excursion program (City Bus Tour program).
 - If a passenger arrives from outside the Schengen area, the passenger must have a multiple entry Schengen visa to return to Sweden, Finland or Estonia after the cruise. Passengers arriving under the VISA FREE regime must stay within the territory defined by the pre-paid excursion program (City Bus Tour program).
 - If a passenger stays within the Russian Federation territory for longer than one day the passenger must present to the Border Guard Service a hotel voucher, a confirmation of payment for the booking. Passing the registration formalities at the hotel is obligatory. The costs of the registration formalities will be advised on the check in in hotel.
 - Hotel accommodation must be booked via booking system of MOBY SPL LIMITED.
- Accommodation booked via Airbnb service is forbidden in frame of visa free cruise. Passengers booked accommodation via Airbnb service will be refused in check-in to the ship.
- MOBY SPL LIMITED guarantees accommodation in hotels only if its booked through booking system of MOBY SPL LIMITED. MOBY SPL LIMITED reserves the right to refuse in check-in in port of departure if the hotel is booked through other booking systems not affiliated with MOBY SPL LIMITED.
 - If the hotel refuses to accommodate the passenger, MOBY SPL LIMITED shall not be liable and shall not reimburse any of the passenger expenses, moral compensations or any other losses.
 - Please note list of Hotels who do not accept visa free passengers from this page. Please do not book accommodation in these Hotels. Full information available on www.stpeterline.com
 - Documents for registration in Hotels of Saint-Petersburg required by immigration authorities of Russia are provided ONLY if Hotel booked via MOBY SPL company. Please note that without registration documents VISA-FREE passenger shall not be accommodated in the hotel due to effective legislation of Russian Federation. If the hotel accommodation is booked not through MOBY SPL all the claims regarding accommodation will not be accepted and should be solved by passenger on its own directly with Hotel. In this case MOBY SPL provides only transportation services and shall not be liable for the services booked by the passenger through other booking sources.

All passengers, arriving to St. Petersburg under 72 hours regulation must know following IMPORTANT tips:

- Make sure that you have received the "Migration card", passing the Immigration check point, with the validation date indicating the final date of your trip
- During excursions and during your pleasant stay in St. Petersburg, keep your documents in the safe place
- As per Russian Legislation for 72 hours rule, you have to leave Russia only by the ferry (sea transport). Do not use other

means of transport

- Note that in case of violation of the 72 hours regulation, you will be departed from Russia. The penalty for violation of the 72 hours regulation subject to a fine and five years prohibition to obtain Russian Visa
- In case of occurrence of any situation listed above, please contact our office for further instructions.

3. Passenger List

- a) The passenger name list and additional services related to the respective reservations should be inserted into the booking system by agent.
- b) In case of any technical difficulties it might be sent by e-mail to sales@stpeterline.com not later than 5 workdays before departure.
- c) It has to include the following data: first and last names, date and place of birth, sex, nationality, passport number and date of expiry, registration number of the Russian visa with country code and date of expiry
- d) If there is a lack of some data or there are necessary changes to do, it is obligatory to provide/insert these until latest 48 hours prior to departure.
- e) For passengers not travelling one way, the reservation must be done in only one booking.
- f) **It is very important** to check properly that the entire passport data is correct. According to the law the client could be not allowed to make the trip in case of mistakes in his data. Costs for missing documents are at clients' risk.

4. Booking Changes

Change in the reservation means the following: booking cancellation, any kinds of cabin category amendment, change in the additional services, passenger details, passengers assignments, change of promo rate, changing the date of departure and/or route.

- 4.1. Client who does the booking acting from the name of all passengers in the booking and all the passengers in the booking deemed to be apprised of the standard conditions of carriage.
- 4.2. Passenger's details can be changed not later than 24 hours before departure.
- 4.3. Any changes require a written form.
Fee for self-done change in booking through online and the first change with help of customer service is not charged.
- 4.4. For the second and each subsequent booking changes with help of customer service will be charged 10 euro per booking.
- 4.5. Changing the date of departure and / or route, downgrading of class cabin with a decrease in the value equal to the cancellation.
- 4.6. In case of changing the value of the cabin or additional services while reducing the number of passengers booking in the smaller side, the difference to the cost of the original booking will not be refunded.

5. Terms of Cancellation

These rules also apply to orders committed on regular rates through online booking system for reservations size of 1-9 passengers.

Cancellation must be submitted in written form and reconfirmed by Moby SPL before the intended date of departure.

Cancellation can be done in online booking system by the client himself. In any cancellation, costs of fuel and port fee will be refunded.

5.1 Cancellation of bookings with regular rate

Cancellations of reservations from the booking moment will be charged a service fee of 10 euros, regardless of the product and the conditions of its cancellation.

Cancellation of booking starting from the booking moment is under following cancellation fees

(The day when the booking was cancelled is not counted):

- until 28 days prior to dep.: 20% of cost of cancelled cabins
- 27-21 days prior to dep.: 30% of cost of cancelled cabins
- 20-15 days prior to dep.: 50% of costs of cancelled cabins
- less than 14 days prior to dep.: 100% of costs of cancelled cabins

5.2. Special offer cancellation terms

Cancellation of the booking done with special offer rates - costs 100% of the booking including costs of booked meals. While booking with special rate with obligatory additional services (shore excursions, meals, etc.) – fees are applicable for all services. During the cancellation of booking made with regular rates, costs of additional services will be refunded.

5.3. Cancellation of booking done with rate considering flexible terms are following from the booking moment:

more than 14 days – free

13-0 days – fee 100%

6. Terms of Payment (valid for agencies)

Are parts of the Agency Agreement with MOBY SPL.

7. Terms of Payment (valid for private clients)

Booking must be paid directly after the reservation. Different types of payment are possible.

8. Enter the EU territory

Russian citizens and citizens of countries outside the Schengen zone can enter the EU territory with a valid identity document of a citizen, recognized by the EU countries (in this case, passport) and a valid Schengen visa. A single Schengen visa allows you to exit in only one port along the route, to enter more than one port you must have multiple (multi) Schengen visa.

9. General Conditions

Reservations are carried out according to the **MOBY - SPL STANDARD CONDITIONS OF CARRIAGE**. They are valid in addition to these conditions and must be accepted in case of reservation.

Reservations can be made via e-mail or in reservations systems.

Kindly are at your disposal for group bookings:

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