



Trading Terms and Conditions

Terms and conditions of OK Travel AB are described here. Please read carefully.

Booking

Service requests and the following bookings are to be made via the website contact forms or via e-mail booking@oktravel.se

Terms of Payment

Unless agreed otherwise, the payment for services shall be effected in SEK, NOK, DKK, EUR or USD in advance by the time stated in issued invoice.

Acceptable payment methods are Credit Card, Bank Transfer.

Prices

Unless stated otherwise, all prices are including VAT.

Invoice

Once the order details have been agreed, invoice will be sent via e-mail which is to be paid according to payment conditions stated in paragraph "Terms of Payment". The invoice contains:

- Invoice number
- OK Travel Reference number
- OK Travel contact details
- Customer contact details
- Description of the agreed services
- Price of the agreed services

The invoice is the official order confirmation and, together with the receipt, constitutes a proof of our obligation to provide you the agreed services.

Payment Confirmation

Once OK Travel has received your payment according to the issued invoice, the receipt or other payment confirmation will be sent via e-mail.

Cancelation Rights

Unless stated otherwise, cancellation of the agreed services for individual tourists can be placed during the period not less than fourteen (14) days before the performance of guaranteed services.

O.K. Travel AB
Rotsundagårdsvägen 42
SE-192 79 Sollentuna
SWEDEN

Telephone (m): +46 (0)704 535 764
Fax (o): +46 (0)8 590 826 67
E-mail: info@oktravel.se
Internet: <http://www.oktravel.se>

Bank: Swedbank, Sollentuna
Account No.: 8327-9,923 039 035-4
Swift address: SWEDSESS
IBAN: SE2780000832799230390354

Bank-giro: 845-9901
FA-skattebevis
Reg. No.: 556872-8488
VAT No. SE556872-8488



Group cancellation must be notified not less than 40 days prior to arrival date. In this case, if not agreed otherwise, the full amount according to the invoice minus transfer fees can be returned. In other case the amount of compensation to O.K. Travel AB shall be determined by the Parties in each specific case. The basis for compensation shall be the invoice of O.K. Travel AB.

Confidentiality

The commercial, financial and other information, delved by the parties to each other shall be deemed to be confidential. OK Travel AB have right to your private details - name, address and e-mail – only for arranging its services for you (e.g. booking of a hotel) and to inform you if unforeseen circumstances regarding your order should arise.

Legalities

We reserve the right for typos, errors in pricing, as well as right to change prices due to VAT and rate changes beyond Company's control. Agreements regarding purchase of services from OK Travel AB are regarded as final once the order has been received and paid.

Complaints

If you have any complaints, please inform the supplier of the service you were not satisfied with (e.g. hotel), so they would have a possibility to resolve the situation. If your complaint were not resolved locally, send it to OK Travel AB: info@oktravel.se or booking@oktravel.se within 30 days from departure. Each case will be looked at individually, though there is no guaranty of a resolution.