
Terms & conditions for trip creating, editing & booking on:

VIAVANA.COM

1 The legal entity behind VIAVANA.com

- 1.1. VIAVANA.com is a commercial name which is used by the legal entity VIAVANA A/S.
- 1.2. Company details for VIAVANA A/S:
VIAVANA A/S
Groenningen 23, 1st floor
1270 Copenhagen K
VAT no. 33 64 07 57
- 1.3. Contact information for VIAVANA.com:
info@VIAVANA.com
Phone + 45 72 22 02 50

2 Definitions

- 2.1. The Organizer is the person who arranges a trip.
- 2.2. Payments mean all financial transactions between the Organizer, Customer, Suppliers and VIAVANA.
- 2.3. The Conditions mean this document.
- 2.4. The Destination means the primary destination for the trip booked.
- 2.5. Customer means the traveler (s) who buy one or part of a trip on VIAVANA.
- 2.6. Suppliers mean independent third parties who provide accommodation, transport, aircraft and other services to the trip, where booking is handled through the portal VIAVANA.
- 2.7. The Portal means the online portal offered by VIAVANA, www.viavana.com, for the provision of trips or tours arranged by the Organizer and or the Traveler.
- 2.8. The Trip means the trip, which is arranged via the Portal.
- 2.9 Travelers mean the traveler(s) who is editing, booking and/or buying the hotel and flight tickets through viavana.com
- 2.10 VIAVANA means Travvia A/S as contractor through its trade name VIAVANA.com.
- 2.11 The output means the part of the Trip booked by the Traveler.

3 Use of the Terms & Conditions

- 3.1. The terms and conditions apply to the Organizer's and the Traveler's use of the Portal.
- 3.2. Reading and accepting the terms and conditions is required in order for the Organizer & the Traveler to design, book, edit, share and purchase trips on the portal.
- 3.3. VIAVANA can change the Terms & Conditions on the Portal at any time.

4 The Concept

4.1. VIAVANA offers an online tool for trips and group trips. The Organizer and the Traveler can put together group trips incl. flights, hotels and programs via VIAVANA's specially developed search engine and tools. After creating a trip, the Organizer can share the group trip with friends, family, colleagues, leisure contacts, etc.

Both the Organizer and the Traveler can buy parts of the trip or the entire package directly on the portal.

4.2. When the Organizer has designed the Trip on the Portal and sent links to those who are going on the trip, the Traveler can update the prices and adjust the Trip so that hotel rooms and flight departures fit exactly with the Traveler and his or her traveling members' wishes. Then the Traveler can book & buy the Trip directly through VIAVANA.

4.3. The Organizer can at any time purchase the Trip itself or parts of the trip he/she has put together directly via the Portal.

4.4. If the Organizer and the Travelers have special requests for the framework of the Trip that cannot be selected via the Portal, they must contact VIAVANA on mail or phone.

4.5. The Portal also offers flexible travel packages, that the Traveler can update, edit, share and book. He/she can edit all the details, such as flight tickets, hotel, dates and number of passengers before booking the trip. The Traveler can purchase the trip after updating the prices and double checking all the edited information.

5 The organizer's and the traveler's use of the portal

5.1. Everyone can easily become an Organizer and create trips on the Portal.

5.2. The Traveler can see and edit the Trip as soon as he/she receives the link to the Trip.

5.3. The Organizer can contact VIAVANA if his/her specific supplier cannot already be selected on the Portal.

5.4. The Organizer is obliged to ensure that all content does not infringe the rights of third parties. It is thus the Organizer who must secure the rights to material used in connection with the presentation of the Trip, including picture material. If third party rights are violated in connection with the Trip, the Organizer must indemnify VIAVANA in all respects.

5.5. VIAVANA is not itself the supplier of the individual services that are included in the Trip, such as hotel and aircraft. VIAVANA merely conveys the Suppliers' services.

6 Prices & Payments

6.1. The price that the Organizer and the Traveler see may vary depending on the availability and demand of flight tickets and hotel rooms.

6.2. The price and availability of both hotel and aircraft cannot therefore be guaranteed until aircraft and / or hotels are purchased and paid.

6.3. Both the Organizer and the Traveler can purchase the trips that the Organizer has created. One can either pay for one person or for the whole group at once. The latter is recommended if you want to secure the prices shown at the time you check availability.

6.4. When the Organizer or the Traveler buys a trip through VIAVANA, the actual payment for the Trip via the Portal goes through DIBS payment module.

6.5. Payments can only be made electronically with the payment cards and other payment solutions supported by DIBS.

6.6. Amounts paid are used in advance for payment of Suppliers.

6.7. Both the Organizer and the Traveler can keep track which group members has booked the trip on the private trip page.

6.8. If the Organizer is a company, an association or has a VAT number, VIAVANA is not responsible for the Organizer's VAT and taxable matters. VIAVANA therefore recommends that the organizer familiarize himself with his/her company and other rules on business trips or business group trips.

7 Organizer & Traveler's responsibility

7.1. The organizer and the Traveler are responsible for double-checking the bookings before paying for the trip, so that all bookings including, flight tickets, the content, dates, hotel rooms, number of passengers etc. fit according to their wishes. VIAVANA is not responsible for the Organizer or the Traveler paying for products and services that do not match the intended request.

8 Insurance, passports & vaccinations

8.1. VIAVANA calls on the Organizer and all Travelers to purchase proper insurance, including any travel insurance or business insurance to the extent that they may be relevant and/or regulatory. VIAVANA is under no circumstances responsible for the Organizer's or the Traveler's lack of insurance coverage.

8.2. VIAVANA calls on the Organizer and all Travelers to get the recommended vaccinations for the destination given by the relevant authorities. VIAVANA is under no circumstances responsible for the Organizer's or the Traveler's lack of vaccinations.

8.3. It is at all times the Organizer and the Traveler's responsibility to have a valid passport and visa in connection with the trip. VIAVANA urges the Organizer and the Traveler to consult their respective embassies where they can obtain information about the visa requirements for the travel destination. VIAVANA is under no circumstances responsible for the Organizer's or the Traveler's lack of visas.

8.4. The Organizer & the Traveler must pay for all possible expenses due to deficiencies in the above-mentioned formalities, for example, repatriation due to lack of passports, illness etc.

9 Cancellations & changes

9.1. There is no right of withdrawal of bookings for Trips purchased at the Portal, cf. Danish Consumer Contract Law Section § 18, section 2. No. 12, which says that the Customer cannot cancel a Trip with a claim for a refund of the travel amount without prior agreement with VIAVANA in this regard.

9.2. If Organizer and/or the Travelers have any questions or changes to your airline ticket before departure, the Organizer and/or the Travelers can contact VIAVANA.

9.3. If the flight is canceled or delayed before checking in, or during the Trip, the Organizer and/or the Traveler must contact the airline directly.

9.4. There are fees for changing flight tickets, and both the Traveler and the Organizer must pay any upgrades, differences, airport taxes, etc.

9.5. If the Organizer or the Traveler has changed his mind after the purchase about what kind of hotel room is wanted, the Organizer/Travelers must contact VIAVANA. The organizer and the Traveler must pay the difference between the booked room and the new room changes/bookings.

9.6. Changes in connection with the hotel stay during & after the actual Trip must be taken directly with the hotel.

9.7. The Organizer & the Traveler may cancel a trip if - within a period of 14 days prior to the start of the holiday -at the destination or in the immediate surroundings thereof- occurs acts of war, natural disasters, fatal infectious diseases or other similar events that are subject to force majeure. The traveler has, under force majeure, a claim for repayment of all amounts paid to VIAVANA. However, this cancellation right cannot be invoked if the Customer knew about the situation when booking the Trip or if the event was generally known.

10 VIAVANA's responsibility

10.1. VIAVANA is not liable for the Organizer's and Travelers' direct or indirect losses that may result from use of the Portal or errors on third party portal that trigger incorrect information on the VIAVANA portal.

11 Confidentiality

11.1. VIAVANA confidentially processes the information of the Organizer and Traveler. However, in order to carry out flight bookings and hotel bookings, VIAVANA is required to disclose the Organizer's and Traveler's information to third parties such as airline, hotel, DIBS, local transport etc.

12 Personal data & GDPR

12.1. In order for the Organizer and/or the Traveler to purchase a trip or part of a trip on the Portal, the following information must be provided:

- Name
- Address
- E-mail
- Phone number
- Date of birth
- Passport number, only if the specific airline requires it.

12.2. Both the Organizer and the Traveler have at all times the right and access to all their own disclosed personal data by logging in to their private account at viavana.com

See more about VIAVANA's privacy policy at viavana.com

Other inquiries in connection with personal data and GDPR must be directed to: info@viavana.com

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