

Terms & Conditions

1. Introduction

- These terms and conditions govern the services provided by The Molt Collection as a Worldwide Tour Operator. By using our services, customers agree to comply with them.

2. Services provided

- We offer travel services including transportation, accommodation, guided tours, as well as activities at destination. The services provided will be specifically detailed in your booking confirmation.

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3. Booking and payment

- Booking process: All booking requests must be sent in writing to the email: info@moltcollection.com
- The data required to confirm the reservation will be:
 - Full name according to official passport
 - Date of birth
 - Nationality
 - Start and end date of the trip
 - Hotel category
 - Accommodation in the rooms
 - Indication of special requirements or additional services
- **Deposit:** A non-refundable deposit of 10% of the total price is required to confirm the reservation. The deposit must be paid within 15 days of booking confirmation.
- **Final payment.** The total payment of the reservation must be paid 45 days before the agreed date of start of the services. Failure to pay the final may result in cancellation of the reservation.
- **Payment methods:** Payments can be made in euros or US dollars by bank transfer.

4. Cancellations / Modifications

- Cancellations and/or modifications by customers must be requested in writing.
- Cancellation fees apply as follows:
 - Between 60 - 45 days before the start of services: 20% of the total cost.
 - Between 44 and 36 days before the start of services: 50% of the total cost.
 - Between 35 and 15 days before the start of services: 75% of the total cost.
 - Less than 15 days before the start of services: 100% of the total cost.
- The expenses for modifications will depend on the costs generated by the changes, considering that there may be prepaid services or tickets issued that are non-refundable. The total amount to be applied will be notified in writing once the requested changes have been verified.

5. Responsibilities and obligations

- **Our responsibility:** We are responsible for providing the services as agreed in the contract. However, we are not responsible for delays, cancellations, or interruptions caused by third-party vendors, disasters, strikes, or other events beyond our control.
- **Customer Responsibility:** Customers are responsible for providing accurate information, complying with local laws, and ensuring that all participants are fit to travel and perform activities. We reserve the right to refuse service to any customer who violates these terms.
- **Limitations of Liability:** Our liability is limited to the amount paid by the customer for the services rendered. We are not liable for any indirect, consequential, or incidental damages.

6. Travel documentation and insurance

- **Passports and Visas:** Customers are responsible for verifying that they have the necessary travel documents, including valid passports and visas if required. We are not responsible for any problems arising from a lack of necessary documentation.
- **Travel Insurance:** We strongly recommend that clients obtain comprehensive travel insurance that covers cancellations, medical expenses, personal liability, and loss of private property. We are not responsible for costs incurred due to inadequate insurance coverage.

7. Complaints and disputes

- **Complaints:** If you have any complaints during your trip, please notify our representative immediately so we can address the issue. If the grievance is not resolved to your satisfaction, please file a formal written grievance within 30 days of the end of services.

- **Dispute Resolution:** In the event of a dispute, we will attempt to resolve it through **negotiation**. If the dispute cannot be settled amicably, it will be subject to the authority of the Danish courts and Danish law will apply.

8. Force majeure

- We are not responsible for any failure or delay in performing our obligations under these terms due to circumstances beyond our control, including, but not limited to, acts of God, war, strikes, pandemics, or government restrictions.

9. Confidentiality and data protection

- **Confidentiality:** Both parties agree to maintain the confidentiality of all confidential business information unless disclosure is required by law.
- **Data protection:** We are committed to protecting your privacy and personal data. We will only use your data to provide services and our Privacy Policy, which complies with the General Data Protection Regulation (GDPR).

10. Modifications to the itinerary

The Molt Collection Aps, has the right to change the itinerary and the included services without prior notice, if these are subject to difficult weather conditions or interference by local authorities, which is beyond the control of The Molt Collection ApS and its suppliers. Some activities may be subject to change or cancellation without notice due to government interference and weather conditions. In the event that the itinerary is modified due to unforeseen circumstances, The Molt Collection Aps is committed to seeking alternative services.

11. Hotels

The hotels confirmed for the respective dates are those indicated in the program or in the final confirmation of services. Due to conditions beyond our control there may be a change of hotel, and we guarantee at all times that passengers will have accommodation of the same category and standard as the one initially confirmed. Hotel changes will be notified sufficiently in advance and in writing.

12. Intellectual Property

All the content we provide, including itineraries, brochures and content from the website, is protected by intellectual property laws. Customers may not use this content for commercial purposes without our consent by written.

13. Children's Policy

Due to the nature of tours and destinations, The Molt Collection Aps and its suppliers cannot be sure of meeting the needs of young children. Children from the age of 5 are therefore welcome. Passengers are advised to check with the appropriate government authority for the documents required to travel with children. The Molt Collection cannot be held responsible in the event that the entitled, child or any member of the travel party is refused entry to a country due to non-compliance with entry requirements.

14. Physical and health requirements for travel

Providers of some activities on trips may require a minimum age or minimum/maximum height or weight to participate. Some activities incorporated into our itineraries involve a high degree of physical activity. To enjoy them as planned, a minimum level of physical fitness is required. By booking with The Molt Collection, passengers are responsible for being physically and emotionally fit to travel and further warrant that they do not have any medical or emotional conditions that endanger themselves or other passengers and result in disruption to the trip. Anyone with medical, physical or other needs that require medical attention or special accommodation during the trip must notify The Molt collection in writing at the following email: info@moltcollection.com.

The Molt Collection recommends that any passenger who is not self-sufficient travel with a companion to take care of any personal assistance needed during the trip.

It is the responsibility of travelers to have the necessary proof of vaccination or laboratory tests in the destinations where it is required. The Molt Collection Aps declines any responsibility that prevents the passenger from entering certain countries with specific health requests.

15. Amendments

- We reserve the right to update or modify these Terms at any time without notice. The most current version of the Terms will be available on our website, and your continued use of our services constitutes acceptance of any changes.

16. Contact Information

For any questions, concerns, or additional information, please contact us at:

- **Correo electrónico:** info@moltcollection.com
- **Phone:** +45 53 771 776



- **Address:** Hornemansgade 30. Copenhagen, Denmark.