

PROVISO OF THE AGENT:

Top Rejser arrange air tickets, hotel accommodations, rental cars, train tickets, travel insurance, and other travel arrangements.

We do not arrange travels in our own name. We shall not be deemed liable for changes to time schedules, cancelled departures, airlines in bankruptcy, loss of luggage, or any other events, if any, in relation to the carrying out of journeys.

LUGGAGE | HAND LUGGAGE:

Checked luggage

- The storage space of the airplane is limited. For information regarding the number of allowed suitcases/bags and the weight permitted, please contact your airline or Top Rejser. During the flight, you yourself shall be responsible for your luggage for which reason we recommend a travel insurance (Danish version) - [click here](#)

Hand luggage:

- The hand luggage must not contain any weapons, explosives, sharp or pointed objects such as scissors, knives, and nail files. Passengers are allowed to carry only a limited quantity of fluids in their hand luggage. The rules apply to all passengers.

For further information, please refer to The Danish Authority of Traffic and Transportation (Danish version) - [click here](#)

PAYMENT:

In order to pay the travel arrangements we recommend our customers to open a Travel Account (Danish version) - [click here](#)

Payment can also be made using customers own credit card/dankort. By using a credit card/dankort, we charge a handling fee together with merchant fee by the credit card company. Contact any Travel Advisor for further information.

CHECK-IN TIMES:

In our experience, the security check in airports can be very thorough depending on the airport, the day of travel, and the time of travel.

Therefore, most airlines recommend that you arrive at the airport earlier than stated in the itinerary. Check-in times stated in the itinerary often change with short notice. There is no guarantee that the general check-in time stated in the itinerary is sufficient.

IMPORTANT: Please be aware that check-in time means the time when check-in is finalised, that you have received your boarding pass, and that your luggage is checked.

DANISH NATIONALS TO/VIA USA:

American legislation requires from the airlines a long row of information about passengers that travel to the USA, e.g. passport no. and date of birth.

Without the above information, tickets for/via USA will not be issued for which reason the traveller must pass on such information to Top Rejser at each trip to/via USA.

For further information, please refer to the USA link and form - [click here](#)

U.S. Customs and Border Protection (CBP) keep the information for at least 3 years and 6 months, and the information may be passed on to other authorities. CBP is obligated to use the information for the purpose of preventing and fighting terrorism and other grave cross-border crime.

By booking a ticket for the USA you allow that all information, including the personal data stated, may be passed on to authorities and other legislative bodies responsible for steps of security relating to air transport.

PASSENGER PROFILE:

We make a personal profile for each passenger. As a minimum, the profile shall state the full name of the passenger as stated in the passport, and an e-mail address. Furthermore, we recommend a mobile no. and various bonus cards be stated. In the event of changes to the data informed it shall be the responsibility of the passenger to pass on the new information in order to keep the passenger profile up-to-date at all times – [click here](#)

PUBLIC HEALTH SECURITY | “THE YELLOW AND THE BLUE HEALTH SECURITY CARD”:

Never leave Denmark without having an insurance, and be absolute certain that you are covered correctly/sufficiently (please refer to the below-mentioned travel insurances). New rules of the public health security programme came into force on January 1, 2008. Please read about “the yellow and the blue card” (Danish version) – [click here](#)

LIABILITY OF THE AIRLINE:

As a starting point, the compensation rules of The Warsaw Convention in relation to trips abroad are in force.

For further information, please refer to IATA - [click here](#)

Furthermore, airlines are registered in an EU country, and all departures out of the EU are subject to the EU Regulation No. 261 relating to the rights of airline passengers - [click here](#)

RESERVATIONS:

Top Rejser act only in the capacity as agent for the supplier(s) involved in the journey/transport, and said supplier(s), alone, is/are responsible for a full meeting of the transport agreement.

Furthermore, please be aware that special rules apply, if you, in order to obtain a saving, have bought tickets for non-connecting flights, as opposed to a purchase of tickets for connecting flights. We shall not be deemed liable for problems, if any, relating to the continuation of your journey by your use of the purchased tickets for the non-connecting flights. We shall be deemed liable only for errors directly relating to our own negligent or deliberate acts or omissions. We recommend you to take out insurance: Please contact Top Rejser.

IDENTIFICATION:

For most destinations, the airline in question requires that the identity of the passenger agrees with the name stated on the plane ticket. Therefore, an identity card with a photo is required at check-in. Always be in possession of your passport when travelling abroad. Most countries solely accept a passport as the only correct and valid way of identification.

As per June 26, 2012, all individuals must be in possession of their own passport when entering into and departing Denmark. These rules also apply to children under the age of 15. Many countries require that the passport is valid for at least 6 months after expected return (The Foreign Ministry a.o.) - [click here](#)

GOVERNING LAW AND JURISDICTION

Any dispute relating to the interpretation of the terms and any claim against Top Rejser A/S shall be ruled upon under Danish Law and under the jurisdiction of the Danish courts.

NAME:

The name stated in the passport and the name stated on the plane ticket **MUST** agree!!!
If you, at the time of booking, have stated an incorrect name and the ticket already is issued, the airline may reject to change the name stated to the correct name, and there will be no reimbursement of the price of the ticket. Always check the suggested itinerary at receipt and react promptly in the event of discrepancies in relation to the name stated in the passport.

PRICES:

The airfares stated in our quotation are valid only on the day of the submitted quotation. Therefore, a rising in taxes and duties, if any, will be imposed on the total price.

TRAVEL INSURANCES:

- Do you know who pays for the ticket?
- Are you covered during your shopping cross boarder?
- What if you decide to go skiing "off pist", or to go "paragliding" from a hilltop?
- What if you have a flat tyre on the way to the airport, or if you are stuck in traffic?

We are your experts on travel insurance, including the fine print. Please call us!

COMPLAINTS:

Complaints, if any, about errors or omissions ought to be presented directly to the supplier of the travel service in question, e.g. the airline, the hotel, the car rental company etc. Naturally, we can assist in handling your case of complaint. All complaints shall be submitted within a reasonable period of time, otherwise you will loose your right to complain about the error and/or omission.

Our assistance in relation to a case of complaint does not imply that we accept to bear the responsibility for the error/omission occurred, or that you be excused payment of costs, if any, relating to our assistance. Only if the errors and omissions are a result of our act or omission, you may require a free of charge assistance.

UNFORESEEN EVENTS:

We shall not be deemed liable for outside coming events, e.g. delayed luggage, cancellations, and delays due to the weather. We act solely as agent, and only the airline is responsible for carrying out the transport correctly.

In the event of strikes, we will assist you in changing your ticket. However, the change cannot be made, before the strike is a reality, and then exclusively in accordance with the directions of the airline affected by the strike.

If you wish to change or cancel your ticket before the strike is a reality, you can do this only in accordance with the common change and cancelation rules for the ticket(s) in question.

In the event of bankruptcy, we will offer guidance and help you procure the forms necessary in order to apply for compensation.

Please be informed that if you have purchased your trip as a package travel the rules and regulations of the Package Travel Act relating to bankruptcy apply (Danish version) - [click here](#)

VISA | VACCINATIONS:

It is the passenger's own responsibility to find out if the country of destination requires a visa for entry and/or a transit visa for a continuing trip. In the itinerary, we inform whether Danish nationals are required to obtain a visa, and we are happy to assist with a visa application. Nationals of other countries are referred to the embassy of their own countries for information. We are not liable if you at your destination check-in are rejected entry due to insufficient or invalid travel documents.

If the destination country has a vaccination programme, you must contact your own GP or Seruminstittet. Statens Seruminstitut (vaccination info) - [click here](#)

CHANGES | CANCELLATION:

The majority of flight tickets are subject to restrictions in connection with changes and cancellation.

The rules in force will be informed, when the ticket is booked. Changeable tickets are subject to the seating situation at the time of change and seats sold in various price ranges (i.e. supply and demand), for which reason an extra charge may apply in addition to the fee of change it self.

Top Rejser will not reimburse the service fee in the event of cancellation.

If you wish not to make use of the your departure, you ought to contact your regular agent with us, as airlines often reserve the right to cancel the remaining part of the trip, if departure is not made.



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