

Busbus Lapland General Terms and Conditions of Carriage

Updated: 29 October 2025

1. Applicable Contract Terms

1.1 These General Terms and Conditions of Carriage apply to charter services purchased through Busbus Lapland.

1.2 Unless otherwise provided in any applicable special terms, a Transport Contract in accordance with these terms shall be deemed to have been concluded once Busbus confirms the booking of the charter service.

2. Booking a Charter Service

2.1 The person making the booking (hereinafter the "Customer") makes the reservation on behalf of themselves and all passengers included in the booking (hereinafter the "Passenger(s)"), and is responsible for all obligations of the Passengers as if they were their own.

2.2 The Customer must be at least 18 years of age, and at least one adult must be present on board the bus as a supervisor.

2.3 For all confirmed charter services, the contractual partner of the Customer is Busbus Oy, Niittykatu 10 A 23, 02200 Espoo (hereinafter also "Busbus").

2.4 A booking may be made in the following ways:

2.4.1 Email booking The Customer may receive an offer from Busbus by email. The offer is not binding on either party, and Busbus reserves the right to withdraw or amend the offer. Once the Customer accepts the offer in writing, the agreement becomes binding on the Customer. A contract binding on both parties is deemed concluded at the moment Busbus sends a booking confirmation to the Customer. This may take between 0–5 working days.

2.4.2 Online booking The Customer may receive an offer via the booking service on Busbus's website. The offer is not binding, and Busbus reserves the right to withdraw or amend it. The Customer accepts the offer in writing by selecting "Book Trip" on the website, after which the agreement becomes binding on the Customer. A contract binding on both parties is deemed concluded at the moment Busbus sends a booking confirmation to the Customer. This may take between 0–5 working days.

2.5 The agreed price of the transport must be paid no later than 14 days before the scheduled departure time. If the booking is made less than 14 days before the scheduled departure, the agreed price must be paid immediately. The right of cancellation is defined in Section 4.1.

2.6 The subject of the agreement is the transport service between the departure and arrival points specified by the Customer (hereinafter the "Transport Contract"). The Customer has no right to demand that a specified number of passengers be carried in the same vehicle;

the agreed number of persons may be transported in several buses. The execution of the transport service remains at the sole discretion of Busbus.

3. Payment and Price

3.1 The due date for payment is indicated in the booking confirmation. More detailed information about accepted payment methods can be found on Busbus's website.

3.2 Busbus has the right to cancel the Transport Contract if the Customer has not paid the price of the trip by the due date. Should the Customer fail to make payment on time, Busbus reserves the right to charge reminder fees.

3.3 If Busbus's internal debt collection attempts fail, the collection may be transferred to an external service provider. Busbus has the right to transfer all debtor related personal data necessary for this purpose to the external service provider.

3.4 If the Customer is in arrears with any payment obligations towards Busbus, all other existing receivables arising from the same contractual relationship shall become immediately due and payable.

4. Changes and Cancellations

4.1 The Customer may cancel the trip at any time up to twenty-eight (28) days before the scheduled departure time free of charge. Cancellations must be made in writing.

4.2 After the booking has been made, changes may be made to the Transport Contract. Changes or deviations made by the Customer are permitted without additional charge only insofar as they are minor and do not affect the overall travel plan of the booked trip.

4.3 Busbus has the right to charge an additional fee for changes or deviations. Busbus will inform the Customer of any price adjustments either in writing or orally. The Customer must confirm the notified change in writing. Otherwise, the originally agreed booking terms shall apply.

4.4 Any agreements made directly between the Customer or Passengers and the operator or bus driver, and not approved by Busbus, are not part of the Transport Contract between the Customer and Busbus.

4.5 If the Customer cancels the trip 27 (twenty-seven) to 14 (fourteen) days before the scheduled start of the trip, Busbus will charge a fixed compensation of 75% of the agreed total price. Cancellations made fewer than 14 days before the scheduled departure are charged at 100% of the agreed total price. If the Customer has purchased Busbus's optional cancellation protection, the specific terms of that protection shall apply instead.

5. Obligations and Responsibilities of the Customer and Passengers

5.1 During the charter service, the Customer and Passengers must follow all instructions and orders given by the bus driver and Busbus representatives related to the execution of the journey.

5.2 The Customer or any Passenger must not behave in a manner that disturbs other Passengers or endangers their own or others' safety. If a Passenger materially breaches these obligations, they may be denied boarding or removed from the bus. In such cases, neither the Customer nor the Passenger is entitled to a refund, and the Passenger shall be responsible for any costs incurred for their own return journey.

5.3 Bus drivers are entitled to deny access to the bus to any persons who are under the influence of alcohol or drugs, who possess substances classified as narcotics, who behave disruptively or threateningly, or who otherwise fail to meet age, order, or other applicable rules.

5.4 For unavoidable reasons, the bus driver may, in exceptional cases, cancel the charter service for all Passengers. Busbus shall not be liable for compensation in such cases.

5.5 Smoking (including electronic cigarettes) is strictly prohibited on board the bus.

5.6 The Customer is responsible, on behalf of all Passengers, for any damages caused to Busbus or third parties by a Passenger through intentional, careless, or negligent conduct, including any breach of the aforementioned rules.

5.7 The Customer is responsible, on behalf of all Passengers, for any unusual cleaning (e.g. vomiting) and other damage caused to the bus (interior or exterior). The Customer is also liable for any additional costs incurred, such as extra stops or delayed departures caused by the Customer's or Passengers' negligence.

5.8 Busbus reserves the right to charge the Customer for all costs arising from damage caused by the Customer or Passengers. The Customer bears the burden of proof that they are not responsible for the damage, or not to the extent claimed.

5.9 The Customer and Passengers are required to use seat belts in accordance with legal requirements, where available on the bus. The Customer must immediately notify the bus driver or Busbus of any missing or defective safety features in the vehicle.

6. Special Obligations and Responsibilities of the Customer

6.1 Notification Duty for High Risk Journeys

6.1.1 The Customer is obliged to inform Busbus of any so-called "high-risk" charter journeys at the time of booking. It is recommended to use the "Comments" field for this purpose. "High-risk" journeys refer in particular to trips that may pose a safety risk along the route — for example, transport to demonstrations — where police protection may also be expected.

6.1.2 If, after the conclusion of the contract, there are indications that a journey constitutes a "high-risk" charter, Busbus reserves the right to cancel the Transport Contract. If the contract is cancelled at Busbus's initiative, the Customer will be notified immediately in writing.

6.1.3 If the Customer fails to inform Busbus of a “high-risk” charter, Busbus has the right to interrupt the journey. In such cases, the Customer or Passengers are not entitled to claim damages from Busbus for any losses resulting from the interruption, unless Busbus is guilty of wilful misconduct or gross negligence. Busbus reserves the right to submit claims for compensation against the Customer regardless of the legal basis.

6.1.4 Transport is provided only on roads suitable for buses. If the addresses provided in the booking cannot be reached with the vehicle used, Busbus reserves the right to propose an alternative pick-up point or to drive to the nearest possible location. Unilateral driving instructions provided by the Customer are not permitted and shall not be followed by the driver. However, if the driver, in exceptional circumstances, does follow the Customer’s instructions, Busbus reserves the right to charge the Customer for any additional costs incurred.

6.1.5 When entering into the contract, the Customer must provide their mobile phone number to Busbus to ensure necessary communication. The Customer agrees to remain reachable at this number during travel times.

6.2 Obligations for International Journeys

6.2.1 In international charter journeys, the Customer is solely responsible for ensuring that all Passengers comply with passport, visa, currency, customs, and health regulations. The Customer is liable for any issues arising from failure to comply with these rules.

6.2.2 In cross-border transport, the Customer must carry all documents and identification required for border crossing and present them upon request to Busbus representatives or the bus driver.

6.2.3 If the Customer lacks valid travel documentation, Busbus’s obligation to provide transport shall lapse.

6.2.4 To expedite customs inspections, luggage should remain unlocked.

6.2.5 The Customer may only carry goods that are duty-free according to their type and quantity.

7. Children and Young Persons

7.1 We recommend that children aged 0–3 years travel in child safety seats. During the journey, child seats must be secured using the seat belts provided in the bus. Responsibility for the child’s safety rests with the accompanying adult. The bus driver is entitled to refuse transport if an appropriate child safety seat is not available.

8. Luggage and Special Luggage

8.1 The Customer is responsible for loading and unloading luggage.

8.2 Groups of up to 35 persons may bring one piece of hand luggage (max. 42 × 30 × 18 cm) per Passenger. For groups of 36 persons or more, each Passenger may bring one piece of hand luggage (max. 42 × 30 × 18 cm) and one piece of luggage (max. 67 × 50 × 27 cm).

8.3 Derogations from clause 8.2 are permitted by written agreement with Busbus. Transport of additional luggage is possible only if there is space on the bus and the Customer has received written confirmation from Busbus. Additional and special luggage may be subject to a supplementary charge.

8.4 Notwithstanding clause 8.2, the carriage of special luggage (including musical instruments, skis, snowboards, pushchairs, and bicycles) may be allowed, provided that Busbus has been notified in advance. Carriage of such items is possible only if there is space on the bus and the Customer has received written confirmation from Busbus. Transporting instruments in hard cases is recommended. Pushchairs must be foldable. Additional and special luggage may be subject to a supplementary charge.

8.5 Valuables such as cash, jewellery, precious metals, keys, glasses (sunglasses and/or reading glasses), electronic devices (laptops, tablets, music players, mobile phones, cameras), contact lenses, prosthetics, medicines, and important documents (diplomas, certificates, powers of attorney, passports, driving licences, securities) and fragile items must be carried in hand luggage, not in hold luggage, and each Passenger is responsible for them. If Passengers nevertheless place valuables in their hold luggage, Busbus accepts no liability for damage to or loss of such items, and neither the Customer nor the Passengers shall have any right to claim compensation from Busbus on that basis.

8.6 Hand luggage must be stored and supervised in the passenger compartment so as not to compromise safety or inconvenience other passengers. Hand luggage should primarily be placed under the seat in front of the Passenger. Hand luggage and its contents remain under the Passenger's control for the entire journey and must be appropriately supervised. Passengers are requested to check the completeness of their hand luggage before the journey ends.

8.7 Dangerous substances and items are not permitted in luggage, in particular:

8.7.1 Explosive, flammable, radioactive, malodorous, or corrosive substances.

8.7.2 Unpacked or unprotected items that may injure passengers, such as weapons, ammunition, and pyrotechnics.

9. Carriage of Animals

9.1 As a rule, dogs and other animals are not permitted on charter buses. Exceptions may be agreed in writing.

9.2 Assistance and guide dogs are carried free of charge. The Customer must notify Busbus in writing of the need to transport assistance or guide dogs at the time of booking.

10. Liability for Damages

10.1 The Customer is entitled to compensation for damage caused by an error on the part of Busbus. Busbus shall pay compensation to the Customer without undue delay.

10.2 However, the Customer is not entitled to compensation if Busbus demonstrates that:

10.2.1 the error is due to the Customer or a Passenger;

10.2.2 the error is due to third parties unconnected with the provision of the charter service and could not reasonably have been foreseen or prevented; or

10.2.3 the error is due to force majeure.

10.3 The Customer must endeavour to mitigate the damage to the best of their ability. Busbus is not liable for damage caused by the Customer's own negligence.

10.4 Compensation payable to the Customer shall be determined on the basis of the amount of damage suffered, but shall never exceed the price of the Transport Contract. This limitation does not apply to personal injury, nor to other damage caused intentionally or by negligence.

10.5 To obtain compensation, the Customer must demonstrate that there is an error in Busbus's performance and that the damage suffered is causally linked to that error. The claimant also bears the burden of proof for the amount of the damage.

10.6 Busbus is not liable for damage resulting from unavoidable and extraordinary circumstances beyond its control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Such circumstances may include, for example, official orders, acts of war, other serious security issues such as terrorism, serious disturbances, significant risks to human health such as the occurrence of a serious disease at the destination, or natural disasters such as floods, earthquakes, or weather conditions that make the agreed safe travel to the destination impossible or otherwise materially affect the execution of the trip. Interruptions to essential services, such as electricity or fuel supply due to natural disasters or strikes, may also constitute such reasons.

10.7 For the reasons mentioned above that were not foreseeable at the time of concluding the Transport Contract, Busbus has the right to terminate the contract.

10.8 Contractual claims become time-barred one year after the end of the charter service. The limitation period is suspended while Busbus and the Customer are negotiating the claim or the circumstances relating to the claim. The suspension ends if either party refuses to continue negotiations. Statutory limitation periods apply to claims arising from unlawful acts.

10.9 Responsibility for delays

10.9.1 Busbus is not liable for minor delays in departure of less than thirty (30) minutes. This does not apply if the delay is due to wilful misconduct or gross negligence by Busbus.

10.9.2 Busbus is not liable for delays in arrival time. Any arrival time information provided at the time of booking is merely an estimate based on experience and takes into account driving and rest times. It is expressly noted that Busbus is not responsible for delays caused by traffic, weather, or by the Customer or Passengers.

10.9.3 The Customer has no right to demand compliance with a specific travel time. However, the Customer may present a claim if the delay is due to Busbus's wilful misconduct or gross negligence.

10.10 Busbus is not liable for loss of luggage resulting from improper placement of luggage or theft, except in cases of wilful misconduct or gross negligence.

10.11 Busbus is not liable for damage resulting from the Passenger's incorrect packing of luggage, except in cases of wilful misconduct or gross negligence.

10.12 Busbus, the bus driver, or other staff do not assume responsibility for the loading of luggage, except in cases of wilful misconduct or gross negligence.

10.13 Busbus's contractual liability for damage that does not arise from an accident and does not involve bodily injury is limited to EUR 1,000 per claim, unless the damage was caused intentionally or by gross negligence.

10.14 The level of compensation in cases of death or personal injury is limited to the amount payable under the bus's motor liability insurance.

10.15 The above limitations and caps on liability do not apply to mandatory liability laid down by law.

11. Customer Rights and Refunds

11.1 If problems arise during the journey, the bus driver is the primary point of contact. If the issue cannot be resolved with the bus driver, the Customer may contact Busbus's on-call customer service.

11.2 There is an error in Busbus's performance if the journey, in terms of services or other arrangements, does not correspond to what has been agreed or can be considered agreed.

11.3 Complaints and claims for compensation must be submitted in writing.

11.4 When travelling by bus, in the event of a delay the Customer may request compensation of the charter price from Busbus as follows:

11.4.1 The Customer may request compensation from Busbus if departure from the point of origin is delayed for reasons not attributable to the Customer. Compensation may be requested as follows:

11.4.1.1 10% (max. EUR 150) if departure from the point of origin is delayed by at least thirty (30) minutes;

11.4.1.2 15% (max. EUR 250) if departure from the point of origin is delayed by at least one (1) hour;

11.4.1.3 20% (max. EUR 500) if departure from the point of origin is delayed by at least two (2) hours;

11.4.1.4 40% (max. EUR 500) if departure from the point of origin is delayed by at least four (4) hours.

11.4.2 The amount of compensation is calculated based on the portion of the trip (e.g. outbound and return separately). Compensation cannot exceed the original price paid for the trip.

11.4.3 The Customer may request a refund of the entire price if the charter service is cancelled in full.

11.4.4 However, the Customer is not entitled to compensation under clauses 11.4.1 and 11.4.3 if the delay or cancellation was due to weather conditions that jeopardise the safe operation of the charter service or to exceptional circumstances affecting the provision of the charter service that could not have been avoided even if all reasonable measures had been taken.

12. Governing Law and Dispute Resolution

12.1 These General Terms and these General Conditions of Carriage are governed by Finnish law (excluding its conflict-of-laws rules and principles).

12.2 If a dispute concerning the contract cannot be resolved through negotiations between the parties, a consumer may bring the matter before the Consumer Disputes Board (www.kuluttajariita.fi). Before taking the matter to the Consumer Disputes Board, the consumer must contact Consumer Advisory Services (www.kuluttajaneuvonta.fi). A Passenger may also bring the dispute before the district court of their domicile. The Customer may also use the European Commission's online dispute resolution service: <http://ec.europa.eu/odr>.

12.3 Disputes between business customers and the service provider shall always be settled at the Helsinki District Court, unless otherwise agreed.

13. Privacy Notice

13.1 By using Busbus, you accept the processing of your personal data in accordance with applicable data protection laws. Further information and the privacy notice are available at www.busbus.fi.