TRAVEL TERMS AND CONDITIONS

for Arlanda express

Issued on 27 October 2026

1. INTRODUCTION

1.1 A-Train AB ("**A-Train**") operates rail traffic between Stockholm Central and Stockholm Arlanda Airport under the "Arlanda express" brand ("**Arlanda express**").

1.2 The main parts of A-Train's and the Passenger's rights and obligations are regulated by the Swedish Act (2015:953) on the rights of public-transport passengers, Regulation (EC) No. 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers' rights and obligations (PRR), and the Swedish Rail Traffic Act and other statutes.

1.3 These general terms and conditions (hereinafter referred to as "**Travel Terms and Conditions**") are applicable to all agreements entered into between A-Train and Passengers concerning the transportation of Passengers and luggage by A-Train. These Travel Terms and Conditions are also applicable should A-Train use a means of transport other than a train to perform the agreed transportation.

1.4 The Travel Terms and Conditions, and related price plans, apply to all travelling with Arlanda express, unless otherwise stated in Sections 1.5 – 1.6 below.

1.5 Journeys with resplus tickets are subject to special travel and purchase terms and conditions (the travel and purchase terms and conditions for such tickets are currently available on Samtrafiken's website: http://www.samtrafiken.se).

1.6 From time to time, relevant sections of the Travel Terms and Conditions may be supplemented or replaced in accordance with mandatory legislation.

1.7 These Travel Terms and Conditions are available on Arlanda express' website (www.arlandaexpress.com). The Travel Terms and Conditions are referenced at the back of every paper format Travel Voucher.

1.8 Special terms and conditions may apply to Travel Vouchers purchased under our time-limited campaigns and offers, as made available from time to time. Such special terms and conditions are set out in the campaign, the ticket or otherwise in connection with the purchase (e.g. in the ticket confirmation).

2. DEFINITIONS

2.1 "**Adult**" means a Passenger from the age of 26 up to, and including, 64 years.

2.2 "**Child**" means a Passenger from the age of zero up to, and including, 17 years.

2.3 "**Delay**" means the difference in time between when a Passenger should have arrived at the Final Destination, according to the published timetable, and the Passenger's actual (or expected) arrival time.

2.4 "**Final Destination**" means the final destination for a Trip with Arlanda express, which is either Stockholm Central Station or Stockholm Arlanda Airport.

2.5 "**Passenger**" means an individual who has a Valid Voucher, and who travels or intends to travel with Arlanda express.

2.6 "**Pensioner**" means a Passenger of the age of 65 or above, or individuals who can present a valid certificate from either the Swedish Social Insurance Agency (*Sw. Försäkringskassan*) or the Swedish Pensions Agency (*Sw. Pensionsmyndigheten*).

2.7 "**Traffic Officer**" means a driver, on-board staff, inspector or customer-service staff who wears a uniform or tag, or other item to distinctly indicate that he/she is a Traffic Officer.

2.8 "**Travel Voucher**" means a digital or physical ticket for a Trip with Arlanda express (including travel pass (*Sw. resepott*)).

2.9 "**Trip**" means a trip with Arlanda express to a Final Destination, unless the ticket is a resplus ticket, in which case another carrier may also provide passenger transport, and the trip then refers to a trip to an end destination for a trip with the resplus ticket.

2.10 "**Valid Voucher**" means a Travel Voucher issued or approved by A-Train with a remaining validity period, that is carried on every Trip, correctly charged, validated and stamped.

2.11 "**Youth**" means a Passenger from the age of 18 up to, and including, 25 years.

3. TIMETABLES AND TARIFFS

3.1 A-Train determines the from time-to-time applicable timetables and tariffs and reserves the right to change these. Temporary changes in the timetable may also occur, for example, in the case of track or road renovations, major events, etc. The from time-to-time applicable timetables and tariffs are available at Arlanda express' service points at Stockholm Central Station and through Arlanda express' digital media channels, such as its website and app.

3.2 The tariff is determined by the Passenger's Travel Voucher and age. An identification document must be presented upon request. If no such identification can be presented, the fee for Adults shall be paid.

4. TRAVEL VOUCHER

4.1 A Valid Voucher is a confirmation of the agreement between A-Train and the Passenger, and includes the Travel Terms and Conditions.

4.2 The Passenger is responsible for having a Valid Voucher ready for presentation throughout the Trip.

4.3 Travel Vouchers can be purchased at Arlanda express' service points, or through Arlanda express' website or app. Travel Vouchers can also be purchased in conjunction with journeys at ticket vending machines or onboard Arlanda express.

4.4 Unless otherwise explicitly stated in the terms and conditions of specific types of tickets, a Travel Voucher may not be transferred or returned once the Trip has begun. A Travel Voucher that is explicitly stated to be personal for a named individual is valid solely for that individual.

4.5 Passengers may travel with all Arlanda express' trains for which the Travel Voucher is valid, subject to any restrictions that may be announced or otherwise communicated. However, A-Train cannot guarantee the Passenger a seat during the Trip.

Controls and additional charges

4.6 Anyone who upon an inspection cannot present a Valid Voucher and who refuses to buy a Travel Voucher on board the train will incur an additional charge of SEK 1,200. In such case, a police report may also be filed.

4.7 Traffic Officers are entitled to check that a Passenger has a Valid Voucher at any time during the Trip. During such inspection, Passengers are required to present or hand over a Valid Voucher and any supplementary documents, such as personal identification and a valid certificate from the Swedish Social Insurance Agency or the Swedish Pensions Agency, to the Traffic Officer. If such documents are not presented, the Traffic Officer is entitled to impose an additional charge in accordance with Section 4.6 above.

4.8 Passengers whose Valid Voucher or supplementary document(s), such as a student card, are registered in their mobile phone are obligated to temporarily hand over the mobile phone to the Traffic Officer, should the Traffic Officer deem this necessary in order to perform the inspection. The Passenger is responsible for having the Travel Voucher or any supplementary documents ready for presentation throughout the Trip. Lost Travel Vouchers are not reimbursed.

4.9 Misuse of Travel Vouchers is punishable by law, and may lead to confiscation or withdrawal of the Travel Voucher and the issuing of additional charges in accordance with Section 4.6.

4.10 Passengers who fail to present a Valid Voucher or an onboard ticket, and who refuse to pay the additional charge may be requested to leave the train.

Refunds and rebooking

4.11 Refund of Travel Vouchers are possible within the validity period of the Travel Voucher, as long as the product is refundable and, has not been activated or a Trip with the Travel Voucher has commenced, and upon presentation of a receipt from the purchase. A non-refundable Travel Voucher is also non-rebookable. A Travel Voucher loaded with multiple

tickets is deemed to be activated in conjunction with the commencement of the first Trip with the Travel Voucher and, accordingly, remaining tickets on the Travel Voucher are not refundable. However, please see Section 10.8 regarding the right to cancel an agreement regarding purchase of a Travel Voucher loaded with multiple tickets under certain conditions.

4.12 If a Travel Voucher that is issued by A-Train is returned prior to the expiry of the ticket's validity period, and before it is activated or a Trip with it commences, the price for the Travel Voucher is repaid, unless otherwise stated on the Travel Voucher.

5. GENERAL REGULATIONS DURING THE TRIP

5.1 Passengers are obligated to comply with the Swedish Railways Act (2004:519), the Swedish Public Order Act (1993:1617) and any applicable legislation, and any special regulations that may be issued from time to time. The same shall apply to the guidelines and instructions of a Traffic Officer. Those who do not comply with these regulations may be rejected from the train and consequently lose their right to travel, without being entitled to any repayment of the fee for the Travel Voucher.

5.2 Individuals who are intoxicated, who carry such property as described in Section 6.2 below, or who act in a manner that causes suspicion that they will disturb the peace and order or in any other manner endanger the safety of the traffic, or of a person or property, may be denied boarding and lose their right to travel, without being entitled to any repayment of the fee for the Travel Voucher.

5.3 On and off-boarding is normally permitted solely at stations or designated stops. In the event that on and off-boarding has to occur at other locations, the instructions issued by Traffic Officers must be obeyed. When the train is in motion, all on and off- boarding is prohibited, as is the opening of doors. Doors that are being closed may not be blocked or forcefully opened.

5.4 On trains or at stations, on platforms or at stops within the Arlanda express area, it is prohibited to touch operating devices and signaling facilities, and misuse alarm devices, emergency door openers, rescue equipment or similar equipment, or in any other manner disrupt, block or attempt to disrupt the traffic.

5.5 No alcoholic beverages may be consumed onboard the Arlanda express.

5.6 Smoking and the use of e-cigarettes are prohibited onboard the Arlanda express, as well as in premises or other spaces located indoors, outdoors or underground that are intended for use by those travelling with Arlanda express.

5.7 Food must be consumed in a manner that does not inconvenience other Passengers.

5.8 During the Trip, radios, music players, mobile phones, music instruments or similar items may not be used in a manner that disturbs or

inconveniences Traffic Officers or other Passengers.

5.9 On the trains, platforms, in the waiting areas and other areas and premises that A- Train has at its disposal, filming or photographing for commercial purposes, sales activities, interviews, distribution of advertising or similar are prohibited, unless special permission has been obtained from A-Train.

Children travelling alone

5.10 A Child under the age of eight years may not, due to safety reasons, travel alone with Arlanda express. This means that a Passenger of the age of 18 years or older must travel with, and be responsible for, the Child during the Trip, unless otherwise stated in Section 5.11 below.

5.11 As regards a Child above the age of eight, the Child's guardians may decide that the Child may take the Trip alone. The Child's guardians may also decide that such Child may be responsible for a Child under the age of eight during the Trip. However, the Child's guardians are solely responsible for these decisions and A-Train does not have any special responsibilities with respect to helping or assisting Children that are travelling alone (for example during evacuation or traffic disruptions).

6 LUGGAGE

Personal luggage

6.1 The Passenger may bring personal luggage consisting of bags or objects of reasonable dimensions that are easily carried off and on Arlanda express by the Passenger. For this luggage, the Passenger is entitled to utilise the space above and below his/her seat, or other locations on the train specifically designated for luggage. Personal luggage is to be stored without causing inconveniencing to other Passengers and may not be placed on seats or block any evacuation routes.

6.2 The following types of personal luggage may not be brought onboard:

1. dangerous goods (goods that may pose a risk to health, safety, property or the environment when transported, such as explosive and flammable items),

2. firearms, unless a component vital to the weapon's function is removed and stored separately from the weapon,

3. other objects that may cause inconvenience or discomfort to fellow Passengers or A-Train, or which can cause damage,

4. living animals, with the exceptions set out in Section 6.9 below.

Bicycles

6.3 Subject to the space available, one conventional bicycle (includes electric bicycle) per Passenger may be taken onboard the Arlanda express.

6.4 Electric-powered vehicles intended for the transportation of an individual (such as Segways or electric mopeds) are not considered as a bicycle under these terms and conditions and may not be taken onboard the Arlanda express. However, mobility aids permitted under Section 8.4 may be carried on the Arlanda express, as well as hoverboards and electric kick-bikes (which must not, however, be used onboard).

6.5 Bicycles must be placed in specifically marked and designated spaces and secured with special harnesses, if such is available.

Prams

6.6 Subject to the space available, prams may be taken onboard free of charge and should be stored in the spaces designated for them. The brakes on the Pram shall be locked. Harnesses for prams are to be used, if available.

6.7 Prams may not be placed in a manner that obstructs Passengers or blocks evacuation routes.

Pets, guide dogs, etc.

6.8 Dogs or other small-sized pet that do not cause inconvenience to other Passengers may be brought along on the Trip free of charge, and shall then travel in the designated and specially indicated space on the train, or in accordance with Traffic Officer's instructions. Pets may only be taken onboard the train in specially indicated carriages. During the Trip, pets are to be kept on a leash or in bags or cages intended for the purpose. Pets may not be placed on the seats.

6.9 Passengers with pets are responsible for their pets, and may be denied boarding or told to leave the train if the pet is deemed to disturb other Passengers or Traffic Officers.

6.10 Guide dogs and service dogs for the personal assistance of a specific Passenger may be taken onboard free of charge and travel with the Passenger in any location onboard the train.

The Passenger's responsibilities

6.11 Passengers are to personally supervise their bags, bicycle, pram, wheelchair, pet or other accompanying luggage. The Passenger is personally responsible for damage to or the theft of his/her luggage, as well as damage that his/her luggage may cause to A- Train, the train, Traffic Officer, another Passenger, or property brought by another Passenger.

6.12 Should A-Train be liable for compensation to another Passenger or third party for damage caused by luggage as described above, the Passenger

who brought the luggage in question shall indemnify and hold A-Train harmless against such costs.

7 LOST AND FOUND PROPERTY

7.1 Lost property found on Arlanda Express shall be handed over to a Traffic Officer, or to someone else that the Traffic Officer refers to, without any right to compensation. Lost property is handled by A-Train in accordance with the Swedish Lost Property Act (1938:121). Upon finding lost property, A-Train is entitled to discard items of insignificant or no economic value.

7.2 Should the owner of specific lost property remain unknown after three (3) months from the date when it was found, or should the owner not retrieve the lost property within one (1) month from date that he/she is informed about the finding, A-Train is entitled to discard or sell the lost property.

7.3 Objects lost or left on Arlanda express trains are to be reported to Arlanda express' customer service department or via Arlanda express' website (www.arlandaexpress.com) within reasonable time.

8 SERVICES FOR INDIVIDUALS WITH DISABILITIES

8.1 Passengers with disabilities are entitled to free of charge assistance by Traffic Officers in conjunction with payment for a Trip.

8.2 Passengers with disabilities are entitled to free of charge assistance by Traffic Officers during the Trip and when on and off-boarding.

8.3 Should a disability assistance attendant be required at Stockholm Arlanda Airport for helping a Passenger with a disability to get to and from Arlanda express' platforms to a respective terminal and airline, the Traffic Officer must be notified prior to departure or while onboard the train, in connection with the inspection of the Travel Vouchers.

8.4 Subject to the space available, a wheelchair, rollator, powered wheelchair and other similar mobility aid may be brought onboard free of charge, provided that the aid is no more than 80 cm wide, 120 cm long and weighs no more than 300 kg including the Passenger.

8.5 During a Trip, wheelchairs or equivalent mobility aids are to be placed at designated locations, if any, with their brakes locked. During a Trip, the Passenger may travel seated in a wheelchair.

8.6 When harnesses for wheelchairs or other mobility aids are available, they are to be used by the Passenger throughout the Trip. Traffic Officers are to ensure that the wheelchair is fastened when such equipment is available.

8.7 More detailed information to individuals with disabilities or reduced mobility regarding their possibilities to travel, the accessibility of

the traffic services, and the possibilities to get on and off the train can be obtained via Arlanda express' customer service or via Arlanda express' website (www.arlandaexpress.com).

9 COMPENSATION FOR DELAYS

Compensation for traffic delays

9.1 In case of Delay, a Passenger may claim compensation in accordance with Sections 9.2 – 9.7 below. To be eligible for compensation in accordance with Sections 9.2 – 9.7, a Passenger must plan their Trip in such a manner that the Passenger arrives at the Final Destination well ahead of the time it must change to any connecting journey. In addition to what is set out below, the special travel terms and conditions for resplus journeys also apply to a Passenger travelling on a resplus ticket (see Section 1.5 for a link to the terms and conditions applicable for resplus tickets).

Compensation according to Sections 9.2 – 9.6 complies with the provisions of the Swedish Act on the Rights of Public Transport Passengers (2015:953). A-Train thereby (except for certain special regulations related to trips with resplus tickets) fulfils its statutory obligations to provide compensation. Compensation for Delays that is offered according to section 9.7 is usually in addition to what A-Train is legally obligated to offer Passengers in case of a Delay.

Actual Delays exceeding 20 minutes

9.2 If a Passenger arrives at its Final Destination with a Delay of more than 20 minutes, the Passenger is, provided that no claim is made for compensation under Section 9.4 for anticipated Delay, entitled to a price reduction and refund in accordance with the following:

a) 50 per cent of the fare that the Passenger has paid for the Trip or a new Travel Voucher valid for one year, if the Delay is more than 20 minutes,

b) 75 per cent of the fare that the Passenger has paid for the Trip or a new Travel Voucher valid for one year, if the Delay is more than 40 minutes, and

c) the full amount of the fare that the Passenger has paid for the Trip or a new Travel Voucher valid for one year, if the Delay is more than 60 minutes.

9.3 The Passenger is not entitled to a price reduction according to 9.2 if the delay has been caused by circumstances that cannot be attributed to the railway operation itself and that the carrier could not have avoided or prevented the consequences of even if the carrier had exercised the care required by the circumstances. Law (2023:264).

Anticipated Delays of 20 minutes or more

9.4 If there are reasonable grounds to assume that a Trip will lead to a Delay by more than 20 minutes, the Passenger is entitled to compensation for reasonable costs for other transport to reach its Final Destination (i.e. either Stockholm Arlanda Airport or Stockholm Central Station - if the Passenger travels a longer distance, A-Train will reimburse the Passenger with the fixed price that Taxi Stockholm charges for a journey between Stockholm Central and Stockholm Arlanda Airport or vice versa). This also applies in the absence of an agreement on transport for the Trip that is anticipated to be Delayed, if the Passenger has made specific arrangements to travel with Arlanda express (have appeared on the platform prior to departure).

9.5 If the Passenger has not paid for the Trip, A-Train may deduct the cost that would have been incurred by the Passenger if it had paid for the Trip. The starting point is that the cost that would have been incurred by the Passenger is the current fare for a single Adult ticket. If it turns out that the Passenger, when claiming compensation from A-Train, was a Child, Youth or Pensioner when the Delay occurred, the actual fare for a single Child, Youth or Pensioner ticket will be deducted instead.

The maximum amount of compensation per Passenger for an anticipated Delay under Section 9.4 is 1/40 of the price base amount pursuant to Chapter 2, Section 7 of the Social Insurance Code of the year that the Trip should have been completed. The compensation will not increase when sharing a ride with other travelers.

9.6 Compensation for other transport in the event of an anticipated Delay is paid for the means of transportation that would have been a satisfactory alternative for the Passenger (such as taxi or airport bus).

In order to receive compensation under Section 9.4, the Passenger must submit its receipts to A-Train. Receipts must include the following information: purchase date, type of service, number of kilometers driven, price including VAT, company name, organization number, and address of the company that performed the service. If this information is missing, A-Train will reimburse the traveler with the fixed price that Taxi Stockholm charges for a trip between Stockholm Central and Stockholm Arlanda Airport or vice versa.

Arlanda express' travel time guarantee

A Delay that leads to the Passenger being stuck on the train for 50 minutes or longer

9.7 If the Trip, from when the train has left the platform, takes more than 50 minutes to reach the Final Destination, a Passenger onboard such Delayed train, is entitled to:

a) the fare, or some of the fare, that the Passenger has paid for the Trip in accordance with Section 9.2, alternatively a new Travel Voucher valid for one year.

b) compensation for the actual, reasonable additional costs incurred by rebooking a ticket for connecting transport (for a connecting trip with the

same type of transport to the intended end destination) from Stockholm Arlanda Airport or Stockholm Central Station, or the cost of a new ticket for the same connecting transport (please note that special terms and conditions apply for a journey with a resplus ticket).

In order to receive compensation under this Section 9.7, the Passenger must submit tickets and receipts to A-Train.

The maximum amount of compensation per Passenger under this Section 9.7 is 3/10 of the price base amount pursuant to Chapter 2, Section 7 of the Social Insurance Code of the year that the Trip should have been completed.

10 GENERAL LIABILITY

A-Train's liability

10.1 A-Train is liable for damage arising as a result of the decease or physical or psychological damage due to an accident related to the operations of the rail service, and which occurs while the Passenger is onboard, or boarding or leaving the Arlanda express train. A-Train is not liable for damage occurring before or after the Passenger has travelled with the train (such as damage that occurs in connection with the use of escalators, elevators or any other contexts unrelated to the operation of the rail service).

10.2 A-Train is not liable for damage as set out in Section 10.1:

a) if the accident was caused by circumstances not attributable to the actual operation of the rail service and which A-Train could not have avoided or prevented, even if A- Train exercised the care required by the circumstances,

b) to the extent that the accident was due to the fault or negligence by the Passenger,

c) if the accident was due to the behavior of a third party that A-Train could not have avoided or prevented the consequences of, even if A-Train exercised the care required by the circumstances. A different company that uses the same infrastructure shall not be regarded as a third party. The right of recourse from third parties shall not be impacted.

10.3 For property carried by the Passenger, or luggage accompanying the Passenger onboard the train, that is lost or damaged and that has no relation to personal injury, A-Train will only be responsible if the fault or negligence is attributable to A-Train. The responsibility hereof is limited to half of the price base amount, unless A-Train willfully caused the damage or acted in a grossly negligent manner. However, full-value compensation will be paid for lost or damaged aids specifically customized for disabilities.

10.4 A-Train is not liable for damage which the Passenger may suffer due to the Passenger's negligence of the train's departure time, due to the Passenger boarding the wrong train or carriage or due to the Passenger's failure to leave the train at his/her designated station. Further, A-Train is not liable for the damage the Passenger may experience due to not taking the time to change to

any potential connecting journey into account.

10.5 A-Train is in no event liable for any loss of business, loss of profit or otherwise for indirect or consequential damages.

10.6 A-Trains liability for Delays are set out in Section 9.

The Passenger's liability

10.7 The Passenger is liable for any damage incurred by A-Train, or another Passenger (including their property), which is caused by the Passenger by intent or by negligence. The Passenger is also liable for personal injury and damage to property caused by its luggage. This also applies if the luggage is placed in such a manner that the Passenger is unable to keep it under supervision.

Withdrawal from agreement regarding purchase of Travel Voucher loaded with multiple tickets (e.g. the travel pass "resepotten").

10.8 The Passenger may, during the validity period of the Travel Voucher, withdraw from the agreement concerning the purchase of a Travel Voucher loaded with multiple tickets (for example the travel pass "resepotten") if Arlanda express' traffic offering is changed, after the purchase, in a manner that deviates from what the Passenger had reason to assume at the time of the purchase and the deviation is of material importance to the Passenger. If a Passenger withdraws from the agreement regarding the purchase of a Travel Voucher loaded with multiple tickets, the Passenger is entitled to a refund of the portion of the price of the Travel Voucher pertaining to the remaining, non-used, tickets loaded on the Travel Voucher.

11 COMPLAINTS, CLAIMS FOR COMPENSATION, AND SETTLEMENT OF DISPUTES

Complaints

11.1 The Passenger has a right to compensation for certain expenses due to disturbances in the train service, see Section 9 above. The Passenger may claim compensation in accordance with Section 9 only if the Passenger notifies A-Train about his/her intention to invoke a Delay (claim) within a reasonable time after the completion of the Trip, or the time when the Trip should have been completed if the transportation service had been performed. A notice submitted within two months after the completion of the Trip, or the time that it should have been completed, is always considered to be as a timely submission. If a complaint notification has been sent in an appropriate manner, the complaint is deemed to have been made at the time of its submission.

11.2 As a starting point, any other complaints shall be submitted in writing to Arlanda express' customer service within a reasonable time, but no later than two (2) months after completion of the Trip.

Making a claim for compensation

11.3 A Passenger wishing to receive compensation in cash from A-Train shall indicate the amount requested and provide information regarding what type of cost or damage the compensation is requested for, e.g. for journey with other means of transportation or damaged luggage and, if A- Train requests, provide information about any potential insurance cover. The Passenger shall prove that the cost/damage has been incurred by the Passenger and the amount of it, preferably through providing its receipts. The extent of the damage must be proved in the same way. A-Train reserves the right to estimate the damage and costs to a reasonable amount if the Passenger cannot prove the extent of the cost/damage and the amount of compensation is not determined by law.

11.4 With regards to reasonable costs for other transport to reach the Final Destination, A- Train compensates travel with own car (for the route between Stockholm Central Station and Stockholm Arlanda Airport) in accordance with the Swedish Tax
Authority's standard for business travels with own car, unless the Passenger can prove a higher, and justifiable, cost than the standard.

11.5 Compensation is paid via a bank transfer. For Travel Vouchers purchased via Arlanda express' website, app or ticket vending machines, the refund is made to the same payment method, e.g. credit or debit card used to pay for the Trip.

11.6 Information regarding how and where the Passenger can claim compensation from A- Train is provided by all points of sales for Arlanda express.

Settlement of disputes

11.7 Should the parties be unable to resolve the disputes concerning the interpretation or application of the Travel Terms and Conditions, the dispute may be resolved by a general court.

11.8 As a consumer, you can also refer a claim for alternative dispute resolution as follows:

- You can report a dispute or disagreement in connection with the Travel Terms and Conditions or our services to the National Board for Consumer Disputes (*Sw. Allmänna Reklamationsnämnden*) (postal address: P.O. Box 174, SE-101 23, Stockholm, Sweden); or

- You can get online help resolving disputes with traders without going to court via the EU Commission's dispute resolution website.

12 PERSONAL DATA

12.1 A-Train processes certain personal data about its customers and Passengers. For details on how A-Train processes such personal data, please see A-Trains Privacy Policy.

13 EFFECTIVE DATE

13.1 These Travel Terms and Conditions are effective as of 27 October 2026.