

## Terms and Conditions

### Product Description:

The **SILVER PACKAGE** includes either 4 single trips or 2 return trips in 2-berth inside cabins with a car (<1.85 m height, < 5m length), priced at 480 €.

The **GOLD PACKAGE** includes either 8 single trips or 4 return trips in 2-berth inside cabins with a car (<1.85 m height, < 5m length), priced at 920 €.

Customers have the option to upgrade to a 4-berth inside cabin for an additional 75 EUR (Silver) and 72 Eur (Gold) or to a 4-berth seaview cabin for an additional 90 EUR (Silver) and 86 Eur (Gold).

Tickets are valid for travel for 12 months from the date of purchase. All outward crossings must be completed within their 12-month validity. After 12 months DFDS reserves the right to retain unused credit.

### Payment:

Customers are required to pay for the full package at the time of booking.

### Redemption:

Within 72 hours of booking, customers will receive an email containing a link to a web page for redemption.

Tickets purchased must be redeemed for the same route and are non-transferable to any other routes.

Tickets can be purchased up to three days before the desired departure date.

When redeeming your tickets, you will be required to pay 1 EUR per booking.

We will deduct 1 EUR (paid by customer on the redemption step) from the ETS surcharge and customers will receive a confirmation with the remaining amount to be paid (rest of ETS and any other extra's).

### Emission Surcharge (ETS) :

An ETS is applied as an extra charge for each single or return journey and this charge must be paid by the customer.

### Amendments:

To make any changes of booking - customer must contact our customer care center. Please note that amendments cannot be made online.

Customers can add meals, add third parties, or upgrade the cabin.

Cabin upgrades are available for an additional fee specified in the product description.

Travel date amendments can be made without a fee and up to 24 hours before departure. Amendments made later than this period are not possible.

### Cancellation:

Multi Trip Tickets are non-refundable if cancelled for any reason.

**Limitations:**

The product is available only for up to 2 people and 1 car with dimensions less than 1.85m in height and less than 5m in length.

We are unable to offer multi trip tickets for other measurements of vehicles, as well as motorbikes, motorhomes and caravans at this time.

Bookings are not transferable, and the lead booker's name cannot be changed. Any attempt to change the lead booker's name will result in the cancellation of the ticket without a refund.

Multi trips cannot be used in conjunction with any other offer.

**Availability:**

The product is available year-round at a fixed price but is subject to availability. Restrictions may apply during high seasons and special dates.

**The offer is not valid during the following periods:**

**Klaipeda - Karlshamn**

2024: 24/12 - 31/12

2025: 01/01 - 06/01, 11/01, 01/07 - 31/08 and 29/12.

**Karlshamn - Klaipeda**

2024: 12/12 - 23/12

2025: 01/07 - 31/08 and 10/12 - 23/12

**Other Terms & Conditions:**

[Booking terms and conditions apply](#)

**By proceeding with the booking, customers agree to abide by these terms and conditions.**