

## **FAQ – SCANIA WEEKEND AT GRÖNA LUND**

*How many tickets can each employee book?*

*Answer:* Maximum 5 tickets including the employee. Children under 3 years do not need a ticket.

*Is it possible for an employee with several children to book more tickets?*

*Answer:* No, a decision has been made that every employee can book a maximum of 5 tickets.

*What should I do if someone in the party is ill and cannot attend?*

*Answer:* It is very important to cancel the ticket that is not being used, the place is then being released for someone else on the waiting list. Instructions on how to cancel tickets can be found in your booking confirmation.

*I have received tickets but want to change the day or time of the visit, is that possible?*

*Answer:* You who have already received tickets but still placed yourself in the queue list will be removed from the queue list. If you are unable to attend on the date you have chosen, you can cancel your tickets and then join the waiting list.

Note that if you have booked more than 5 tickets, for example by using different email addresses, the tickets will be removed and made available to others on the queue list.

*Can I bring whoever I want?*

*Answer:* Yes

*If I only have booked for example 3 tickets and would like to add 2 more tickets, how do I do that?*

*Answer:* Contact Gröna Lund. Contact details can be found in your booking confirmation.

*Can you buy tickets in the entrance at Gröna Lund?*

*Answer:* No.

***Can my party choose to go at different times of the day/shift?***

***Answer:*** No, since the employee must attend at the time for your visit.

***Is there a waiting list?***

***Answer:*** Yes. When the event is fully booked you can put yourself on a waiting list. When a place becomes available, you will be contacted by e-mail, and offered a place. You have 24 hours to book the place, otherwise you will be removed from the queue.

***Are all activities for free?***

***Answer:*** All rides are free except "House of Nightmares".

***Is it possible to park near Gröna Lund?***

***Answer:*** Parking options are extremely limited at Djurgården, Gröna Lund. We strongly recommend taking public transport or walking there.

***My child has special needs and has a certificate with priority entry and attractions, is this valid at Gröna Lund?***

***Answer:*** Yes, enter via Gröna Lund's Guest Service to the left of the entrance.

***Some employees at Scania Sverige and Traton do not have Scania company cards, what do they do at the entrance?***

***Answer:*** They must show regular identification or their company card and state that they work at Scania Sweden or Traton. Gröna Lund has a list of all employees from Scania Sweden where they can double check if necessary.

***What do I do as an employee if I receive an ordered business trip and cannot attend on site?***

***Answer:*** The manager may write a certificate confirming that the employee is on a business trip and take a copy of the employee's Scania company card. These documents must be presented at the entrance. A copy of the above documents will be emailed to [personnel.events@scania.com](mailto:personnel.events@scania.com)

***Cancellation of tickets is done via your booking confirmation***

1. If you wish to cancel all of your tickets, you can click "YES" on the question "Are you sure you want to cancel the reservations?". Please note that you will not receive a confirmation that the tickets have been cancelled.
2. If you only wish to cancel some of your tickets, you can click "REMOVE" on as many tickets as you wish to cancel, then click "CONTINUE" and finally "CONFIRM". You will receive a new confirmation with your remaining tickets.