

Iceland Travel

BOOKING AND GENERAL CONDITIONS

Bookings

Every detail regarding the booking must be included, in order for IT to ensure efficiency, including the passengers' name, flight information if they require transfer service from Keflavík airport, all accommodation, tours and other services required.

Terms of Payment

Full payment for groups and individuals shall reach Iceland Travel at least 4 weeks prior to arrival of clients or upon confirmation of booking if done within 4 weeks. In case of further delay on payments, Iceland Travel will reserve the right to treat the booking as a cancellation and withdraw its confirmation of the services.

Validity of Prices

All rates quoted or shown in our tariffs are based on current purchasing prices in Iceland. Iceland Travel reserves the right to increase prices already quoted or published in our pricelists without notice in the event of currency fluctuation, government taxes, or due to any other cost increases that are outside IT's control.

After the payment has been received and the final invoice issued, the price is guaranteed against any surcharge, unless the increase is due to external reasons like result of government laws or currency changes. Iceland Travel is willing, in case of price changes due to external reasons, to absorb an amount equivalent to 5% of the total package price. Amounts that exceed the 5% will be fully charged and clients will be entitled to cancel their booking and get full refund if the surcharge exceeds 10%.

Cancellation

All cancellations must be made by letter, fax or e-mail.

Cancellation charges:

Time of cancellation for individuals or cancellation within a group:

- More than 3 weeks prior to arrival: none
- Less than 3 weeks (21 days) and more than 2 weeks: 10%
- Less than 2 weeks (14 days) and more than 1 week: 25 %
- Less than 1 week (7 days) and more than 72 hours: 50%
- Less than 72 hours and more than 24 hours: 75%
- Less than 24 hours notice: 100%

If a service which has been confirmed unconditionally is cancelled by Iceland Travel, for example due to insufficient participation, cancellations must be made with at least 4 week's notice on IT's behalf. IT shall make every effort to provide similar alternative arrangements without additional cost to the buyer. Should those alternatives not be to the buyer's satisfaction, a full refund shall be made to the amount paid.

Surcharges for individuals

All rates are quoted per booking.

Tailor made itineraries: Upon request Iceland Travel offers tailor-made itineraries for individuals.

Letter of invitation: Only for services booked through Iceland Travel : EUR 30,- per booking

Change fee: If one requests changes to an already confirmed packages (i.e. Self-drive packages), such as adding nights into the program, changing hotels or dates a change fee of EUR 100,- will be charged. Please note that there is no fee for booking additional nights in Reykjavík before and after a Tour.

Children's Discount

Scheduled Tours: Children 6-11 years sharing a room and/or traveling with a guardian will receive 50% discount from the listed price. Super Truck Expedition 20% discount - see details in price list

Self-Drive-Packages: Infants 0-1 years are free of charge. Children 2-11 years: Special children rate applies to all packages if sharing a room with a guardian. Rate according to price list.

Day Tours and Domestic Flights: Special children rate applies to all daytours. Rate according to price list.

Accommodation: Children 0-5 years: Accommodation and breakfast free of charge, if sharing a room with guardian. Children 6-11 years: Charge for children's extra bed according to price list. Please note that the room should be booked as only for the guardian/s, if the child reduction is to apply. e.g. for 1 adult and 1 child, you need to book a single room plus extra bed and for 2 adults and 1 child, you book a double room plus extra bed.

Liability

Iceland Travel disclaims responsibility for any loss, damage, accidents, sickness or changes in schedules caused by weather, strikes or any other irregularity outside Iceland Travel's control. Iceland Travel reserves the right to alter routes, itineraries or departure times, without prior notice, should the necessity arise. In case of any changes in flights (domestic and international), the passenger has to pay any additional cost caused by this, at the time the service is provided (extra hotel nights, meals, transfers etc.) We advise all clients to have insurance, as clients are on their own responsibility on optional tours, such as riding tours and snow scooter tours.

All complaints must reach Iceland Travel within 2 months from their departure from Iceland. Otherwise possible compensation is not valid.

All information in the brochure is subject to change. Iceland Travel reserves the right to alter/change/correct mistakes that may possibly appear in the brochure or price list.

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