

AMAROK Adventures

TERMS OF BOOKING AND CANCELLATION

Stand 11.11.2022

The following terms of payment & booking conditions are valid for tours in any destination operated by Amarok Adventures ehf, licensed travel agency with kennitala (Icelandic ID): 600122-2580. All rates quoted are based on the current purchasing prices in Iceland. Prices are in Icelandic Króna (ISK) as shown on our website. Prices are guaranteed after full payment has been made.

CANCELLATION

All cancellations must be made by letter or e-mail. In conformity with business practices within the Icelandic travel industry, the Travel Agent is obliged to charge cancellation fees to passenger(s) as follows:

CANCELLATION CHARGES

AMAROK ADVENTURES ehf reserves the right to keep the below fee to cover costs.

If clients formally cancel their participation:

- 100% of the price of the trip is refundable before the group is guaranteed.
- 50% of the tour price is refundable if canceled 59 days or more before departure, once the trip has been confirmed.
- 25% of the tour price is refundable if canceled 30-59 days before departure.
- 0% of the tour price is refundable if canceled 0-29 days before departure.
- Multi-day tours can be changed **free of charge** up to 6 weeks before departure in our trips in Iceland. If the client wants to change his/her spot once the group has been confirmed, the deposit is **never** full refundable in case of cancellation for the new date.

Amarok Adventures ehf is never responsible for refunding flights, insurance policies, additional accommodations or other additional services in case of the cancellation of one multidaytour or daytour. The client is fully responsible for this. In case the client needs to buy flights for a multidaytour, he/she needs to ask previously to the tour operator (Amarok Adventures ehf) in order to proceed with the purchase of them.

TRAVELING IN GROUPS

Travelers agree to stay in the group from the beginning of the trip until the end of it, and accept any change in plans due to weather, natural disasters or other incidents that make the guide modify the route. These decisions are always taken for the entire group's welfare and for the participants & the guide's safety. If someone decides to leave the group, he or she will have to do so under his own responsibility and from that moment, neither Amarok Adventures ehf. or the guide will be responsible for the actions and decisions of this person.

This also applies to any private tours or day tours.

TAILOR MADE TOURS

Confirmation of 30% must be paid at booking and full payment must have arrived 9 weeks prior to departure.

The booking period for private & tailor made tours is 2 weeks from once the price of the trip has been approved by the client. If in that period of time the deposit payment for the spots hasn't arrived, the group will be automatically cancelled and the price will be recalculated.

CHANGE FEES

If one requests changes to pre-made packages (i.e. self-drive packages), such as adding nights into the program, changing hotels or dates, a change fee might be charged. Please note that there is no fee for booking additional nights in the trip first city before or after a tour/package.

- **Last minute change fee:** If a confirmed service is changed less than two weeks prior to arrival of the client, change fee might be charged.
- **Last minute booking fee:** A last minute booking fee might apply to all bookings requested within two weeks of client's arrival. This fee will apply to bookings for self-drive packages and countryside accommodations. However, this does not guarantee confirmation and one will only be charged for confirmed bookings.

INSURANCE

Safety is our #1 priority. While our highly trained and experienced guides do their very best to ensure that everyone on tour with us has a safe and fun experience, there is still a very low possibility that an accident can occur that may require medical attention. Therefore, we advise that all of our clients have insurance that includes rescue.

VALIDITY OF PRICES

All rates quoted or shown in our tariffs are based on current purchasing prices in Iceland. In the event of currency fluctuation, government taxes, or due to any other cost increases that are outside our control, **AMAROK ADVENTURES ehf** reserves the right to change prices already quoted or published in our price lists without notice.

Any eventual changes in rates will not be made with less than 8 weeks' notice prior to arrival.

After the invoice has been issued, the price is guaranteed against any surcharge, unless an increase is due to government laws or currency changes. **AMAROK ADVENTURES ehf** will absorb an amount equivalent to 5% of the package price. Amounts that exceed the 5% will be charged and clients will be entitled to cancel their booking with a full refund if the surcharge exceeds 10%.

OTHER

All complaints must reach **AMAROK ADVENTURES ehf** within 5 days from departure from the destination. Otherwise possible compensation is not valid.

AMAROK ADVENTURES ehf reserves the right to alter tours and itineraries due to weather or road conditions. All programs can be changed or cancelled at any moment during the trip to assure the safety of the clients and staff of **AMAROK ADVENTURES ehf**. Clients takes full responsibility for meeting the physical fitness level requirement of the trip, and having all the required equipment that is described in the information provided to them. Clients that are physically unfit or not equipped for their tour can be dismissed from the tour at their own expense. No responsibility is accepted for losses or expenses due to delays, changes of flights or other services, as well as because of strikes, accidents, sickness, damage, negligence, weather, war, changes in schedules, or other similar causes. **AMAROK ADVENTURES ehf** does not assume responsibility for accidents or death that can be traced to the participant's negligence, acts of third parties or exterior circumstances, such as weather, natural occurrences, war or other similar causes.

AMAROK ADVENTURES ehf reserves the right to take photographs or videos during the operation of any daytour or multi-daytour; and to use the resulting photography for promotional purposes on its website, social media and other marketing formats. However, if the client specifically asks not to appear on any photos or videos published by **AMAROK ADVENTURES ehf** or any other third party, then that request will be fulfilled.