

# Arctic Adventures

## Booking Terms & Conditions

Stand 21.11.2017

These terms and conditions may be amended from time to time and apply to all of our services.

By accessing, browsing, using and/or completing a reservation through our (mobile) website you acknowledge and agree to have read, understood and agreed to the terms and conditions set out below.

Arctic Adventures is a tour operator, offering a wide range of adventure tours in Iceland. Bookings can be made directly through Arctic Adventures, its sub-brands and/or any other website through which Arctic Adventures makes their services available. If you are having any problems booking through Arctic Adventures website [www.adventures.is](http://www.adventures.is) then please contact our Customer Support Team ([info@adventures.is](mailto:info@adventures.is)).

Please make sure to fill in and/or provide all necessary details upon booking your adventure tour/s. Once you have completed the booking process a booking confirmation will follow, containing your booking number and the voucher/s for the services booked. The voucher will be your proof of payment so please bring it with you on the day of your tour. Please note that you are responsible for carefully checking all details on your confirmation and related travel documents to ensure that they are correct. In the event of discrepancy, such as booking mistakes where the wrong date and/or incorrect number of participants was booked please contact Arctic Adventures immediately as it may not be possible to make amendments to your reservation when it gets closer to your departure date. Arctic Adventures can not be responsible for mistakes in the booking process.

Arctic Adventures reserves the right to alter itineraries and/or timetables should it be necessary, due to adverse weather and or other related conditions. Arctic Adventures is not responsible for expenses and/or other related costs due to factors outside of its control, such as flight delays, changes and or cancellations, injuries, weather, war, natural disasters etc. and/or other unforeseeable matters. You are responsible for providing Arctic Adventures with the correct contact information and related details so that we can keep you informed in the event of changes made to the services booked.

### 1. Prices

Please note that all prices for the services provided by Arctic Adventures and its sub-brands are in the company's local currency, Icelandic Krona (ISK). As a local operator Arctic Adventures can not be responsible for currency fluctuations and or additional fees outside its control that may be applied such as bank transfer fees, credit card fees and etc.

### 2. Promotional codes

Please note that special offers such as promotional codes cannot be applied afterwards in the form of a refund. When offered, promotional codes and/or other special offers, must be entered into the relevant field located on the payment page upon check out at the time of booking to be valid and applied.

### 3. Pick-up & Drop-off Services

Arctic Adventures offers pick-up and drop-off services for most of its tours. Please read the tour description very carefully to see if pick-up and drop-off services are included in the price, can be added as an extras or the activity in question only offers the option of meeting us on location. You as the traveller are responsible for your pick-up, this includes providing Arctic Adventures with your pick-up location in time as well as being ready at the correct time for the pick-up for your tour. Arctic Adventures will provide you with information about your pick-up time on your voucher which is provided upon booking. If you are unsure when to be ready for your scheduled tour then please contact our Customer Support Team ([info@adventures.is](mailto:info@adventures.is)).

Please note that missing the pick-up does not entitle you to a refund of the price paid for the services. You are responsible to be ready for pick-up at the assigned pick-up point from the start of the pick-up time in order to not miss our guides when they arrive to pick you up.

### 4. Meeting us on location

If you are planning to meet us on location for your tour then please be sure that this can be arranged. For most of Arctic Adventures tours, it is possible to meet us on location. Please read the tour description of your tour very carefully to see if meeting us on location is possible for the activity in question. Please note that there are still some tours where this can not be offered. If you are unsure which tours this follows under then please contact our Customer Support Team ([info@adventures.is](mailto:info@adventures.is)). You as the traveller are responsible for arriving to the meeting point in time for your tour. This includes being ready at the correct time at the correct location in time for your adventure tour. Arctic Adventures will provide you with information about the meeting point for your tour on your voucher which is provided upon booking. If you are unsure when to arrive for your scheduled tour then please contact our Customer Support Team ([info@adventures.is](mailto:info@adventures.is)).

Please note that if you do not arrive in time for your tour and/or are late to the meeting point of the tour, that is to say you do not arrive to the correct meeting point at the correct time for your adventure tour then you are not entitled to a refund of the price paid for the services.

### 5. Extras & Rental gear.

Extras and rental gear can both be added upon booking your tour as well as afterwards as long as it is made no later than the evening before your tour departure date. If you have already made a reservation with us and would like to add any extras and/or rental gear to your reservation then please contact our Customer Support Team ([info@adventures.is](mailto:info@adventures.is)). Please note that all extras and rental gear reservations are final. No refund is given for extras & rental gear, this includes single supplements, hiking shoes, waterproof jacket and pants etc.

Safety equipment needed for each tour is provided by Arctic Adventures and is not classified as rental gear.

### 6. Travel insurance

As with any and all world travel, we strongly recommend that you purchase travel a travel insurance policy in your home country that covers your cost should you have to cancel your travel reservation with short notice. These kind of travel insurances are not expensive and frequently cover other risks. Having travel insurances is always a good idea when traveling around the world.

### 7. Icelandic weather and conditions

All adventure trips and outdoor activities are dependent on weather and general conditions. We reserve the right to change your itinerary and/or cancel your trip with your safety in mind. Please keep in mind that Iceland is and will always be Iceland. The weather changes fast on our northern island and with it, conditions change. Our guides are specially trained to deal with changing conditions and their number one priority is to make decisions with your safety in mind. Please be aware of this and respect your guides authority to do so. This is especially valid for winter travel in Iceland. Our summer trips (excluding high alpine trips), operated from June through August, are rarely adversely affected by harsh weather.

### 8. Clothing

Appropriate footwear and suitable outdoor clothing must be worn. We reserve the right to refuse participation to customers who are dressed inappropriately or with inappropriate footwear since this will put the client's well-being and safety at risk.

### 9. Assumed risk & Outdoor activities

Guests/Clients are advised that all activities are undertaken entirely at their own risk and they must behave in a fit and proper manner at all times in accordance with Arctic Adventures, Arctic Rafting, Glacier Guides, Trek Iceland, Snowmobile.is or their partners' guidelines and must take proper responsibility for their own safety. All adventure tours and outdoor activities carry inherent risks and Arctic Adventures or its partners do not assume any responsibility for accidents that are caused by its customers or can be traced to their own actions or are caused by factors outside of human control (Force majeure). With the purchase of your trip you agree to these conditions, understand its implications and accept responsibility for your participation in your trip. Depending on the excursion, you may be requested to sign an additional liability release.

### 10. Alcohol and drugs:

We reserve the right to refuse participation to clients we believe are under the influence of alcohol or drugs, in such circumstances, no refund shall be given. Our guides reserve the right to refuse participation to any customer whose conduct or manner is likely to cause offence, upset or put other passengers in danger. In such cases, full cancellation charges apply.

### 11. Reviews & Feedback

Arctic Adventures welcomes all feedback, both positive as well as negative as it helps us improve our overall services, and performance. We would greatly appreciate it if you could share your tour experience with us. Please note that all complaints must reach Arctic Adventures within 5 days from the completion of your tour. Otherwise, possible compensation is not valid.

### Arctic Adventures Cancellation Policy

All cancellation fees held by Arctic Adventures are only intended to cover our direct cost of amending and/or cancelling your tour.

All communications relating to these terms and conditions (in particular any requests to cancel or amend your tour arrangements) must be from the lead traveller of each reservation and delivered in writing preferably by email to Arctic Adventures in order to be valid. Once delivered the amendment and/or cancellation needs to be confirmed by Arctic Adventures before further action can be taken. If a reimbursement is in order then it shall be made in accordance with all procedures and processed within 7 working days, and the stipulated amount will be transferred to the same credit card that was employed for the acquisition of the tour. Please note that we can not be responsible for delays of the delivery of the reimbursement to your account once it has been processed on our end.

### Cancellation fees & charges

As we start to incur costs from the time the contract is confirmed we will apply cancellation charges as shown below from the time when written notification of the cancellation is received:

### Cancellation of Day Tours

- more than 48 hours' notice => 90% refund
- less than 48 hours' notice => no refund

For all bookings of day tours operated by Arctic Adventures (or any of Arctic Adventures sub-brands), a minimum of 48 hours' notice of cancellation is required for a 90% refund. If cancellation is made after these time limits pass no refund is given.

10% of the price of your trip is non-refundable, this percentage reflects our cost of booking and preparing your trip.

**Cancellations of Multi-day, Group & Trekking Tours**

- more than 28 days' notice => 90% refund
- less than 28 days' notice => 50% refund
- less than 48 hours' notice => no refund

Cancellations with more than 28 days' notice before trip departure:

You will be refunded 90% of the total tour price. 10% is non-refundable, as this represents our direct cost of booking and preparing your tour.

Cancellations with less than 28 days' notice before trip departure:

You will be refunded 50% of your total tour price. 50% is non-refundable, as this represents our direct cost of cancelling any arrangements made for your tour.

Cancellations with less than 48-hours' notice before trip departure:

No refund will be given if tours are cancelled with less than 48 hours' notice, as Arctic Adventures will be charged for all costs such as guides, transport etc.

10% of the price of your trip is non-refundable, this percentage reflects our cost of booking and preparing your trip.

**Cancellations of Private & Customized Tours**

- more than 8 weeks' notice => 90% refund
- less than 8 weeks' notice => 50% refund
- less than 4 weeks' notice => no refund

Cancellations made with more than 8 weeks' notice (prior to departure):

You will be refunded 90% of the total tour price. 10% is non-refundable, as this represents our direct cost of booking and preparing your tour.

Cancellations made with less than 8 weeks' notice:

You will be refunded 50% of the total tour price. 50% is non-refundable, as this represents our direct cost of cancelling any arrangements made for your tour.

Cancellations made with less than 4 weeks' notice:

No refund will be given if tours are cancelled with less than 4 weeks' notice, as Arctic Adventures will be charged for all costs such as guides, transport etc.

If a tour is booked with less than 8 weeks' notice, please ask for a customized cancellation policy.

**Cancellations of Airplane & Helicopter Tours**

- more than 72 hours' notice => 90% refund
- less than 72 hours' notice => 50% refund

Cancellations made with more than 72 hours' notice (prior to departure):

You will be refunded 90% of the total tour price. 10% is non-refundable, as this represents our direct cost of booking and preparing your tour.

Cancellations made with less than 72 hours' notice:

You will be refunded 50% of the total tour price. 50% is non-refundable, as this represents our direct cost of cancelling any arrangements made for your tour.

Cancellations made with less than 48 hours' notice:

No refund will be given if tours are cancelled with less than 48 hours' notice, as Arctic Adventures will be charged for all costs such as guides, transport etc.