



BOOKING & GENERAL CONDITIONS

Stand 04.10.2017

Change of reservation:

We charge a changing fee of € 50 if changes are made to a reservation two weeks or more after confirmation. Changes made after travel has commenced is at the guest's own cost.

Preparation of travel documents:

We charge € 10 for preparation and delivery of travel documents (vouchers) to a Guesthouse or Hotel in Reykjavik.

Cancellations:

All cancellations should be in writing and be notified as soon as possible. Please see following table for cancellation fee:

Time of cancellation	Individuals	Groups
90 - 31 days, prior to arrival in Iceland		20%
30 - 15 days, prior to arrival in Iceland	20%	100%
14 - 3 days, prior to arrival in Iceland	50%	100%
Less than 48 hours, prior to arrival in Iceland	100%	100%

Prices:

Prices may change without prior notice in relation to currency fluctuation, inflation, government taxes (including VAT) or any other cost increases that are outside Hey Iceland's control. Hey Iceland furthermore reserves the right to correct any bookings placed at an incorrect price due to error and also to increase our pricelist if the currency exchange increases more than 5% from the date the pricelist was issued. 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%.

Liability:

Hey Iceland cannot be held responsible for the acts, defaults or delay of any agent, hotel, coach, operator, airline, guide, restaurant or any other persons or companies, however caused. Hey Iceland is not responsible for losses in the event of force major, such as natural catastrophies, strikes or other corresponding causes. We also reserve the right to alter routes due to road or weather conditions without prior notice. In the rare cases of double booking or a good reason for moving the guest, we reserve the right to do so by providing similar accommodation or better in the same area.

Complaints:

All complaints must reach Hey Iceland within 15 days from departure from Iceland. Otherwise possible compensation is not valid.

Children:

- Children 2-11 years old, accompanied by 2 adults with whom they share a room, will receive 50% discount from listed price.
- Accommodation for children can be in extra beds or on mattresses.
- Children under 2 years stay free of charge when sharing room with parents.
- Children staying in a separate room pay full price.
- When one adult is travelling with one child, we charge full double room price.

Dinner for dinner guests is normally served between 19:00 and 20:00