



EXPEDITION NORTH
LAND OF FIRE & ICE

Terms and Conditions

Booking Conditions

Travel Agency *Expedition North* specializes in providing Private Tours and Tailor- made tours within Iceland. All services are available at www.expeditionnorth.is and in order to book service, Customer is required to fill out Contact Form displayed at the bottom of website or by writing to info@expeditionnorth.is. Phone calls are accepted when calling to +354 6640500. Please note, that message with booking is not valid if sent to Instagram or Facebook. All bookings should reach *Expedition North* via email or Contact Form in website.

This document outlines the general terms and conditions that are applicable upon receipt of deposit payment and issuing confirmation invoice to a Customer.

Activities and services in general, will be booked upon receipt of the deposit payment. Prior to that, activities/services are not reserved with Suppliers and are subject to availability.

All booking requests shall be received via email: info@expeditionnorth.is

Validity of Prices

All prices are given in ISK (Icelandic króna).

Expedition North reserves the right to change prices in case of currency fluctuation, government taxes/ public fees or due to any other cost increases that are outside our control.

After the invoice has been issued, the price is guaranteed against any surcharge, unless an increase is due to government laws/public fees or currency changes/fluctuation, where *Expedition North* is allowed to charge difference.

Payment

We accept all major credit cards. Customer is redirected to check out page using the Rapyd payment platform, where check -out is to be completed. *Expedition North* offers also payment option via bank transfer for services agreed.

To confirm a booking, 20% non- refundable deposit of total trip amount must be paid (This amount reflects Sales Agent ´s work on project and preparation of the trip). Payment must be done when Customer and Sales Person agrees for itinerary.

Full payment must be done at least 6 weeks prior arrival. In case payment is not received, *Expedition North* keeps rights to cancel booked services/activities with giving a notice to a Customer.

If booking is made less than 6 weeks before arrival, the total amount has to be paid in full.

Where payment is made by bank transfer in a foreign currency (EUR, GBP, USD), each payment in case of multiple payments, is subject to the exchange rate provided by *Expedition North* on the issuing date of invoice.

Cancellation and Refunds

Any member of party may **cancel** booking and apply for **refund** at any time making sure that cancellation and refund request is done in writing to info@expeditionnorth.is

Cancellation fees are as follows:

1. 70% refund: if cancellation is 5 weeks or more of set arrival date
2. 50% refund: if cancellation is 4 weeks or more of set arrival date
3. No refund: if cancellation reaches *Expedition North* less than 4 weeks of set arrival date

Cancellation fee regarding any extra activity within tour, depends on 3rd partie ´s cancellation policy and other terms might apply.

Cancellation of one or more passengers within a group may case price increase for the group or a cancellation fee as showed above.

Expedition North make no exceptions to cancellation policy for any reason, including personal or medical, weather or other forces of nature, terrorism or strike, international/internal flight cancellations or any other reasons beyond our control.

We strongly recommend that all our clients take out comprehensive travel insurance. If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim some or all of the cancellation charges.

Cancellation by Expedition North

Expedition North reserves the right to cancel any trip prior to departure for reasons that may include, but are not restricted to unforeseen or unexpected equipment failure, adverse weather conditions, road closures and other human or natural occurrences beyond *Expedition North*'s control. All outdoor activities are weather and condition dependent and Company reserves right to change itinerary, cancel it and activities involved. Activities cancelled due to weather conditions (in Iceland) are fully refundable.

Amendments

Expedition North will do its best to amend experience arrangements after booking, but can not guarantee that this will be possible. Customer takes responsibility for any charges (whether made by *Expedition North* or Suppliers involved) that result from such amendment.

Liability

Expedition North holds no responsibility for any sickness or schedule change due to weather, strike, natural disaster or any other cause beyond its control. Please note that some tours can be changed or rearranged depending on the weather conditions in very last minute.

The safety of Clients is number one priority on each and every tour.

Guests are advised to follow the directions from the guides at all times.

The tours and all their activities are undertaken entirely at the participants' own risk. *Expedition North* holds no responsibility towards them should an accident occur during a tour that can be traced to their own actions, actions of other participants on the tour or factors outside of human control.

In all arrangements involving third parties, *Expedition North* acts only as the agent of the Customer and no liability of any kind whatsoever shall be attached to *Expedition North* in connection with or arising from such arrangement with a third party.

Travel documents

It is responsibility of all visitors to make sure that their passport and other travel documents are accepted by Icelandic authorities and are valid. Completed Itinerary for the trip will be sent via email to Customer when deposit payment will be made.

Complaints by Traveler

If there are any issues arising during the holiday time, Customer shall immediately contact *Expedition North* Sales person to see what options can be offered to resolve the matter. If immediate Customer's action is not possible, complaint must be handed in via email info@expeditionnorth.is within 3 days after departure from Iceland to see if compensation is an option. Please note, if 3rd party is involved, *Expedition North* needs to receive permission from Supplier in order to proceed with possible compensation/refund.

Force Majeure

Defined as an unforeseeable circumstance that prevents someone from fulfilling a contract beyond the reasonable control of a party. *Expedition North* reserves the right to suspend or terminate the performance of its obligations when certain circumstances beyond their control arise, making performance inadvisable, commercially impracticable, illegal, or impossible.

These unforeseeable circumstances include (but not limited to) the following: War, riots, fire, flood, hurricane, typhoon, earthquake, volcanic eruptions, lightning, rock slide, explosion, strikes, lockouts, slowdowns, pandemics, epidemics, other public health concerns, international travel restrictions, terrorism, prolonged shortage of energy supplies, and acts of state or governmental action prohibiting or impeding any party from performing its respective obligations under the contract.

In the event of Force Majeure *Expedition North* will not be liable for any refunds and this clause will supersede all other cancellation policies, when appropriate. With that said, *Expedition North* will always endeavour to rearrange, reschedule or change your booking whenever possible.

It is advised that all travellers take out comprehensive travel insurance that includes coverage in such cases.

Alcohol and Drugs

Expedition North reserves right to refuse participation to clients who we believe are under the influence of drugs or alcohol. Our guides reserve right to refuse Customer's participation, who's behaviour might cause danger or offence. In this case refund will not be given.

Service Terms

1. Any kind of food is prohibited in vehicles. The allowed container for beverages is limited to a water bottle.
2. Smoking is not allowed in vehicles. In case of disregarding the rule, fine up to ISK 100.000 might be applied.
3. *Expedition North* is not responsible for any loss or damage to luggage or other items that are transported in or on its vehicles.
4. In the event that the Customer damages/soils vehicle or if its conduct is such that the vehicle must be cleaned in a special manner, the Customer is to pay compensation equivalent to the expense incurred to *Expedition North* to remedy situation. If such damage is caused, Customer will be informed in writing within 3 days.
5. Fines for damages to the vehicle, whether to the interior or the exterior, may amount up to ISK 250.000, depending on damage

Jurisdiction

Terms and Conditions shall be governed by the laws of Iceland. Any disputes regarding Terms and Conditions issued by *Expedition North*, shall be resolved in Icelandic courts. Traveller has introduced himself with Terms and Conditions and agrees to be legally bound with *Expedition North* by these Terms and Conditions.

Terms and conditions for Private Northern Lights tour

1. The decision regarding the Private Northern Lights tour is taken daily by 5 p.m.
2. The viewing of Northern Lights is not always guaranteed.
3. If Northern Lights are not seen during the tour, refund can not be issued and complimentary (free of charge) rescheduling is not available.
4. If the payment was done for the tour and weather was unfavourable, which lead to tour cancellation, full refund will be issued. Rescheduling in this case is free of charge, if the vehicle is available, keeping the funds which were paid initially.

Expedition North ehf

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