

MAP OF ICELAND AND GENERAL CONDITIONS



ORGANIZING AGENCY

The organization and commercialization of the trips included in this document was carried out by Ice Tourism ehf, under the registered trademark Ice Tourism with head office at Sidumúli, nr. 29, 108 Reykjavík - Iceland, Kennitala nr. 650820-0960, registered at Reykjavík - Ísländia.

REGISTRATIONS

Upon registration, the client must deposit the stipulated signal of 30%, settling the remaining amount as follows:

- Individuals: The remaining amount must be paid within 10 days before the arrival of the client(s) to Iceland.
- Groups (8 or more persons): The remaining amount must be paid one month before the arrival of the group to Iceland.

If the reservation is made within the 10 days prior to the date of departure, the total price of the trip must be paid at the time of registration, this being conditional on obtaining from the suppliers the confirmation of reservations for all services. Ice Tourism ehf reserves the right to cancel any registration whose payment has not been made under the above conditions.

Reservations are subject to suppliers confirmation of all services.

DOCUMENTATION

The client must have in good condition all personal or family documentation requested by Ice Tourism (identity card, authorization for minors, passports, visas, vaccination certificate and other possibly required). Ice Tourism ehf declines any responsibility for the refusal of visa authorization or the non-authorization of entry in Iceland in case the client does not have the requested documentation in order. In these cases, the conditions set out in the cancellation/waiver clause apply, and the client is also responsible for all costs that such a situation may entail. In order to obtain medical assistance in Iceland, foreign citizens must hold the respective European Health Insurance Card (EHIC).

When booking your trip, you give your permission to Ice Tourism to request and use your personal data for the purpose of preparing and booking the trip, under the General Data Protection Regulations.

CHANGES AT CUSTOMER'S REQUEST

If possible, whenever a client wishes to change his trip to another period, he must pay the fee as change expenses. However, if the request for change occurs 10 days or less before the date of departure of the planned trip, or if the service providers do not accept the change, the customer is subject to the expenses and charges provided for in the cancellation item.

Once the trip has begun, if a change to the contracted services for reasons not attributable to Ice Tourism is requested (e.g. increase in accommodation nights, change of flight) the prices of the tourist services may not correspond to those published in the program that motivated the contract.

Ice Tourism | Inspired by Iceland!

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TRANSFER OF REGISTRATION

The client may assign his or her registration, being replaced by another person who meets all the conditions required for the trip, provided that he or she informs Ice Tourism in writing at least seven days in advance. The assignment of the registration will hold you jointly and severally liable for the payment of the travel price and the additional charges incurred.

BAGAGE

Ice Tourism ehf is not responsible for the customer's luggage and for any loss or deterioration during or between international flights because they are not part of our programs. If a luggage accident occurs during the period of our services due to a fault not attributable to the client, the client has the obligation to complain to the service providers, at the time of subtraction, deterioration or loss. Any insurance on the luggage can only be activated upon the presentation of the proof of claim.

CHANGES MADE BY THE AGENCY

In case of force majeure Ice Tourism can change the order of the routes, the departure times or replace any of the planned hotels with other hotels of a similar category and location. If unforeseen circumstances oblige to suspend any trips, the clients will always be entitled to a refund of the amounts paid.

CANCELLATION OF THE PROGRAM BY THE AGENCY

Ice Tourism ehf reserves the right to cancel the trip if the number of participants is less than the minimum required. In these cases, the client will be informed in writing of the cancellation within 10 days before the departure date.

CHANGE IN PRICE

The prices in the program are based on the costs of services and exchange rates in effect on the date of printing of this program, and are subject to change as a result of changes in transportation or fuel costs, duties, taxes, fees and exchange rate fluctuations.

Whenever there is a change in the price of the trip, the customer will be immediately informed and invited to, within the period set, accept the increase verified or cancel his registration under the same terms and conditions as those provided under the heading "changes made by the agency".

REFUNDS

Once the trip has started, no refund is due for services not used by the customer. Failure to provide services under the travel program for reasons not attributable to Ice Tourism ehf and if it is not possible to replace them with other equivalent ones, gives the customer the right to be reimbursed for the difference between the price of the planned services and those actually provided.

REFUNDS IN CASE OF CANCELLATION (BY THE CLIENT)

Refunds in case of cancellation by the client or the agency that contracts our services follow the following:

INDIVIDUALS:

Cancellation up to 1 month before the arrival date:

- Refund of the entire deposit (only the reservation fee would be charged = 10 euros/PAX).

Cancellation between 15 days and 1 month before the arrival date:

- Return of 20% of the advance/signal.

Cancellation between 10 days and 14 days before the arrival date:

- Return of 10% of the advance/signal.

Cancellation between 3 and 9 days before the arrival date:

- Return of 50% of the total value of the package.

Cancellation with less than 3 days before the arrival date:

- Non refundable.

GROUPS (8 or more persons):

Cancellation up to 3 months before arrival date:

- Full refund of the deposit (only the reservation fee would be charged = 10 euros/PAX).

Cancellation between 61 and 90 days before the arrival date:

- Return of 50% of the advance/signal.

Cancellation between 31 and 60 days before the arrival date:

- No refund of the deposit/advance/signal.

Cancellation between 15 and 30 days before the arrival date:

- Return of 40% of the total value of the package.

Cancellation with less than 15 days before the arrival date:

- Non refundable.

CLAIMS

Only complaints submitted in writing to Ice Tourism ehf and within no more than 20 days after the services have been provided may be considered. They can only be accepted if they have been reported to the service providers (hotels, guides, etc.) during the course of the trip or stay, requiring the respective documents proving the occurrence. The right to make claims for price reduction or compensation for non-conformity of travel services included in the package shall expire within 2 years.