



Booking and Payment.

Once we have accepted your booking and received your payment, the contract between us will become binding and we will send you the payment confirmation and service vouchers.

Cancellation of Booking

Any cancellation must be notified in writing by the person who made the booking.

If you cancel your tour:

- a) More than 29 days prior to the start of your tour, you will only be charged 10% of the tour price.
- b) Between 8 and 28 days, you will be charged 25% of the tour price.
- c) Between 2 and 7 days, you will be charged 50% of the tour price.
- d) Less than 48 hours before the start of your tour or after the commencement of the tour, you must pay the full tour price. This includes all bookings made within 48 hours before the start of the tour.

Changes or Cancellation by Exploring Iceland

Before you enter into a contract with us, we reserve the right to change any of the facilities or services described in our brochure or website. We also reserve the right to cancel the tour. For example: Do to weather and/or road conditions or if the minimum number of clients required for a tour is not fulfilled. It is unlikely we will have to make any changes to your tour however we do plan the arrangements months in advance. Any changes are usually very minor and we will advise you at the earliest possible date. If a major change becomes necessary, we will inform you as soon as reasonably possible if there is time before your tours begins. When a major change or cancellation occurs you will have the choice of accepting the change of arrangements, purchasing another available tour from us, or cancelling your tour. We will refund all payments made directly to us in respect of the tour price. We will not however be in a position to refund any personal expenses you may have incurred as a result of your booking such as flight payments for land-only tours, travel insurance, equipment purchases, visas, vaccinations etc.

Adventure Travel and Client Responsibility

It is a fundamental booking condition that you accept the hazards involved in this sort of tour and you accept that in visiting remote and mountainous regions there is an element of on-tour flexibility. The itinerary stated in the tour dossier is indicative only and not a guarantee that a particular route will be followed or place reached. You must acknowledge that delays and alterations and their results, such as inconvenience and discomfort, are possible where unforeseen circumstances arise. You must have a level of fitness commensurate with your chosen tour and you are responsible for bringing the appropriate equipment.

Personal Travel Insurance

Individual travel insurance is not included in the quoted prices. It is strongly recommended that clients take out a comprehensive travel insurance against contingencies, including compensation for medical costs and cancellation fees. In the event of emergency medical rescue and/or repatriation from a tour by whatever means, the responsibility of such costs will be borne by the client.



All luggage and personal equipment are, at all times, at your own risk. We will not be responsible whatsoever for any loss, damage to your luggage and/or personal equipment.

Medical & Dietary Conditions

If you are affected by a medical condition which may affect your or other people's enjoyment of the tour, you must advise this at the time of booking. You must also advise us of dietary conditions and preferences at the time of booking.

Independent Travel Arrangements

We will not be responsible or liable for your actions or your safety for any independent travel you undertake before, during (if you choose to leave) or after the tour.

Complaints Procedure

If you have a complaint about the tour you should make it known to your guide/leader at the earliest opportunity. If you feel your complaint has not been properly dealt with we shall endeavour to agree a settlement with you. Any outstanding complaint not resolved during the tour should be notified to us in writing within 30 days of the scheduled date of return.

Our Liability & Compensation

Exploring Iceland will accept liability for the negligence of its employees causing direct physical injury to passengers only to the extent that it is obliged under Icelandic law. We cannot be held responsible for any mishap to yourself or your property, and in particular for the consequences of flight cancellations, vehicle accidents, strikes, sickness, Government or customs or police intervention or other such happenings amounting to force majeure. By confirming your booking with Exploring Iceland you acknowledge that we have taken all reasonable steps to safeguard its liability in this respect.

Force Majeure

Exploring Iceland disclaims responsibility for any loss, damage, accidents, sickness or changes in schedules resulting from causes beyond the control of Exploring Iceland. Such causes include, but are not limited to, acts of nature, labour disputes or any other irregularity beyond Exploring Iceland's control. Exploring Iceland reserves the right to alter routes, itineraries or departure times, without prior notice, should the necessity arise. In case of any changes in flights (domestic and international), the travellers shall pay any additional cost caused by this, at the time the service is provided (extra hotel nights, meals, transfers etc.). We advise all traveller(s) to have comprehensive travel insurance to meet all contingencies.

General liability

Exploring Iceland will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: • The act(s) and/or omission(s) of the traveller(s) affected or any member(s) of their party or • the act(s) and/or omission(s) of a third party not connected with the provision of the services and which were unforeseeable or unavoidable or • circumstances beyond Exploring Iceland's control as defined under Force Majeure.



Complaints by Traveller

If you have a problem during your holiday, please inform the relevant service provider (e.g. hotel) immediately so that they can endeavour to put things right. If your complaint cannot be resolved locally, your complaint must reach Exploring Iceland within 14 days from departure from Iceland. Otherwise, any possible compensation is not valid.

Variation of Booking Conditions

The booking conditions may only be waived by a director of Exploring Iceland in writing. When you confirm the booking form you agree to accept all these booking conditions, and when we accept your booking we agree to carry out our obligations to you as defined in tour information provided to you. Both sides of this agreement are made subject to, and must be interpreted and enforced according to **Icelandic law in a Icelandic court**.

Garðabær, January 2016

Steinunn Guðbjörnsdóttir