

Booking & Cancellation Policy

These terms and conditions are subject to change and apply to all services provided by Arctic Yeti.

Iceland is a part of the Schengen agreement. Please refer to the official website of the Iceland Ministry for Foreign Affairs for detailed information on visa, passport requirements, and health information.

Arctic Yeti is an Icelandic tour operator that collaborates with local experts from across Iceland, Greenland, and the Faroe Islands.

Definitions:

AY – Arctic Yeti

Client – the buyer (individual or company)

Traveler(s) – the individual(s) who travels to Iceland or individual(s) within the group. **Group** – Consists of 10 travelers or more

1. Bookings

Every detail regarding the booking must be included at the time of request, for AY to ensure efficiency. This includes each traveler's name, flight information, whether a transfer service from the airport is required, and details on accommodation, tours, duration, and other requested services, such as those related to specific needs.

AY reserves the right to alter itineraries and/or timetables should it be necessary due to adverse weather and or other related conditions. AY is not responsible for expenses and/or other associated costs due to factors outside its control, such as flight delays, changes and or cancellations, injuries, weather, war, natural disasters etc., and/or other unforeseeable matters. The client is responsible for providing AY 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.

Bookings can be made either by email or online.

1.1 By e-mail

All bookings made via e-mail must be directed to info@arcticyeti.com and must be confirmed in writing by AY to be valid.

1.2 Online

By accessing, browsing, using, or completing a reservation through the AY website, including the mobile version, the Client confirms to have read, understood, and agreed to be legally bound by these terms and conditions. The person making the booking accepts these conditions for everyone in their travel group and is responsible for the full payment.

Bookings can be placed directly with AY, our affiliated brands, or any other online platform where AY offers its services.

2. Terms of payment

2.1 For individual travelers (max 9 pax / 4 rooms), on multi-day tours

- A 10% deposit is required at least 8 weeks (56 days) before arrival. AY will send a proforma/deposit invoice promptly.
- Final payment must reach AY at least 6 weeks (42 days) before the arrival of travelers. A final invoice will be sent promptly.

2.2 For groups (10 pax / 5 rooms, or more), on multi-day tours

- A 10% deposit is required at least 13 weeks (91 days) before arrival. AY will send a proforma/deposit invoice promptly.
- Final payment must reach AY at least 6 weeks (42 days) before the arrival of travelers. A final invoice will be sent promptly.

2.3 For day-tours, booked online

Full payment is required at the time of booking

In all cases, when further delay in payments, AY reserves the right to consider the booking canceled and revoke its confirmation of services.

3. Cancellation

All cancellation requests must be submitted by the lead traveler, Travel Agency, or other re-seller who made the original reservation. To be considered valid, requests should be sent via e-mail to info@arcticyeti.com and confirmed back in writing by AY.

If a reimbursement is applicable, it will be processed as quickly as possible, following all necessary procedures. The refunded amount will be transferred to the same payment method used for the original booking. Please note that AY is not responsible for any delays in the reimbursement reaching the client's account once it has been processed on our end.

For tours booked through a third-party vendor, please contact the vendor directly for refunds and/or cancellation requests.

The cancellation policy applies to the original departure date of the booking.

Cancellation charges: Following standard practices in the Icelandic travel industry, AY is required to charge cancellation fees on the total package price as outlined in these terms.

Cancellation charges are calculated starting from the date we receive written notice of cancellation or the date the cancellation is triggered due to non-payment. The day of arrival is not included in this calculation.

For reference, a week is defined as seven days.

Amendment fees: Please note that the cancellation of one or more individuals within a group may cause a price increase for the group, or a cancellation fee will apply for those canceled travelers.

Working hours: If a cancellation request reaches AY office after working hours (in Icelandic time), it will count as received on the next working day.

3.1 Cancellation charges for multi-day tours

3.1.1 For individual travelers (1 to 9 travelers) on a scheduled guided tour, self-drive/self-guided, or trekking group

- Between 56 days (8 weeks) and 11 days before the tour starts: 10% (or the deposit)
- Between 10 days and 72 hours before the tour starts: 75%
- Less than 72 hours or no show: 100%

3.1.2 For groups (10+), private programs, and reduction of pre-ordered rooms

- Between 91 days (13 weeks) and 57 days (more than 8 weeks): 10% (or the deposit)
- Between 56 days (8 weeks) and 43 days (more than 6 weeks): 40%
- Between 42 days (6 weeks) and 29 days (more than 4 weeks): 50%
- Between 28 days (4 weeks) and 15 days (more than 2 weeks): 75%
- Less than 15 days before the tour starts or no show: 100%

3.1.3 Stricter cancellation policy for certain hotels

Please note that specific hotels may enforce stricter cancellation policies for both individual and group bookings (particularly those accommodating large groups of 20+ rooms). These policies may differ from the general terms stated elsewhere but will not exceed the charges indicated below. For detailed information regarding specific hotel cancellation policies, please contact your AY sales representative.

- Between 91 days (13 weeks) and 85 days (more than 12 weeks): 10% or deposit
- Between 84 days (12 weeks) and 57 days (more than 8 weeks): 30%
- Between 56 days (8 weeks) and 15 days (more than 2 weeks): 50%
- Less than 15 days before the tour starts or no show: 100%

3.1.4 Insufficient participation for scheduled guided multi-day tours

In the event AY cancels a confirmed service, due to reasons such as insufficient participation, we will provide a minimum of 28 days' notice (4 weeks). We will strive to offer comparable alternative arrangements at no additional cost. Should these alternatives not meet the Client's satisfaction, a full refund of the amount paid will be issued.

3.2 Cancellation charges for day tours

3.2.1 For individual travelers on a scheduled day-tour

- 24 hours or more before specific tour departure: 0% (full refund)
- Less than 24 hours or no show: 100% (no refund)

Please note that this only applies to tours operated by AY. Tours operated by trusted partners are subject to the operators' cancellation policy.

3.2.2 For private day-tours

- 72 hours or more before departure: 10%

- Less than 72 hours: 100%

3.3 Cancellation of flights

Domestic flights within Iceland and flights to/from Greenland/Faroe Islands are subject to special cancellation and change conditions.

Additionally, Icelandair does not offer group allotments for any of its flights.

3.3.1 Domestic flights (within Iceland)

- Up to 72 hours before the flight: 50%
- Less than 72 hours before the flight or no show: 100%
- Changes fee (time, date, or destination) until departure time: approx. 5000 ISK. Name changes are not allowed.

3.3.2 Flights to and from Greenland

A 20% non-refundable deposit is required for all reservations on flights to and from Greenland.

Cancellations:

- Up to 72 hours before the flight: 50%
- Less than 72 hours before the flight or no show: 100%
- Changes fee (time, date, or destination) until departure time: approx. 13000 ISK. Name changes are not allowed.

3.3.3 Flights to and from Faroe Islands

- Up to 72 hours before the flight: 50%
- Less than 72 hours before the flight or no show: 100%
- Changes fee (time, date, or name) until 24 hours before departure: please, consult with your agent.

3.3.4 Helicopters

If a reservation for a helicopter flight is cancelled, a cancellation fee will be charged according to the helicopter company's conditions.

4. Accommodation

4.1 Rooming lists (for group reservations)

A preliminary rooming list is required to be submitted to AY at least 70 days (10 weeks) before the travelers' arrival, and a final rooming list is required at least 42 days (7 weeks) before arrival.

4.2 Single, double & family rooms

For single occupancy of a room, single supplements are frequently required. Please note that a single room booking does not ensure a double or twin room will be provided, and the room may be smaller.

In many cases, a double bed will consist of two single beds pushed together with a double bed

base linen. Often, 2 single duvets (instead of 1 double) are provided for double beds. Triple or quad occupancy may involve a standard-size room with a camp bed, rollaway, or mattress on the floor, resulting in limited space.

4.3 Categories – quality/comfort

When organizing our tours, we choose accommodation with regards to quality, value for money, location, and service provided.

Luxury accommodation: outstanding and unique hotels or luxury properties.

Boutique accommodation: comfort & boutique hotels, guesthouses, and farmhouses, in rooms with private facilities.

Comfort accommodation: standard hotels, guesthouses, and farmhouses in rooms with private facilities.

Active accommodation: hostels, mountain huts, camps, or tents. Often in shared rooms with shared facilities.

Ask your AY representative if you would like to upgrade your client's stay to superior rooms.

5. Validity of prices

5.1 Icelandic VAT

Iceland has two levels of VAT: 11% and 24%.

11%: includes tour operators, hotels, restaurants, coaches, activities, day tours, and expeditions.

24%: car rental

5.2 Price lists

Rates and conditions for quotations are valid for 15 days from the date of issue.

All rates shown in quotations or price lists are based on current purchasing prices in Iceland.

AY reserves the right to adjust prices prior to invoicing due to currency fluctuations, changes in government taxes, or other cost increases beyond our control. Once the final invoice is issued and paid, the price is guaranteed.

We will provide reasonable notice and explanation for any price changes.

If a price increase exceeds 8%, clients may cancel with a full refund.

No price changes will be made within 20 days of arrival in Iceland.

Please be aware that unforeseen admission fees to nature sites are not included in our price lists.

5.3 Pricing

All service prices provided by AY are in Icelandic Króna (ISK).

We are not responsible for currency fluctuations or external fees such as bank transfer or credit card fees.

While we strive for accuracy, pricing errors or changes may occur. We reserve the right to correct any such errors or changes before invoicing. Once invoiced, the terms of our price lists clause apply, except in cases of obvious typographical errors.

5.4 Special offers & Promotional codes

Online promotional codes and special offers must be applied at checkout on the payment page during booking. They cannot be applied retroactively or as a refund. All special offers, including promotional codes and early bird discounts, apply only to the tour price, not to extras or rental

gear.

Early bird discounts are calculated on the final tour price. If a special offer/promotional code is used, the early bird discount applies to the already discounted price.

5.5 Surcharges

The following surcharges apply per booking:

- A Letter of Invitation/supplier confirmation for services booked through AY incurs a fee of 5000 ISK per booking.
- Amendments requested after confirmation, such as adding nights, changing hotels, or dates, may incur an amendment fee of 10000 ISK. Note that booking additional pre/post nights connected to a tour/package does not incur this fee.

5.5.1 Public holidays

A 100% surcharge applies to AY staff and tour guides on the following public holidays:

New Year's Day / Good Friday / Easter Sunday / Whit Sunday / Independence Day (17th June) / Commerce Day (first Monday in August) / Christmas Eve (after 12:00 on 24th December) / Christmas Day (25th December) / New Year's Eve (after 12:00 on 31st December).

5.6 Children's discount

Children's discounts only apply when a child is sharing a room with 2 full-paying adults, and as set out in the price lists or the quotation.

6. Liability

6.1 General liability

AY is not liable for any injury, illness, death, loss, damage, expense, cost, or claim resulting from:

- The actions or omissions of the traveler(s) or any member of their party
- The actions or omissions of an unconnected third party that were unforeseeable or unavoidable
- Circumstances beyond AY's control, as defined under Force Majeure.

We strongly recommend all travelers obtain comprehensive travel insurance. AY is not responsible for indirect (consequential) damages under any circumstances.

6.2 Force Majeure

AY disclaims responsibility for any loss, damage, accidents, sickness, or schedule changes resulting from causes beyond our control, including but not limited to acts of nature, labor disputes, pandemics, or any other irregularity.

We reserve the right to alter routes, itineraries, or departure times without prior notice if necessary. Travelers are responsible for any additional costs incurred due to flight changes (domestic and international), such as extra hotel nights, meals, and transfers, at the time the service is provided. We strongly advise all travelers to obtain comprehensive travel insurance to cover all contingencies.

6.3 Travel insurance

It is highly recommended to purchase a comprehensive travel insurance policy in your home country before your trip. This insurance should cover cancellation costs and other potential travel-related risks, providing valuable protection and peace of mind.

6.4 Passport

Visitors to Iceland require a passport valid for at least three months beyond their intended stay. Iceland has been a Schengen Agreement member since March 25, 2001, eliminating internal border

checkpoints. The Schengen Area countries (as of August 2020) include Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, and Switzerland.

For detailed information on passport and visa requirements, please visit the Icelandic Directorate of Immigration website: Útlendingastofnun.

6.5 Luggage

AY is not responsible for any damage to luggage brought on tour. Secure luggage storage is available as an optional extra for multi-day adventures.

6.6 Assumed risk & Outdoor activities

Clients participate in all activities at their own risk and must behave appropriately, following AY or its partners' guidelines, and take responsibility for their safety.

All tours and outdoor activities have inherent risks, and AY or its partners are not responsible for accidents caused by customers or their actions.

By purchasing the trip, clients agree to these conditions, understand their implications, and accept responsibility for their participation.

You may be required to sign an additional liability release depending on the excursion. Our guides reserve the right to refuse participation to anyone deemed unable to complete the tour due to physical condition, injury, or illness, in which case full cancellation charges apply.

6.7 Weather conditions

Adventure trips and outdoor activities are subject to weather and general conditions. AY reserves the right to alter routes, itineraries, departure times, or cancel your trip without notice for your safety.

Weather conditions in Iceland can change rapidly. Our guides are trained to manage these changes and prioritize your safety. Please respect their authority to make decisions accordingly, particularly during winter travel. Summer trips, from June to September, are generally less affected by harsh weather (excluding Highland trips).

6.8 Clothing

All participants are required to wear appropriate footwear and suitable outdoor clothing. We reserve the right to refuse participation to customers dressed inappropriately or with unsuitable footwear, as this poses a risk to their well-being and safety. In such cases, full cancellation charges will apply.

6.9 Alcohol and drugs

AY reserves the right to refuse participation to clients believed to be under the influence of alcohol or drugs, with no refund provided. Additionally, our guides may refuse participation to any customer whose conduct is deemed offensive, upsetting, or likely to endanger other passengers. In such instances, full cancellation charges will apply.

7. Complaints by traveler

All complaints must be submitted to AY in writing within 7 days of the traveler's departure from Iceland. Failure to do so will invalidate any potential compensation.

8. Confidentiality

Both parties agree not to disclose any confidential information regarding the business, affairs, travelers, clients, or suppliers of the other party, except as necessary to fulfill obligations under this agreement.

Confidential information may be disclosed:

- a) to employees, officers, representatives, or advisors who need the information to perform obligations, provided they comply with this clause
- b) as required by law, court order, or governmental/regulatory authority.

Any sensitive information requirements must be clearly articulated in writing by the respective party.

9. Governing law

This agreement, including any disputes or claims related to it, will be governed by and construed in accordance with the laws of Iceland. Both parties agree that the courts of Iceland have exclusive jurisdiction to resolve any disputes or claims arising from this agreement.

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Company Information



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