

## Cancellation Policy – B2B

Cancellation fees retained by Borea Adventures cover direct costs of modifying or cancelling your reservation. By making a reservation on our website, you confirm that you have read, understood, and agreed to the cancellation policy. A contract with Borea Adventures becomes effective once the required payment is received, and a confirmation invoice is issued. The person making the booking agrees to these conditions and is responsible for payment on behalf of all members of their travel group.

Any requests to change or cancel a reservation must be initiated by the partner listed on the reservation, submitted in writing to [info@borea.is](mailto:info@borea.is). Borea Adventures must confirm the amendment or cancellation before any action is taken.

### Cancellation Fees & Charges

If the number of participants in a booking is reduced, this is considered a cancellation for those participants, and cancellation fees will apply according to the policy below.

As costs begin to accrue from the moment the booking is confirmed, we apply cancellation fees based on when written notice of cancellation is received, as outlined below:

### Cancellation of Day Tours and Boat Tours

#### When a tour is cancelled in writing:

- More than 7 days before departure - Full refund
- Less than 7 days before departure - 70% refund
- Less than 48 hours before departure - No refund

### Cancellation of Day Tours and Boat tours for groups (5 people or more)

#### When a tour is cancelled in writing:

- More than 14 days before departure - 90% refund
- Less than 14 days before departure - 50% refund
- Less than 48 hours before departure - No refund

### Cancellation of Multi Day - and Custom Tours, and accommodation in Hornvík Camp and Kvíar Lodge

#### When a tour is canceled in writing:

- More than 30 days before departure – full refund
- Less than 30 days before departure - 50% refund
- Less than 7 days before departure - No refund

### Cancellation of Multi Day Tours for groups (4 people or more)

A 25% deposit is due at the time of booking and is non-refundable.  
The remaining balance (75%) is due at the conclusion of the trip.

#### When a tour is canceled in writing:

- More than 60 days before departure – full refund
- Less than 60 days before departure - 50% refund
- Less than 30 days before departure - No refund

### **When your transportation to Ísafjörður gets cancelled**

In the eventuality that your flight/ship/transportation to Ísafjörður gets cancelled due to weather, conditions or any other reason, our cancellation policy applies.

We strongly recommend that all passengers secure travel insurance to cover potential issues such as cancelled transportation, illness, injury, loss or damage of personal belongings, or inability to travel on a confirmed departure date.

Please contact us to discuss free re-booking options or to apply credit toward a future trip to Iceland.

## **Our terms and conditions**

### **Minimum Number of Passengers**

BOREA reserves the right to cancel a trip if the minimum passenger requirement is not met. Booked guests will be notified promptly in writing and receive a full refund.

### **Travel Insurance**

We strongly recommend purchasing travel [insurance](#) in your home country to cover costs in case of a last-minute cancellation.

### **Weather and Conditions**

All trips and activities depend on weather and conditions; we may adjust the itinerary or cancel for safety reasons. Itinerary changes do not qualify for a refund. A full refund is provided only if we cancel the trip. Please note that Iceland's weather and conditions can change rapidly. Our guides are specially trained to prioritize your safety and may make adjustments as needed. We ask that you respect their authority in these decisions.

This is particularly important for winter travel in Iceland and it's a good idea to have buffer days for traveling to remote locations so you don't miss your tour or your international flight back home.

### **Assumed Risk and Outdoor Activities**

Guests are advised that all activities are undertaken at their own risk. They are expected to maintain a level of fitness appropriate for the activities and to follow BOREA's safety guidelines, taking responsibility for their own well-being.

All adventure tours and outdoor activities involve inherent risks, and BOREA is not liable for accidents caused by customers' actions or by factors beyond human control (force majeure - see below). By purchasing, you accept these conditions, understand its implications, and take responsibility for your participation. Some excursions may require an additional liability release.

### **Alcohol and Drugs**

We reserve the right to deny participation to clients suspected of being under the influence of alcohol or drugs. In such cases, no refunds will be provided.

### **Gear and Appropriate Clothing**

Guests must review the equipment list for their trip carefully. We reserve the right to refuse participation to any guest lacking [appropriate gear](#) or clothing. In such cases, no refund will be provided. Arriving on time usually allows us to discuss options and find alternative solutions.

### **Voluntarily Leaving a Trip Before its Conclusion**

If a guest chooses to leave the trip early, no refund will be provided. In cases of injury or accident, please contact your travel insurance provider; we can provide a letter to support your claim.

### Being Sent Home

If the guide sends a guest home before the trip concludes, based on our booking conditions, no refund will be given for the following reasons:

- Disability
- Lack of physical fitness or ability
- Injury, fatigue, or missing medication
- Dishonesty or withholding relevant health information
- Inappropriate or missing essential non-provided equipment
- Bad behavior, rudeness, disrespect, or bullying towards others
- Inability to follow instructions

Sending guests home is a serious decision, made as a last resort or when a guest's presence negatively impacts the tour or group. Our guides have the final say in these situations. For more information about our booking conditions, feel free to contact us.

### Force Majeure

Force Majeure refers to unforeseeable events that prevent a party from fulfilling contractual obligations due to circumstances beyond reasonable control. Borea Adventures reserves the right to suspend or terminate its obligations if uncontrollable events occur, making fulfillment inadvisable, commercially impractical, illegal, or impossible. Such events include (but are not limited to) war, riots, fire, floods, hurricanes, earthquakes, volcanic eruptions, lightning, rockslides, explosions, strikes, pandemics, public health concerns, international travel restrictions, terrorism, and government actions prohibiting or hindering contractual responsibilities.

In the event of Force Majeure, Borea Adventures is not liable for refunds, and this clause overrides other cancellation policies when applicable. However, we will make every effort to rearrange or adjust your booking whenever possible.

