

BOOKING AND GENERAL CONDITIONS

Effective from 1 March 2026

FIT Bookings

All bookings for individual programs must be sent to GoNorth by email to gonorth@gonorth.is

A booking is considered valid only once GoNorth has confirmed receipt in writing. Any change or cancellation is not valid until confirmed by GoNorth.

FIT Booking Change Fee

GoNorth reserves the right to charge a change fee of **EUR 65 (or equivalent)** per booking if a confirmed booking is modified or if selected services are cancelled. This applies to, but is not limited to:

- Change of arrival date
- Change of accommodation for selected nights
- Adding or cancelling services that result in changes to other confirmed services
- Any other changes affecting the confirmed itinerary

Cancellation of a confirmed service may result in both a change fee and a cancellation fee if within the applicable cancellation period.

Group Bookings (More than 9 passengers)

For all group bookings, the following procedures apply:

- A status list is required no later than 12 weeks prior to arrival
- Group bookings may be cancelled free of charge up to 12 weeks prior to arrival
- Cancellations made within 12 weeks of arrival are subject to cancellation fees

All group quote requests and pre confirmation correspondence should be sent to sales@gonorth.is

A name list is required no later than 8 weeks prior to arrival, at which time up to 2 to 3 rooms may remain under "No Name" status for additional sales, with conditions reconfirmed for each departure.

The final name list must be received by GoNorth no later than 4 weeks prior to arrival. Any additional bookings after this date are subject to availability and confirmation on request.

Accommodation and Room Types

Room size and bed configuration vary significantly between accommodations. In hotels and guesthouses, a double room typically consists of two single beds pushed together and is therefore offered as either double or twin. Single rooms may be smaller and may contain only one single bed. Triple rooms generally consist of a double bed with an extra bed. Space is limited, even for two adults and child. Quad rooms are not widely available and are not recommended for four adults unless specifically confirmed by GoNorth. When children are booked in extra beds, these may be camp beds, rollaway beds, or mattresses on the floor. Other room types may be available for cottages and apartments.

Validity of Prices

All prices quoted or published are based on current taxes and exchange rates. GoNorth reserves the right to adjust prices in the event of currency fluctuations, changes in government taxes, or other cost increases beyond its control. Any price changes will be communicated by email with a minimum of six weeks' notice and will apply to new bookings. For confirmed bookings that are unpaid or partially paid, GoNorth will absorb price increases up to 5% of the confirmed price. Any increase exceeding 5% will be charged. Clients may cancel with a full refund if they do not accept the price change, the cancellation must be sent within two weeks of price change notification, or else the price change is considered accepted. Rates will not be adjusted for fully paid bookings. Unforeseen admission or parking fees to natural sites are not included and may be added if applicable.

Supplier Specific Conditions

Where hotels, transport providers, activity suppliers, or other third party service providers impose stricter payment, cancellation, or amendment conditions than those outlined in these Booking and General Conditions, such supplier specific conditions shall apply. These conditions will be communicated at the time of confirmation and shall supersede GoNorth's standard terms. Acceptance of the booking confirmation constitutes acceptance of these conditions.

Terms of Payment

FIT and Individual Bookings

GoNorth requires a non-refundable confirmation payment of 10% of the total booking value once all services have been confirmed. This deposit must be received within the timeframe stated in the booking confirmation in order to secure the confirmed services. Failure to receive the confirmation payment may result in cancellation of the booking and release of reserved services.

Full payment must be received no later than 4 weeks prior to arrival. For bookings made within 4 weeks of arrival, full payment is due as stated in the confirmation. In case of delayed payment, GoNorth reserves the right to cancel the booking and withdraw confirmed services. In certain cases, a deposit may be required at the time of confirmation where required by suppliers. Any such deposit requirements will be specified in the booking confirmation.

Group Bookings (More than 9 passengers)

A non-refundable deposit of 10% of the total package price is due no later than 12 weeks prior to arrival. Payment terms may be stricter if required by confirmed suppliers, for incentive groups, or in other special circumstances. The remaining balance must be paid no later than 6 weeks prior to arrival. In case of delayed payment, GoNorth reserves the right to treat the booking as cancelled or to charge individual travellers upon arrival.

Cancellation

All cancellations must be submitted in writing by email. For FIT to gonorth@gonorth.is and for groups to groups@gonorth.is. A cancellation is valid only once GoNorth has confirmed receipt.

FIT Bookings and Individual Cancellations Within a Group

Time of cancellation	Charge of package/total price
More than 4 weeks prior to arrival	No fee (less bank charges; supplier conditions may apply)
4 weeks to more than 1 week prior	25%
1 week to more than 72 hours prior	50%
Less than 72 hours prior to arrival	100%

Group Cancellations (Entire Group Cancelled)

Time of cancellation	Charge of package/total price
More than 12 weeks prior to arrival	No fee
Less than 12 weeks and more than 8 weeks	10%
Less than 8 weeks and more than 4 weeks	25%
Less than 4 weeks and more than 1 week	50%
Less than 1 week	100%

Passenger numbers within a group are calculated based on the last submitted status list, or the original booking if no status list has been received.

Supplier Cancellations

If a confirmed service is cancelled by a local supplier, GoNorth will make every reasonable effort to provide a comparable alternative at no additional cost. If no suitable alternative is accepted, the cancelled service will be fully refunded.

GoNorth Emergency Phone

In case of emergencies, in connection with travellers in Iceland, all clients of GoNorth, tour operators, travel agencies and travellers, can call GoNorth's emergency phone outside office hours. GoNorth office hours are 9.00 to 16.00, Monday to Thursday and 9.00 to 15.00 on Fridays. The GoNorth office is closed on Icelandic public holiday and our email is not monitored outside office hours.

GoNorth considers incidents or situations that result in the traveller not being able to proceed with his or her confirmed itinerary or receive its confirmed services within the next 16 hours during weekdays and 64 hours during weekends, to be an emergency – in the context of emergency phone service.

The emergency phone should not be called to request service or discuss issues that can be handled during GoNorth office hours. If the matter is not an emergency, GoNorth kindly asks its clients to refrain from calling the emergency phone.

Liability

GoNorth disclaims responsibility for any loss, damage, accidents, sickness, or changes in schedules caused by weather, strikes, or any other circumstances beyond GoNorth's control. GoNorth reserves the right to alter routes, itineraries, or departure times without prior notice should the necessity arise. In the event of changes to itineraries or flights (domestic or international), passengers may be required to cover any additional costs resulting from such changes, including but not limited to extra hotel nights, meals, or transfers. GoNorth therefore strongly advises all clients to have adequate travel insurance. Participation in optional activities, including but not limited to riding tours and snow scooter tours, is at the client's own risk.

All complaints or refund requests must be submitted in writing to GoNorth within 28 days of departure from Iceland. Claims received after this period will not be considered. All complaints and refund requests must be submitted through the booking agent and will not be accepted directly from passengers.

This deadline also applies to activities that were not utilized by the passenger or that were cancelled due to weather or other circumstances beyond GoNorth's control. Refunds for activities operated by third-party suppliers are not automatic and must be actively requested by the passenger or booking agent within the stated timeframe.

Governing law

This agreement and any dispute or claims arising out of or in connection with its subject matter or formation (including non-contractual disputes or claims) shall be governed and construed by laws of Iceland. The parties irrevocably agree that the courts of Iceland shall have jurisdiction to settle any dispute or claim that arises out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).