

Cancellation Policy & Refunds | Private & Self Drive Package Tours

The cancellation policies that apply for private or self drive tours are more dependent on the number of people travelling in your party. We are able to offer more flexible cancellation policies for smaller travelling parties. Private groups that are larger than 8 people, or that require the booking of at least 4 hotel rooms each night, are classed as group bookings. With all bookings, 10% of the total tour cost is always non-refundable if the tour is cancelled. This covers our transactional and administrative costs as a result of booking and cancellation. If you have only paid a deposit when the cancellation request is received, please note that the cancellation fee is based on the full tour price and not a percentage of the deposit amount.

We try to provide the most flexible cancellation policy that we can, but unexpected things can come up that stop you from being able to go on your dream trip, or require you to make a claim whilst travelling. We hope that it is never needed, but it is always best to be covered for any eventuality. We can recommend considering Koala's Cancel For Any Reason (CFAR) Travel Insurance (Koala Flex). As the name suggests, you can cancel for any reason, no questions asked or proof required. This allows you to be refunded at least 90% of the booking price. In many instances with more than 10 days notice you will be refunded up to 99% of the booking price. As part of this insurance, you are also covered for medical expenses and repatriation services in case of any medical assistance being required from an injury or illness sustained whilst travelling. To read more, get a quote or purchase this Cancel For Any Reason Travel with medical coverage, [click here](#). Please note, the insurance needs to be purchased within 14 days of paying the deposit for your trip.

Private Day Tours (without accommodation)

For all bookings of private day tours, where only the day tour is arranged, and no accommodation, the following cancellation policy applies. With more than 10 days notice, a 90% refund is provided. If we receive the request for cancellation less than 10 days, but more than 48 hours before the trip, you will be refunded 50% of the tour price. With less than 48 hours notice before the tour, then no refund is provided. Hidden Iceland will endeavour to accommodate your request for rescheduling to an alternative tour departure, whenever feasible.

Refunds on Private & Self Drive Packages (Multi-Day)

1-8 people or 1-4 hotel rooms

If your travelling party includes less than 8 people (or less than 4 hotel rooms booked each night) then the following policy applies to you. With more than 10 days notice of cancellation, we will refund 90% of the cost of the tour, if the full amount has been paid. If we receive the request less than 10 days prior to travel, then no refund is provided. 10% of the total tour cost is always non-refundable if the tour is cancelled. This covers our transactional and administrative costs as a result of booking and cancellation.

8+ people or 4+ hotel rooms

The cancellation policies of these larger group private or self-drive tours are dependent on the inclusions in your tour. With some hotels, we will be bound by their cancellation policies when booking larger groups or more than 4 rooms booked each night. With sufficient notice, we may be able to cancel with minimal or no charges, or be able to reschedule the booking to a later date at no charge. Please speak with us, and we will do what we can to ensure any cancellation fees are minimised for your trip to be deferred, where possible. Unless specified, the following cancellation policy will apply for Private or Self Drive Tours with more than 8 guests (or 4 hotel rooms).

Cancellations with more than 12 weeks notice will receive a 90% refund of the full tour price. If we receive a cancellation request less than 12 weeks, but more than 4 weeks notice, you will be refunded 50% of the full tour price. If we receive a cancellation request less than 4 weeks, but with more than 10 days notice ahead of travel, you will be refunded 25% of the full tour price. Private and specialised tour cancellations with less than 10 days notice are not refundable.

Special Cancellation Terms | Luxury Properties

If certain products are included with your itinerary package, then there are additional cancellation policies that apply. These are mostly related to particular luxury accommodation options that have strict cancellation policies as part of booking with them. If you have included any of the below accommodation options, into your package, then the following cancellation policies apply to your booking, on top of the listed Hidden Iceland cancellation policy. This list is not exhaustive, during the booking process your Travel Expert might identify other included options that have a more strict cancellation policy that needs to be applied.

- **Retreat Blue Lagoon:** If you are including the Blue Lagoon Suite at Retreat Blue Lagoon then that room has a 30-day cancellation policy. Cancellation within 30 days (and more than 10 days), then the cost of that room is additional in cancellation fees to Hidden Iceland's cancellation fees. This only applies to the Blue Lagoon Suite, and not the Junior Suites or regular suites.
- **Dalur Luxury Villas/Lodges:** If you are booking lodges or properties from Dalur Luxury Resort then the entire cost of accommodation applies as a cancellation fee, for cancellations within 2 weeks of travel (but more than 10 days of travel). This is on top of Hidden Iceland's cancellation fee.
- **Deplar Farm by Eleven Experience:** If you are booking Deplar Farm by Eleven Experience, then this component is not refundable upon booking. If you cancel more than 30 days before the tour starts, then you can move this bookings to a new travel date, within one year of the original planned dates. Cancellation less than 30 days (and more than 10 days) incurs the entire fee of this accommodation, on top of Hidden Iceland's cancellation fee.
- **Hof Villa:** Cancellation more than 4 weeks before the trip, results in a 20% cancellation fee of the cost of Hof Villa, on top of Hidden Iceland's cancellation fee. Cancellation less than 4 weeks before travel results in a full cancellation fee of Hof Villa, on top of Hidden Iceland's cancellation fees (if more than 10 days out).
- **Torfhús Retreat:** If you cancel more than 30 days prior to the trip to be entitled to a refund of that accommodation. Cancellations that occur less than 30 days before the trip, but with more than 10 days, means that the cost of this accommodation is applied as a fee, on top of Hidden Iceland's cancellation fees.
- **The Reykjavík Edition by Marriott:** All bookings of all room types during the summer months (June 1st - August 31st) have a 14-day cancellation policy. If cancellation is received with less than 14 days (but more than 10 days) notice, then the cost of the entire stay at this accommodation (all rooms) during summer is applied as a fee on top of Hidden Iceland's cancellation fee. All bookings between Dec 28 and Jan 1st, each year, are subject to a 30-day cancellation policy. However, the Penthouse at Reykjavík Edition has a 30-day cancellation policy year round. If cancellation is received with less than 30 days (but more than 10 days) notice, then the cost of the entire stay at this accommodation (all rooms) during this New Year's Eve period, or in the Penthouse (all year) is applied as a fee on top of Hidden Iceland's cancellation fee.
- **Private Lodges / Villas:** Cancellation terms confirmed upon booking.

Terms & Conditions

In addition to the cancellation policy listed above, you should read over our full [Terms & Conditions here](#) that apply to our bookings, namely in relation to force majeure and other eventualities that can affect international travel and our obligations to you.

Environmental Policy

Learn all about Hidden Iceland's efforts to minimise our environmental impact and 100% offset our carbon emissions by reading through our [environmental policy here](#).