

Midgard's Cancellation policy

Cancellation process

All communications relating to these terms and conditions (in particular any requests to cancel or amend your tour arrangements) must be from the lead traveler of each reservation and delivered by email to adventure@midgard.is (for all tours) or sleep@midgard.is (for accommodation) in order to be valid. Once received the amendment and/or cancellation needs to be confirmed by Midgard before further action can be taken.

All day tour operated by Midgard Adventure:

Cancellations made more than 5 days before departure will be refunded, minus a 10% transaction and service fee.

Cancellations made less than 5 days before departure are non-refundable.

All Multi-day tours, packages & custom-made itineraries:

Cancellations with more than 4 weeks notice before departure leaves you with a 70% refund. 30% are non-refundable, but can be partly used for future trips and services with Midgard.

Cancellations with less than 4 weeks notice before departure leaves you with a 50% refund. 50% are non-refundable, but can be partly used for future trips and services with Midgard.

Cancellations with less than 2 weeks notice are non-refundable.

No-show on all trips:

In case of a no-show in any of our trips, refunds will not be made.

Please note: We also sell tours operated by partner tour operators and accommodation at partner hotels. In those cases the partner's cancellation policy applies.

Midgard's Terms & Conditions

Weather

All adventure trips and outdoor activities are dependent on weather and general conditions. Midgard reserves the right to alter routes, itineraries, departure times, and or cancel your trip without prior notice with your safety in mind, should the necessity arise. If due to extreme weather conditions additional cost is incurred that cost is not covered by Midgard. With that said, Midgard will always endeavor to rearrange, reschedule or change your booking whenever possible.

Changes/alterations to tours

Midgard Adventure reserves the right to alter the route/itinerary of any of its tours and arrange alternative carriers to those advertised if necessary. No refunds will be given in these circumstances or in the event of any delay, curtailment or alteration of a trip resulting from any cause including severe weather conditions or mechanical failure.

Rates

Midgard reserves the right to modify its rates for economic purposes, such as currency fluctuations, inflation, or an increase in supplier costs. Any changes in rates will not retroactively affect bookings that have already been confirmed by Midgard.

Personal belongings

Passengers are responsible for the safety of their own belongings. Midgard accepts no responsibility for loss or damage to personal belongings or luggage.

Travel insurance

Safety is of paramount importance to Midgard Adventure and we pride ourselves in our attention to detail regarding safety on all our tours and of the knowledge, experience and expertise of our guides and team.

We do however strongly advise that all passengers have in place their own adequate travel insurance against issues such as illness, injury, loss or damage to personal belongings, and not being able to travel on the confirmed departure date.

Departure time of tours

Please note that if you do not arrive on time and miss the departure you are not entitled to a refund of the price paid for the services. We ask you to be ready at the departure time at the assigned departure place.

Drop- off time and duration of tours

Please note that drop off time and duration time are a guideline only and cannot be guaranteed. We are not liable for passenger failure to connect with other services or any cost associated in such delays.

Health issues

Participants must inform Midgard or the guide beforehand of any health-related issue possibly affecting their safety or the safety of others during the tour.

Risk

Guests/Clients are advised that all activities are undertaken entirely at their own risk and they must behave in a fit and proper manner at all times in accordance with instructions from the guide and must take proper responsibility for their own safety.

All adventure tours and outdoor activities carry inherent risks and Midgard does not assume any responsibility for accidents that are caused by its customers or can be traced to their own actions or are caused by factors outside of human control (Force majeure).

With the purchase of your trip you agree to these conditions, understand its implications and accept responsibility for your participation in your trip. Depending on the tour, you may be requested to sign an additional liability release.

Right to refuse service and/or participation

We reserve the right to refuse service and/or participation to any customer who:

- are physically or verbally abusive, or if they pose a threat to staff members or fellow travelers in any other way. In such cases, no refund is given.
- we believe to be under the influence of alcohol or drugs. In such cases, no refund is given.
- whose conduct or manner is likely to cause offense, upset or put other passengers in danger. In such cases, no refund is given.
- we believe will not be able to complete the tour because of their physical condition, injury or illness. This may apply to our hiking tours. In such cases, no refund is given.

Force majeure

Defined as an unforeseeable circumstance that prevents someone from fulfilling a contract beyond the reasonable control of a party. Midgard reserves the right to suspend or terminate the performance of its obligations when certain circumstances beyond their control arise, making performance inadvisable, commercially impracticable, illegal, or impossible. These unforeseeable circumstances include (but not limited to) the following: War, riots, fire, flood, hurricane, typhoon, earthquake, volcanic eruptions, lightning, rock slide, explosion, strikes, lockouts, slowdowns, pandemics, epidemics, other public health concerns, international travel restrictions, terrorism, prolonged shortage of energy supplies, and acts of state or governmental action prohibiting or impeding any party from performing its respective obligations under the contract.

In the event of Force Majeure, Midgard will not be liable for any refunds and this clause will supersede all other cancellation policies, when appropriate.
With that said, Midgard will always endeavor to rearrange, reschedule or change your booking whenever possible.

Jurisdiction

All parties agree that the venue and jurisdiction regarding any matter related to these terms and conditions shall be where Midgard is located, and the laws of Iceland shall govern.

Informing others

The person making the booking is responsible for informing all participants under that booking of the above mentioned terms and conditions.

Extra payment on holidays/days off

We charge an extra 40% of full tour price on the following days: New Year's Eve, New Year's Day, Christmas Eve, Christmas Day.

Please note: we do not provide open tours on the following days: December 24th, 25th and 31st and January 1st (Only private tours with 40% on top).

Payment policy

Issued invoices should be paid not later than 2 weeks after the date of issue. Unless any other specific terms were applied

Payment policy for private multi day, custom-made itineraries & multi day group tours

We charge a 30% deposit upon booking, the rest 70% is to be paid not later than 6 weeks prior to departure.

Reimbursement

Please note that Midgard can not be responsible for delays/ or additional transaction fees of the reimbursement to your account once it has been processed by us.