

## Booking Conditions

We acknowledge that this is a difficult times for both tourism businesses and travelers that are eager to head out to enjoy the outdoors and adventures all over the world. We've decided to further update our booking conditions for ease of mind when booking a trip with Borea Adventures.

First of all, we are grateful for all our guests that decided to move their bookings from last season to 2021 and we sure hope that we'll be able to run all of those trips in the coming season.

### Flexibility

As we've seen in the last year or so, things change fast. So we're offering total flexibility with your bookings so you can move your bookings to a later date without any extra fees. You can also convert it to credit for later trips.

If you can't travel due to COVID-19 we have the following rules in place:

Borea gives full refund if:

- **You** cannot **Attend** the **Booking** because of a public travel ban issued either by the government of **Your** country of residence or by the country **You** are travelling to.

Borea wil not refund if:

- **Your** government has issued a travel advisory or warning but not a ban to the country where the **Booking** is located.
- **You** made the **Booking** after the Government Travel ban was already in force.

Our thinking is to give you flexibility until the last minute to change or cancel your booking if the reason is COVID-19. The clause here above is in effect in all the different types of tours mentioned here below.

For further information about how we'er responding to the COVID-19 situation, we suggest reading this [INFORMATION PAGE](#).

## Long tours

For all long tours (multi-day trips) a confirmation fee of 25% of the total price must be made when the tour is booked and full payment is required no later than 30 days before departure of the tour.

### Cancellations for long tours and expeditions

Participants wishing to cancel their booking must notify BOREA in writing immediately. The following cancellation charges will apply (calculated per person), calculated from the date a notification is received:

25% of trip price if cancelled formally more than 60 days prior to departure.

50% of trip price if cancelled formally 59-31 days prior to departure.

100% of trip price if cancelled within 30 days prior to departure.

## Day tours and scheduled boat tours

All day tours and scheduled boat tours should be paid in full when booked.

### Cancellations for day tours and boat tours

Participants wishing to cancel their booking must notify BOREA in writing immediately. The following cancellation charges will apply (calculated per person), calculated from the date a notification is received:

10% of trip price if cancelled formally with more than one week (7 days) prior departure.

30% of trip price if cancelled formally with one week (7 days) or less prior departure.

100% of trip price if cancelled formally within 2 days (48 hours) prior to departure.

### **Group cancellations for day tours and boat tours**

If you're in a group (five or more people), your booking blocks a big portion of the availability of the scheduled boat tour or day tour and the following cancellation charges will apply (calculated per person), calculated from the date a notification is received:

25% of trip price if cancelled formally more than one month (30 days) prior to departure.

50% of trip price if cancelled formally one week (7 days) or less prior to departure.

100% of trip price if cancelled formally within 2 days (48 hours) prior to departure.

### **Custom made tours**

For custom made tours a non-fully refundable confirmation fee of 25% of the total price must be made when the tour is booked and full payment is required no later than 30 days before departure of the tour.

### **Cancellations for custom made tours**

Participants wishing to cancel their booking must notify BOREA in writing immediately. The following cancellation charges will apply (calculated per person), calculated from the date a notification is received:

25% of trip price if cancelled formally more than one month (30 days) prior departure.

50% of trip price if cancelled formally two weeks (14 days) or less prior to departure.

100% of trip price if cancelled formally with one week (7 days) or less prior to departure.

Please note that other cancellation policies might apply for third party's services that we might have booked for you (hotels, restaurants, busses etc.)

## General

### Minimum Number of Passengers<sup>[1]</sup>

BOREA reserves the right to cancel a trip if bookings have not reached the minimum number of passengers required to operate that tour. Guests that have booked already will be notified in writing as soon as possible and will receive a full refund.

### Travel Insurance

We strongly recommend that you buy travel insurance in your home country which covers your cost should you have to cancel with short notice. This kind of travel insurance is not expensive and frequently covers other risks too. In general, travel insurance is a good idea when you are on the move in the world. Travel insurance is mandatory for long trips and expeditions.

### Weather and Conditions

All adventure trips and outdoor activities are weather and condition dependent and we reserve the right to change the itinerary or cancel your trip at any time for your safety. A changed itinerary does not give customers the right to a refund. A full refund is given if we cancel a trip. Please keep in mind that Iceland is, and will always be, Iceland. The weather and conditions change fast on our northern island. Our guides are specially trained to deal with changing weather and conditions, and their number one priority is to make decisions with your safety in mind. Please be aware of this and respect your guide's authority to do so. This is especially valid for winter travel in Iceland. Our summer trips operated from June through to August are rarely adversely affected by harsh weather. However, we don't control the weather.

### Assumed Risk and Outdoor Activities

Guests/Clients are advised that all activities are undertaken entirely at their own risk and they must behave in a fit manner at all times in accordance with BOREA guidelines and must take responsibility for their own safety. All adventure tours and

outdoor activities carry inherent risks and BOREA does not assume any responsibility for accidents that are caused by its customers, 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 the tour. Depending on the excursion, you may be asked to sign an additional liability release.

### **Alcohol and Drugs**

We reserve the right to refuse participation to clients we believe are under the influence of alcohol and/or drugs during the day's activities. In such circumstances, no refunds will be given. But feel free to have a beer or a glass of wine around the evening campfire or after dinner.

### **Gear and Appropriate Clothing**

Guests should read the equipment list relevant to their trip carefully. We reserve the right to refuse participation to any guest who does not have the appropriate gear or clothing, and is generally not ready to do the trip. In this case, no refund will be given. We can usually manage this situation beforehand if guests show up on time for their tour by discussing options and finding alternative solutions.

### **Voluntarily leaving a trip before its conclusion**

If a guest decides to leave the trip before it has concluded, no refund will be given. If the reason is injury or accident, we urge you to contact your travel insurance company. We would be happy to write a letter to support your claim.

### **Being Sent Home**

If the guide sends a guest home before a trip's conclusion, no refund will be given if the reason is any of the following:

- Disability.
- Lack of physical fitness and/or ability.
- Injury, fatigue and/or missing medication.
- Dishonesty about and/or withholding important or relevant health information.
- Inappropriate or missing essential non-provided equipment.<sup>[1]  
SEP]</sup>
- Bad behavior, rudeness, lack of respect or bullying towards any individual.<sup>[1]  
SEP]</sup>
- Inability to follow instructions.

Sending guests home is not taken lightly by BOREA and is never an easy decision to make. It is done as a last resort or when continuing with a guest will have a significant negative impact on the tour and/or groups experience. The guides always have the final say in this situation.