

## Payment & Booking Conditions

The following terms of payment & booking conditions are valid for ICELANDIC MOUNTAIN GUIDES (IMG), ICELAND ROVERS (ILR), GREENLAND ADVENTURES by ICELANDIC MOUNTAIN GUIDES (GAIMG) and Arcanum Glacier Tours. (AGT).

## Flexible Cancellation Terms in light of COVID-19

The following policy applies to departures from October 1st 2020 until February 28th 2022.

- For all new bookings for scheduled multi-day tours in Iceland and all private or tailor-made longer tours in Iceland. No cancellation fee is charged until 6 weeks prior to departure. If the tour is cancelled 4-6 weeks before departure, 50% of the tour price is refunded. 25% of the tour price is refunded if formally cancelled between 16-29 days prior to departure. 0% of the tour price is refunded if it is formally cancelled with less than 16 days notice.
- For all private day tours or tailor-made day tours in Iceland. No cancellation fee is collected if cancelled formally 8 days or earlier before departure.
- For all tours in Greenland. No cancellation fee on Greenland tours until 4 weeks prior to departure.  
No cancellation fee on Greenland flights, until 8 weeks prior to departure. See Air Iceland Connect - Response to COVID-19

Please note that all prices and purchases are in Icelandic Krona (ISK). Icelandic Mountain Guides and related operators (Arcanum/Greenland Adventures) can not be responsible for currency fluctuations and/or additional fees that might be applied such as bank transaction fees, credit card fees etc.

All purchases and refunds are processed in ISK, prices in other currencies that are visible on our websites are for reference only. Icelandic Mountain Guides can not be held liable for any losses due to fluctuations in currency exchange rates nor any third party transaction fees that may be charged at the time of purchase and/or refund.

Additional extras might be subject to change fee.

In the meantime, we will continue to monitor any developments and follow the guidance and instructions of the Icelandic Directorate of Health.

#### **Information on the virus in Iceland**

[Information on the Corona Virus COVID-19 from the Directorate of Health Iceland](#)

[Information on the Corona Virus COVID-19 from the Ministry of Health Iceland](#)

#### **Information on the virus in Greenland**

[Visit Greenland announcement on COVID-19](#)

[Directorate of Health in Greenland, in Danish](#)

### **Multi-Day Tours – From March 1st 2022**

**From October 1st 2020 to February 28th 2022, flexible cancellation terms in light of COVID-19 apply. See above.**

#### **Cancellation policies for Multi-Day Tours from March 1st 2022 are as below:**

All rates quoted are based on the current purchasing prices in Iceland. Prices are in Icelandic Kronur (ISK) as shown on our website. Prices are guaranteed after full payment has been made.

## CANCELLATION

All cancellations must be made by letter or e-mail. In conformity with business practices within the Icelandic travel industry, the Travel Agent is obliged to charge cancellation fees to passenger(s) as follows:

## CANCELLATION CHARGES

IMG / ILR / GAIMG reserves the right to keep the below fee to cover costs.

**If clients formally cancel their participation:**

- 15% of the tour price is non-refundable.
- 50% of tour price is refunded if cancelled 30-59 days prior to departure.
- 25% of tour price is refunded if cancelled 16-29 days prior to departure.
- 0% of tour price is refunded if cancelled 15 days prior to departure.

## TAILOR MADE TOURS

Confirmation of 50% must be paid at booking and full payment must have arrived 9 weeks prior to departure.

## CHANGE FEES

If one requests changes to pre-made packages (i.e. self-drive packages), such as adding nights into the program, changing hotels or dates, a change fee might be charged. Please note that there is no fee for booking additional nights in Reykjavík before or after a tour/package.

- **Last minute change fee:** If a confirmed service is changed less than two weeks prior to arrival of the client, change fee might be charged.

- **Last minute booking fee:** A last minute booking fee might apply to all bookings requested within two weeks of client's arrival. This fee will apply to bookings for self-drive packages and countryside accommodations. However, this does not guarantee confirmation and one will only be charged for confirmed bookings.

## INSURANCE

Safety is our #1 priority. While our highly trained and experienced guides do their very best to ensure that everyone on tour with us has a safe and fun experience, there is still a very low possibility that an accident can occur that may require medical attention. Therefore, we advise that all of our clients have insurance that includes rescue.

## VALIDITY OF PRICES

All rates quoted or shown in our tariffs are based on current purchasing prices in Iceland. In the event of currency fluctuation, government taxes, or due to any other cost increases that are outside our control, IMG / ILR / GAIMG / AGT reserves the right to change prices already quoted or published in our price lists without notice.

Any eventual changes in rates will not be made with less than 8 weeks' notice prior to arrival.

After the invoice has been issued, the price is guaranteed against any surcharge, unless an increase is due to government laws or currency changes. IMG / ILR / GAIMG / AGT will absorb an amount equivalent to 5% of the package price. Amounts that exceed the 5% will be charged and clients will be entitled to cancel their booking with a full refund if the surcharge exceeds 10%.

## OTHER

All complaints must reach IMG / ILR / GAIMG / AGT within 5 days from departure from Iceland. Otherwise possible compensation is not valid.

IMG / ILR / GAIMG / AGT reserves the right to alter tours and itineraries due to weather or road conditions. All programs can be changed or cancelled at any moment during the trip to assure the safety of the clients and staff of IMG / ILR / GAIMG / AGT. Clients take full responsibility for meeting the physical fitness level requirement of the trip. Clients that are physically unfit or not equipped for their tour can be dismissed from the tour at their own expense. No responsibility is accepted for losses or expenses due to delays, changes of flights or other services, as well as because of strikes, accidents, sickness, damage, negligence, weather, war, changes in schedules, or other similar causes. IMG / ILR / GAIMG / AGT does not assume responsibility for accidents or death that can be traced to the participant's negligence, acts of third parties or exterior circumstances, such as weather, natural occurrences, war or other similar causes.

## Day Tours – From March 1st 2022

**From October 1st 2020 to February 28th 2022, flexible cancellation terms in light of COVID-19 apply. See above.**

All rates quoted are based on the current purchasing prices in Iceland. Prices are in Icelandic Kronur (ISK) as shown on our website. Prices are guaranteed after full payment has been made.

## CANCELLATION

All cancellations must be made by letter or e-mail. In conformity with business practices within the Icelandic travel industry, the Travel Agent is obliged to charge cancellation fees to passenger(s) as follows:

## CANCELLATION CHARGES

### SCHEDULED DAY TOURS IN ICELAND

- Cancellation received more than 24 hours prior to departure are fully refunded.
- Cancellation received less than 24 hours prior to departure will be charged full price.

### TAILOR MADE DAY TOURS

- Confirmation of 50% must be paid at booking and full payment must have arrived 9 weeks prior to departure.

### DAY TOURS OUTSIDE OF ICELAND

- A confirmation fee of 45.000 ISK is non-refundable
- 50 % of tour price is refunded if it is formally cancelled between 30 – 59 days prior to departure.
- 25 % of tour price is refunded, if it is formally cancelled between 16 – 29 days prior to departure.
- 0 % of tour price is refunded, if it is formally cancelled within 15 days prior to departure.

## INSURANCE

Safety is our #1 priority. While our highly trained and experienced guides do their very best to ensure that everyone on tour with us has a safe and fun experience, there is still a very low possibility that an accident can occur that may require medical attention. Therefore, we advise that all of our clients have insurance.

## **OTHER**

All complaints must reach IMG / ILR / GAIMG / AGT within 5 days from departure from Iceland. Otherwise possible compensation is not valid.

## **NOTE**

IMG / ILR / GAIMG / AGT reserve the right to alter tours and itineraries due to weather or road conditions. All programs can be changed or cancelled at any moment during the trip to assure the safety of the clients and staff of IMG / ILR / GAIMG / AGT. No responsibility is accepted for losses, expenses due to delays, changes of flights, or other services or because of strikes, accidents, sickness, damage, negligence, weather, war, changes in schedules, or other similar causes. IMG / ILR / GAIMG / AGT does not assume responsibility for accidents or death that can be traced to the participant's negligence, acts of third parties or exterior circumstances such as weather, natural occurrences, war or other similar causes.

## **Expeditions**

### **CONFIRMATION FEE**

All rates quoted are based on the current purchasing prices in Iceland. Prices are in Icelandic Kronur (ISK) as shown on our website. Prices are guaranteed after full payment has A confirmation fee is required for all expeditions and is not refundable. How high the confirmation fee is (often around 15-20% of the total tour price), and by what time it has to be paid, varies between tours and will be specified in the expedition manual of each tour, available on IMG / ILR / GAIMG / AGT web site and/or in email communications between IMG / ILR / GAIMG / AGT and the client during the booking process.

## CANCELLATION

All rates quoted are based on the current purchasing prices in Iceland. Prices are in Icelandic Kronur (ISK) as shown on our website. Prices are guaranteed after full payment has been made.

All cancellations must be made by letter or e-mail. In conformity with business practices within the Icelandic travel industry, the Travel Agent is obliged to charge cancellation fees to passenger(s) as follows:

## CANCELLATION CHARGES

IMG / ILR / GAIMG reserves the right to keep the below fee to cover costs.

### EXPEDITIONS IN ICELAND

- 15% of the tour price is non-refundable.
- 50% of tour price is refunded if cancelled 30-59 days prior to departure.
- 25% of tour price is refunded if cancelled 16-29 days prior to departure.
- 0% of tour price is refunded if cancelled 15 days prior to departure.

### EXPEDITIONS OUTSIDE OF ICELAND

- 50 % of total tour price be refunded, if formally cancelled between 90 – 180 days prior to departure.
- 0 % of total tour price be refunded, if formally cancelled less than 3 months prior to departure.

## INSURANCE

Safety is our #1 priority. While our highly trained and experienced guides do their very best to ensure that everyone on tour with us has a safe and fun experience, there is still a very low possibility that an accident can occur that may require medical attention. Therefore, we advise that all of our clients have insurance.



## VALIDITY OF PRICES

Valid retail prices are as listed on our price lists issued by IMG / ILR / GAIMG / AGT for each period. All rates are based on current purchasing prices in Iceland. IMG / ILR / GAIMG / AGT reserves the right to change prices already quoted or published in our price lists without notice due to inflation, changes in oil prices, government taxes, or any other cost increases that are outside our control. IMG / ILR / GAIMG / AGT will absorb an amount equivalent to 5% of the price. Amounts that exceed the 5% will be charged and clients will be entitled to cancel their booking with a full refund if the surcharge exceeds 10%. Eventual changes in rates will not be made with less than 4 weeks' notice before departures or on bookings already made and confirmed.

## OTHER

All complaints must reach IMG / ILR / GAIMG / AGT within 5 days from departure from Iceland. Otherwise possible compensation is not valid.

## NOTE

IMG / ILR / GAIMG / AGT reserve the right to alter tours and itineraries due to weather or road conditions. All programs can be changed or cancelled at any moment during the trip to assure the safety of the clients and staff of IMG / ILR / GAIMG / AGT. No responsibility is accepted for losses, expenses due to delays, changes of flights, or other services or because of strikes, accidents, sickness, damage, negligence, weather, war, changes in schedules, or other similar causes. IMG / ILR / GAIMG / AGT does not assume responsibility for accidents or death that can be traced to the participant's negligence, acts of third parties or exterior circumstances such as weather, natural occurrences, war or other similar causes.