

Terms & Conditions – Scandic Mountain Guides

Please read through the following Booking Conditions prior to submitting your Booking Request.

I hereby apply to book one of the Scandic Mountain Guides (also referred to as SMG) tour as specified in the following terms and conditions which I understand and agree to:

"Please note a special Covid-19 clause down below in the numbered list #22."

1. When paying a deposit I have entered into an agreement with Scandic Mountain Guides ehf., a limited liability Company registered in Iceland.
2. When you make a booking and pay your deposit, we will reserve your place on the basis of these Conditions. Your booking will be taken as confirmed in respect of all persons named on your booking.
3. I enclose herewith my initial non-refundable deposit of EUR 500 per person for each multiday-trip that I am applying to book. A non-refundable deposit is required within 2 weeks of the reservation date for confirmation.
4. Full payment for all tours is due and payable ten (10) weeks prior to the commencement of the tour(s) applied for and all payments are considered as deposits.
5. In the event of a cancellation, the cancellation must be confirmed in writing through email – info@scandicguides.com.
6. If a cancellation request is received less than ten (10) weeks before the trip commencement, and if I or SMG can find a replacement for the trip booked, all funds will be transferred to the replacement.
7. If a cancellation is received by SMG less than ten (10) weeks before the trip commencement and I cannot find a replacement for the trip booked, the total of all deposits will be retained by SMG and are non-refundable.
8. If cancellation is received by SMG more than ten (10) weeks before trip commencement, SMG will only retain the amount of the non-refundable deposit.
9. A reservation will be cancelled immediately if SMG has not received a full payment by ten (10) weeks prior to the commencement of the tour.
10. If you are unable to attend to your booked trip, you have paid the trip in full and the final payment date has passed, then the package is transferable to next season.

11. If we need to cancel your trip we will notify you as soon as possible. In the event of cancellation, we will endeavour to rearrange the dates of the trip. In case we are unable to find suitable dates for the trip, we will refund all the money you have paid.
12. I will not be permitted to participate in any SMG trip unless a "Release of Liability, Waiver of Claims, Assumption of Risks and Indemnity Agreement" is properly signed and witnessed.
13. It is understood and agreed that it is my responsibility to arrive at the required time and location to commence any trip.
14. SMG reserves the right to cancel any package at any time. Full refunds will be given in this case.
15. Note for group organizers - The group organizer is responsible to ensure that all guests are fully aware of SMG Terms and Conditions. The group organizer is also responsible for making sure that payment deadlines are met.
16. All participants under 18 years must have written documents from parents or legal guardian that they are allowed to attend the booked tour and that their participation is in accordance with SMG terms and conditions.
17. Photo Release - I give permission to SMG to use photos of me for marketing and promotional purposes.
18. Scandic hiking packages are sold in units, therefore no refund is issued if there is no hiking on certain days because of inclement weather or other things that are out of the control of Scandic Mountain Guides. No refunds are issued in whole or in part for unused days within the package due to late arrival or early departure.
19. We will need full details from you of any illnesses, medications currently being taken, known medical conditions and allergies. This information is required purely to assist in the case of an emergency and will otherwise be kept strictly confidential.
20. We will not be liable to pay any compensation if we are forced to cancel or in any way change a trip as a result of unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even with all due care. These include bad weather, unavoidable technical problems with transport, war or threat of war, civil strife, industrial disputes, natural disaster, epidemic or terrorist activity.
21. We both agree that any dispute, claim or other matter of any description (and whether involving personal injury or not) which arises out of or in connection with your booking or travel must be brought in the Courts of Iceland only. We both also agree that Icelandic law (and no other) will apply to your contract. If this provision is not acceptable to you, you must tell us at the time of booking.

22. Modify or cancel your 2021 reservation risk free!

- Scandic Mountain Guides recognize that our customers might be hesitant to book and confirm their skiing adventures under the unprecedented circumstances that have risen due to the Covid-19 pandemic. Therefore, we have decided to eliminate deposit payments until February 1st, 2021, so you can book your unforgettable adventure risk and worry free!
- In case of cancellations due to Covid-19, either travel or health related, after February 1 st , 2021, the following conditions apply:
 - Scandic Mountain Guides will fully credit the trip with an equivalent trip the following 2022 season with a price guarantee protecting you from any possible price increases between seasons or refund all payments made excluding the deposit.
 - If however the trip is cancelled after February 1st, 2021 due to reasons unrelated to COVID-19, our standard policy takes effect.

**COVID-19 related reasons apply to travel restrictions from your country of residence and restrictions to enter Iceland. In addition if you are not able to attend due to health issues related to COVID-19 or quarantine these terms apply as well.*

Thanks for reading Viking Heliskiing Terms & Conditions.

