

## **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.”*

### **Bookings, Deposits & Payments**

1. When paying a deposit, you 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 based on these conditions. Your booking will be taken as confirmed in respect of all people named on your booking.
3. All rates and deposits are in Euros, but an allowance will be made for exchange if payment is in another currency.
4. You enclose here with a non-refundable deposit of 500 EUR per person for each multiday package, that you are applying to book a package with SMG.  
A non-refundable deposit is required within 2 weeks of the reservation date for confirmation
5. Full payment for all packages is due and payable ten (10) weeks or February 1<sup>st</sup>, whichever comes first, prior to the commencement of the package(s) applied for and all payments are considered as deposits.
6. If booking a Private Ski Touring package, the 20% of the final price for the package is a non-refundable deposit that you need to pay to us ten (10) weeks or February 1<sup>st</sup>, whichever comes first, prior to package commencement.

### **Cancellation & Refund Policy**

7. In the event of a cancellation, the cancellation must be confirmed in writing through e-mail – [info@scandicguides.com](mailto:info@scandicguides.com).
8. If a cancellation request from your side is received less than ten (10) weeks before the package commencement, and if you can find a replacement for the package booked, all funds will be transferred to the replacement.  
If you cannot find a replacement:  
A - You can move your reservation into the next year, but the non-refundable deposit will not be transferred with, so you will pay it again the next year, or  
B - And you do not wish no transfer the package into the next year, your package is non-refundable.
9. If cancellation is received by SMG more than ten (10) weeks before package commencement, SMG will only retain the amount of the non-refundable deposit.

10. A reservation will be cancelled immediately if SMG has not received a full payment by ten (10) weeks, or February 1<sup>st</sup>, whichever comes first, prior to the commencement of the package.

11. VH reserves the right to cancel any ski package at any time.

We always try to find new suitable dates for the package you've booked, but if no dates will be suitable for you, full refund will be given in this case.

In case of cancellation, we will notify you as soon as possible.

12. If you booked a Heli-assisted ski touring package with us and due to weather, you couldn't use all drops by heli included in your package, we refund 120 EUR per drop.

13. We will not be liable to pay any compensation if we are forced to cancel or in any way change a trip because 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.

14. No refunds are issued in whole or in part for unused days within the package due to late arrival or early departure.

15. 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.

### **Before & During Your Stay**

16. You 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.

Please review the [Sample Waiver Form](#) on our website.

17. It is understood and agreed that it is your responsibility to arrive at the required time and location to commence any trip.

18. 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.

19. All participants under 18 years must have written & signed document from a parent or legal guardian that they are allowed to attend the booked package and that their participation is in accordance with VH terms and conditions.

20. It is mandatory to ski with transceivers, probes and shovel while skiing and ski touring with SMG.

21. Photo Release – *"I give permission to SMG to use photos of me for marketing and promotional purposes."*

22. We 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.

23. 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.

24. We both 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.