

GUIDER.IS TERMS AND CONDITIONS

1. Conditions

1.1. Welcome to Iceland with Guider.is! Guider.is ("www.guider.is") offers a variety of tours and personal guiding/escort/assistance services ("*service*") through its website (www.guider.is). Because our Terms & Conditions contain legal obligations, we encourage you to read them carefully. The purchase of any travel services offered by Guider.is constitutes a contractual arrangement between the person making the booking ("*customer*") and Guider.is, and represents acceptance of Guider.is Terms & Conditions described here. Please ensure that you read carefully and understand these Terms & Conditions prior to booking.

1.2. All bookings made online or by e-mail require full payment after customer confirms the booking and receive invoice from Guider.is.

1.3. After your booking is confirmed by Guider.is, you will receive an email with your booking number, a list of services purchased, and confirmation invoice.

1.4. Please check all details on your confirmation carefully to ensure they are exactly as you requested. In the event of discrepancy, please contact Guider.is immediately as it may not be possible to make changes later.

2. Reservations and bookings

2.1. Bookings for individuals and groups are to be made through Guider.is website <http://www.guider.is> they can also be made by email to info@guider.is

3. Payments

3.1. All bookings made through Guider.is website <http://www.guider.is>, require a full payment with credit card at the time of booking, or through the bank transfer after customer confirms the booking and receive invoice from Guider.is.

3.2. Guider.is will send invoice for full payment for groups and individuals 8 weeks prior to arrival. A non-refundable deposit of 10%, of the total package price should reach Guider.is weeks prior to arrival. Full payment for groups and individuals shall reach Guider.is at least 4 weeks prior to arrival of customers or upon confirmation of booking if done within 4 weeks. In case of further delay on payments, Guider.is will reserve the right to treat the booking as a cancellation and withdraw its confirmation of services.

4. Prices

4.1. Guider.is have the right to change prices already quoted or published without notice in the event of government taxes, currency fluctuation, or due to any other cost increases that are beyond control of Guider.is.

4.2. All rates quoted or shown in our tariffs are based on current purchasing prices in Iceland.

4.3. All prices are displayed without VAT and other taxes (subject to change of such taxes), unless stated differently on our website or the confirmation email.

4.4. After the invoice has been issued the price is guaranteed against any surcharge, unless an increase is due to government laws or currency changes. Guider.is 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%.

4.5. Guider.is is not responsible for any changes in currency exchange rates.

4.6. Guider.is reserves the right to correct wrong pricing, in case a booking is made on a package/tour that holds a wrong price within the booking process. In such cases, you will be informed as soon as possible and notified about the correction. Should you need to pay additional fee, you will have the option of doing so. However if you choose to cancel your booking, you will get a full refund. You will be refunded in the same currency as your purchase was made. No compensation will be paid and Guider.is shall have no further liability to you.

4.7. If a package or tour is cancelled due to situations beyond our control or minimum numbers not being reached we will refund the money you have paid. No compensation will be paid and Guider.is shall have no further liability to you.

5. Cancellation

5.1. All cancellations must be made by letter, e-mail (info@guider.is) or SMS (+354 777 66 58) and confirmed by Guider.is. Cancellation is confirmed when In conformity with business practices within the Icelandic travel industry, the Tour operator is obliged to charge cancellation fees to passenger(s) as follows:

6. Cancellation charges without including domestic flights or flights to Greenland

Time of cancellation for **Individuals** (Up to 6 persons)

6.1. More than 3 weeks prior to arrival – None

6.2. Less than 3 weeks (21 days) and more than 2 weeks – 10%

6.3. Less than 2 week (14 days) and more than 1 week – 30%

6.4. Less than 1 week (7 days) and more than 72 hours – 50%

6.5. Less than 72 hours and more than 24 hours – 75%

6.6. Less than 24 hours notice – 100%

Time of cancellation for **groups** (More then 6 persons):

6.7. More than 8 (56 days) weeks prior to arrival – None

6.8. Less than 8 weeks and more than 4 weeks – 10%

6.9. Less than 4 weeks and more than 1 week – 50%

6.10. Less than 1 week and more than 72 hours – 75%

6.11. Less than 72 hours – 100%

6.12. Cancellation charges for the service including domestic flights or/and flights to Greenland will include cancellation charges from airlines.

6.13. The counting method for cancellation charges excludes the day of arrival, and a week is seven (7) days.

6.14. In case if Guider.is cancels a service, which has unconditionally been confirmed, cancellations must be made with at least 4 week's notice on Guider.is behalf. Guider.is shall make every effort to provide similar alternative arrangements without additional cost to the customer. Should those alternatives not be to the customer's satisfaction, a full refund shall be made to the amount paid.

7. Liability

7.1. Guider.is disclaims responsibility for any loss, damage, accidents, sickness or changes in schedules caused by weather, strikes or any other irregularity outside control of Guider.is. Guider.is reserves the right to alter routes, itineraries or departure times, without prior notice, should the necessity arise.

8. Insurance

8.1. Guider.is consider adequate travel insurance to be essential. Guider.is cannot accept responsibility for any cost for you or any of your travel party that may incur as a result of failing to take out insurance cover. Please read your policy and take it with you on holiday. It is your responsibility to ensure that the insurance cover you purchase is water sports, riding tours, snow scooter tours and winter sports whilst on holiday it is your responsibility to ensure that you obtain the relevant insurance cover.

9. Complaints

9.1. If you have a problem during your holiday, please inform immediately so that we can help you or to solve the problem. If your complaint cannot be resolved locally, your complaint must reach Guider.is by e-mail within 14 days from departure from Iceland. Otherwise possible compensation is not valid.

Guider.is

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