

Terms and Conditions – Individual Travellers

BOOKINGS

Bookings can be made through Iceland Travel's website www.icelandtravel.is, or in writing to bookings@icelandtravel.is or info@icelandtravel.is. For group bookings of 10 individuals or more, please contact sales@icelandtravel.is.

Every detail regarding the booking must be carefully filled in, for all packages including international flight, please ensure that all passengers' names are identical to the names as they are in the passports. Also, state whether a transfer service from Keflavik airport is required, and details on accommodation, tours and other requested services, such as related to specific needs

Upon your booking confirmation, an email will follow containing your booking number and a list of services purchased. You will also receive an email containing a confirmation invoice and, if applicable, your e-ticket for your flight. Please print out these documents and bring them along to Iceland as proof of payment and as a voucher during your visit to Iceland.

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

Single, Double, Triple & Quad Rooms

Single supplements are often payable for sole occupancy of a room. A single room does not guarantee the provision of a double or twin room, and in some instances may be smaller. A double bed often consist of two single beds pushed together, using double bed base linen (although it is not unusual for single duvets to be provided in many hotels for doubles). For triple or quad occupancy, this may be a standard size room with either a camp bed, rollaway, or mattress on the floor and space will therefore be limited.

TERMS OF PAYMENT

Iceland Travel accepts Visa, MasterCard, Diners Club, and American Express.

For all bookings made within 30 days prior to arrival to Iceland, a full payment must be made at the time of the booking.

For all bookings made 31 days or more prior to arrival to Iceland, a 20% non-refundable deposit must be paid at the time of the booking. The remainder of the total holiday price is to be paid 4 weeks (28 days) prior to arrival in Iceland. The same card as used for the deposit payment will be charged unless the traveller instructs Iceland Travel otherwise in writing via email. If payment is not received 28 days prior to arrival, Iceland Travel will treat this as a cancellation of the booking and withdraw its confirmation of services.

Please note: Some of our holiday packages may have stricter payment rules, and in those cases the specific information will be stated in the package details on our website.

CANCELLATION

A cancellation must be sent to Iceland Travel in writing, by e-mail, and need to be confirmed by Iceland Travel in order to be valid. In conformity with business practices within the Icelandic travel industry, the traveller is required to pay cancellation fees on the total holiday price as follows:

Cancellation charges

Time of cancellation for individual traveller(s):	
More than 3 weeks (22+ days) prior to arrival	deposit
3 weeks (21 days) and more than 1 week (8 days)	50%
1 week (7 days) and more than 72 hours	75%
72 hours' notice and less	100%

Time of cancellation for groups of 10 individuals or more:	
More than 8 weeks (57 days) prior to arrival	deposit*
8 weeks (56 days) and more than 6 weeks (43 days)	40%
6 weeks (42 days) and more than 4 weeks (29 days)	50%
4 weeks (28 days) and more than 2 weeks (15 days)	75%
2 weeks (14 days) and more than 72 hours	90%
Less than 72 hours	100%

*For group bookings of 31 rooms or more, a cancellation of 20% of the package price will apply 10 weeks (70 days) prior to arrival and for group bookings of more than 40 rooms, a 12 weeks (84 days) period will apply.

If a service that has been confirmed unconditionally is cancelled by Iceland Travel, for example, due to insufficient participation, cancellations will be made with at least 4 weeks' (28 days) notice. Iceland Travel shall make every effort to provide similar alternative arrangements without additional costs. Should those alternatives not be to your satisfaction, a full refund will be made of the amount paid.

The counting method for cancellation charges excludes the day of arrival and starts on the date when we receive written notice of cancellation, or on the date upon which your cancellation is treated as occurring because of non-payment. A week is seven days

Flights (Domestic/Greenland)

Special cancellation and changing conditions apply to flights to/from Greenland** and domestic flights within Iceland.

Air Iceland does not permit group bookings on any flights.

For flights to/from Greenland only

A 20% non-refundable deposit is required for all reservations on flights to and from Greenland.

If a reservation for individual traveller(s), groups or individual(s) within a group, is changed (time, date or destination) after the reservation is made, and until 8 weeks

(56 days) prior to departure, a 10% changing fee of the flight price per traveller will be charged.

****If a reservation for helicopter flight within Greenland is cancelled, a cancellation fee will be charged according to the helicopter company conditions.**

The following applies to domestic flights within Iceland as well as to flights to/from Greenland.

If a reservation for individual traveller(s), groups or individual(s) within a group is cancelled within:

- 8 weeks (56 days) and until 6 weeks (43 days) prior to departure, a 40% cancellation fee of the flight price per passenger will be charged. If a reservation is changed (time, date or destination) during this time, a 20% changing fee of the flight price per passenger will be charged.
- 6 weeks (42 days) and until 4 weeks (29 days) prior to departure, a 60% cancellation fee of the flight price per passenger will be charged. If a reservation is changed (time, date or destination) during this time, a 30% changing fee of the flight price per passenger will be charged.
- 4 weeks (28 days) and until 2 weeks (15 days) prior to departure, an 80% cancellation fee of the fare price per passenger will be charged. If a reservation is changed (time, date or destination) during this time, a 40% changing fee of the flight price per passenger will be charged.
- 2 weeks (14 days) prior to departure, a 100% cancellation fee of the flight price per passenger will be charged. If a reservation is changed (time, date or destination) during this time, a 50% changing fee of the flight price per passenger will be charged.

VALIDITY OF PRICES

All prices on the icelandtravel.is website are per person, unless otherwise specified, and includes VAT and all other taxes. When purchasing flights, airport taxes and fuel charges are not reflected in the price, and will be added to the holiday cost.

All rates quoted on our website are based on current purchasing prices in Iceland. Iceland Travel reserves the right to increase/decrease prices published on our website, without notice, in the event of currency fluctuation, changes to government taxes, or due to any other cost increases beyond Iceland Travel's control. In this event, Iceland Travel will absorb an amount equivalent to 5% of the total holiday price. Amounts that exceed the 5%, will be charged to the traveller; however, travellers will be entitled to cancel their booking with a full refund if the surcharge exceeds 10%. No changes will be made to prices within 30 days prior to traveller's departure to Iceland.

Please note: Unforeseen admission fees to nature sites are not included in the price.

SURCHARGES FOR INDIVIDUALS

The following surcharges apply per booking:

Letter of Invitation / suppliers confirmation: Only for services booked through Iceland Travel: EUR 35,- per booking.

Change fee: If one requests changes to pre-made packages (i.e. self-drive packages), such as adding nights into the programme, changing hotels or dates, a change fee of EUR 150,- will be charged.

Please note that there is no fee for booking additional pre/post nights in connection with a tour/package.

Public Holidays

On the following public holidays, a 100% surcharge applies to Iceland Travel staff and tour guides:
New Year's Day / Good Friday / Easter Sunday / Whit Sunday / Independence Day (17 June) / Commerce Day (first Monday in August) / Christmas Eve (after 12:00 on 24 December) / Christmas day (25 December) / New Year's Eve (after 12:00 on 31 December)
For major cultural events, please see Practical Information on Iceland.

LIABILITY

Force Majeure

Iceland Travel disclaims responsibility for any loss, damage, accidents, sickness or changes in schedules resulting from causes beyond the control of Iceland Travel. Such causes include, but are not limited to, acts of nature, labour disputes or any other irregularity beyond Iceland Travel's control. Iceland Travel reserves the right to alter routes, itineraries or departure times, without prior notice, should the necessity arise. In case of any changes in flights (domestic and international), the travellers shall pay any additional cost caused by this, at the time the service is provided (extra hotel nights, meals, transfers etc.). We advise all traveller(s) to have comprehensive travel insurance to meet all contingencies.

General liability

Iceland Travel will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

- The act(s) and/or omission(s) of the traveller(s) affected or any member(s) of their party or
- the act(s) and/or omission(s) of a third party not connected with the provision of the services and which were unforeseeable or unavoidable or
- circumstances beyond Iceland Travel's control as defined under Force Majeure.

Complaints by Traveller

If you have a problem during your holiday, please inform the relevant service provider (e.g. hotel) immediately so that they can endeavour to put things right. If your complaint cannot be resolved locally, your complaint must reach Iceland Travel within 14 days from departure from Iceland. Otherwise, any possible compensation is not valid.

INSURANCE

Iceland Travel considers adequate travel insurance to be essential. Iceland Travel 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. It is your responsibility to ensure that the insurance covers all your activities during your holiday, for example, water sports, riding tours, snow scooter tours and winter sports. Please read your policy carefully and take it with you on your holiday.

CREDIT CAR FRAUD CONTIGENCY

If you do not supply the correct credit or debit card billing address and/or cardholder information, the issue of your tickets may be delayed and the overall cost may increase. We reserve the right to cancel your holiday if your card payment is declined or if you have supplied incorrect credit card information. We also reserve the right to do random checks in order to minimise credit card fraud.

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