

## **Policy Company Øyriket AS,** Hereby named [www.arctic-islands.com](http://www.arctic-islands.com).

When paying, the customer automatically agrees to the following.

### **TERMS AND CONDITIONS:**

#### ***PRICES, BOOKING AND PAYMENT***

All prices on [www.arctic-islands.com](http://www.arctic-islands.com) are in Norwegian kroner and are per person. The prices include everything mentioned in the trip description and there are no additional fees to the announced prices. Taxes (VAT) are also included.

#### ***UNEXPECTED COSTS***

Delays may occur. Costs related to delays are not included if we are late because of traffic, road works, accidents, bad weather, avalanches, sudden illness or other unexpected events. In the case of such event and delay, [www.arctic-islands](http://www.arctic-islands.com) is not responsible for missed flights, misses of booked activities or other loss.

#### ***CANCELLATIONS***

##### *If you cancel:*

You will get a full refund if there is 10 days or more before the trip takes place.

You will get 50 % refund of the total trip cost, if it is 9 - 5 days before the trip takes place.

You will have to pay 100 % of the total trip cost, if it is less than 5 days before the trip takes place.

The cancellation fees will be applied depending on the time between the date we receive written notice that you must cancel your trip and the trip's departure date.

##### *If we cancel:*

We will first try to reschedule you on another date or another tour according to our availability and to both your interest and stay in Tromsø.

If not, you will get a full refund.

We reserve the right to cancel the trip if there are less than the minimum

number of participants joining or for weather related reasons. In this case the customers will get full refund. We unfortunately cannot be responsible for other expenses you have had while preparing for this trip, for example flight tickets.

We will not give refund of organized trips because of bad weather conditions or low solar activity.

Arctic-islands.com reserves the right to cancel an activity/trip/accommodation at the resorts in Helgøy if the weather conditions are such that it is irresponsible and discourage to conduct an activity. The trip will then be refund 100 % to the guests.

### ***Travel and accident insurance***

All guests must have their own travel and accident insurance as some of the activities might be slightly dangerous. Before the tour, all guests will be given a pre brief of the weather conditions.

### ***HEALTH AND MEDICINE***

*We have the right to refuse participants to join the trip with us if we feel the trip is to physically and/or to mentally demanding for them. A full refund is given under such circumstances.*

It is very important that you notify to us if you have medical problems, and what medications you use. It is important that people with different health challenges contact their doctor to discuss any challenges regarding their health condition, with a focus on necessary medications, your ability to cope with cold and physically challenging trips, previous operations, or other relevant health issues.

There is always first aid equipment in our van and we carry mobile phones in case of emergency

### ***AGE***

To book a trip from us, you must be 18 years old. Young people can participate on our trips, but only when accompanied by adults.

### ***YOUR RESPONSIBILITY***

The customers are responsible for selecting a trip that is suitable according to their interests and abilities. Is there uncertainty about this, feel free to contact us.

*We demand that local laws are followed, and will not tolerate the use of illegal drugs, or any violation of Norwegian law. Smoking is not permitted in our vehicles.*

### ***WARRANTY***

We will guarantee you a memorable experience in the arctic but unfortunately we cannot promise that you will see the northern lights. We will do our best to find clear skies to see the aurora but the rest is up to the nature. We will not give refund of organized trips because of bad weather conditions or low solar activity.

### ***PHOTOS AND MARKETING***

Your guide will give you tips for the right settings of your camera as well as taking pictures of you during the tour. You will receive the guide's pictures straight to your mailbox 1-2 days after the trip. Please note that our guides may work on repetitive night shifts and may need some time to edit the pictures to give you the best service. If you have received this email we have your correct email address. Keep checking your inbox and your spam folder, sometimes emails with attachments end up there.

By buying our products you automatically consent to the use of the images that we take during the trip, of you or of the other persons that booked with you (if over 18), for advertising and promotional purposes in any media we choose. You grant us a perpetual, royalty-free, worldwide, irrevocable license to use these images for publicity and promotional purposes. If you for some reason do not accept this, let us know, and we will take that into consideration.

All the photos provided to you by Øyriket AS ([www.arctic-islands.com](http://www.arctic-islands.com)) will remain Arctic-islands.com ownership exclusively. You are allowed to use them for your private use only, and to share them on social media and photo sharing platforms, at the condition that the watermark remains visible. You are allowed to print them for private use only and no commercial use is permitted. Using photographic materials to promote any activity that is not strictly related to arctic-islands.com or publishing arctic-islands.com photos in paper media requires our written permission. Not respecting these terms of conditions will expose the violator to judicial proceedings.

## ***LIMITATIONS OF LIABILITY***

Arctic-islands.com, our guides, owners, shareholders, other employees, or agents take no responsibility for our customers' negligent or willful acts that lead to their own or others' death, personal injury, loss, damage, or deterioration of a person or property.

After a trip has started, Arctic-islands.com is not responsible of delays or interruptions of the trip due to naturally occurring events, if third persons need emergency assistance at road accidents or nature-made accidents, illness within the tour group, broken equipment, food poisoning, theft, delays, strikes, terrorism, civil disturbance, government restrictions or other unforeseen events.

Arctic-islands.com will not cover costs for airline tickets or other costs due to delays that occur on our activities. **Therefore: It`s important that you calculate enough time margin after a booked activity.**

Your money will be returned if something happen that leads to a cancellation of the trip, or you will have the opportunity to go on another trip if available. Arctic-islands.com reserves the right to alter routes, itineraries or timetables without prior notice, should the necessity arise. No liability is accepted for losses or expenses due to delays or changes of arrival or departure of flights or other services, injury, sickness, accident, strikes, damage, negligence, weather, war or other causes outside the control of Arctic-islands.com. All such losses and expenses are the personal liability of the traveler.

## ***CONTACT***

Please contact us if anything is unclear or you would like to have more detailed information about the trips. We are happy to answer all questions to make it easy for you to prepare for the trips.

info@arctic-islands.com

+47 41490049