



Pink Iceland's terms and conditions

Pink Iceland is a tour operator offering a variety of tours, packages, accommodation, events and related services.

Because the Terms & Conditions contain legal obligations, Pink Iceland encourages you to read them carefully. They form the basis on which bookings are accepted by Pink Iceland. The purchase of any services by Pink Iceland constitutes a contractual arrangement between the person making the booking and Pink Iceland, and represents acceptance of Pink Iceland's Terms & Conditions listed here. Please ensure that you read carefully and understand these Terms & Conditions prior to booking. Your payment is not deemed made until it is received by Pink Iceland.

After you have confirmed your booking, you will receive an email with your booking number and a voucher for your purchased items. We remind you to have your booking reference with you during your stay in Iceland.

LIABILITY

Pink Iceland disclaims responsibility for any loss, damage, accidents, sickness or changes in schedules caused by weather, strikes or any other irregularity outside Pink Iceland's control. Pink Iceland 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 passenger has to pay any additional cost caused by this, at the time the service is provided (extra hotel nights, meals, transfers etc). We advise all clients to have insurance, as clients are on their own responsibility on optional tours, such as riding tours, whale watching and snow scooter tours.

All information on Pink Iceland's website is subject to change and we reserve the right to alter/change/correct mistakes that may possibly appear on the website. The weather in Iceland can be very changeable and therefore we ask our guests to bear in mind that we might have to do sudden changes of the itinerary and ask for our guests patience and flexibility in those cases.

GUEST RESPONSIBILITIES

Please help us by observing the following:

- Please dress according to weather. Wear appropriate shoes, bring a hat, mittens and a scarf if you can.
- Download the [Emergency App. 112](#)
- Please follow the guide's instructions regarding safety and environmental issues



- Keep your seatbelt on whenever the vehicle is moving
- Please respect restrictions, rules & boundaries set at each destination
- Please keep to marked footpaths when requested
- Please do not leave litter at destinations unless there are appropriate containers
- Please ask your guide to take care of litter you can't find a suitable home for.
- Please do not throw cigarette stubs away. Ask your guide for a portable ashtray.
- Please be aware that damage to rock and moss formations can not be repaired
- Please respect private property, cross fences with care and close gates behind you
- Please avoid disturbing or feeding animals
- We encourage you to refill your bottle with tap water.

PAYMENTS AND VALIDITY OF PRICES

All rates shown on Pink Iceland's website are rates from our suppliers and we reserve the right to correct or change them according to possible changes from the suppliers. Rates listed on the website are per person, unless otherwise specified.

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 Pink Iceland has no further liability to you.

Payments

When making a booking with Pink Iceland we might ask for a deposit up on your arrival. Pink Iceland accepts all major cards (Visa, Mastercard, Maestro, Visa Electron, American Express), Paypal and cash (ISK, USD, EUR, GBP, DKK, NOK, SEK). Once you arrive in Iceland and take part in the purchased services you will be fully charged.

CANCELLATION TERMS

Period before Cancellation fee as departure a % of total cost. The cancellation fee differs between Packages (which include over-night accommodation and/or car rental) and Day tours.

Payment:

Payment for packages is required 30 days in advance of the scheduled departure or commencement time.



Packages / Groups

Please note that most hotels require a 12 week notice for cancellation. If you cancel with less than 12 weeks notice you may be liable to pay for all or part of the hotel costs but we will do what's in our power to negotiate with the hotel.

For other parts of the package deal the terms are as follows:

If you cancel at least 30 calendar days in advance of the scheduled departure or commencement time: no cancellation fee.

If you cancel between 30 and 15 calendar days in advance of the scheduled departure or commencement time, you will be charged an 50% cancellation fee.

If you cancel between 15 and 7 calendar days in advance of the scheduled departure or commencement time, you will be charged an 80% cancellation fee.

If you cancel within 7 calendar days of the scheduled departure or commencement time, you will be charged a 100% cancellation fee.

Daytours:

Free cancellation up to 24 hours before departure. 50% charge if cancelled less than 24 hours prior to departure.

BOOKINGS, CONFIRMATIONS AND DEPARTURES

Packages

Pink Iceland reserves the right to cancel bookings when services are not available (e.g. when a car rental is not available, when accommodation is unavailable, etc.). And we will let you know as soon as possible.

Occasionally our suppliers and/or service providers make changes to tour dates, prices, inclusions, coverage, age requirements, etc. As a result, Pink Iceland reserves the right to cancel, change or substitute any service, tour or product that you have booked with Pink Iceland, at any time, for any reason. In such cases, we will inform you of these changes and alternatives offered in stead as soon



as possible. If you are dissatisfied with the alternatives offered, you are entitled to a full refund of the original purchase price.

Scheduled tours depart on specific dates and time, listed in your booking confirmation email. It's the customer's responsibility to be ready for departure, at the stated date and time. Shall the customer, for whatever reason (e.g. missed flight, bad weather, illness, accidents or other unforeseeable events), miss the departure, Pink Iceland is under no obligation to refund nor provide any compensation. Please contact your insurance company for advice.