

## Terms and Conditions

### Booking

#### Online:

Booking online [www.fjallasyn.is](http://www.fjallasyn.is) entitles you to a 5% online discount.

Our day tours and other prepared shorter tours can be booked online up to 24 hours prior to tour departure. But multi-day tours up to 72 hours prior to tour departure.

When you book a tour online, you will receive a confirmation and a booking number by email, stating tour departure and duration.

#### E-mail:

Booking by e-mail ([info@fjallasyn.is](mailto:info@fjallasyn.is)) can be made for day tours and other shorter prepared tours up to 24 hours prior departure time. But multi-day tours up to 72 hours prior to tour departure.

For group bookings please contact [info@fjallasyn.is](mailto:info@fjallasyn.is) or +354 464 3940 / 464 3941.

### Terms of payment

#### Deposit

A deposit of 10% of the tour price is required within 7 days from confirmation of a booking if not agreed differently. When price includes accommodation, or other bought elsewhere service, a deposit of 25% is required. We recommend at this time all passengers take out comprehensive travel insurance.

#### Payment

Full payment shall reach Fjallasýn Rúnars Óskarssonar at least 4 weeks prior to arrival of guests, if not agreed differently. In case of further delay on payments, the company will reserve the right to treat this as a cancellation and withdraw its confirmation of the services.

Fjallasýn accepts credit card payments through Visa or Mastercard.

### Validity of prices

After the invoice or confirmation has been issued, the price is guaranteed against any surcharge, unless an increase is due to change of laws from the government.

### Cancellation

All cancellations must be made by e-mail to [info@fjallasyn.is](mailto:info@fjallasyn.is) or [fjallasyn@fjallasyn.is](mailto:fjallasyn@fjallasyn.is). In conformity with business practices within the Icelandic travel industry, the company is obliged to charge cancellation fees to passenger(s) as follows:

#### Cancellation charges

More than 4 weeks prior to arrival: None

Less than 4 weeks and more than 3 weeks: 15%

Less than 3 weeks and more than 2 weeks: 25%

Less than 2 weeks and more than 72 hours: 50%

Less than 72 hours and more than 24 hours: 75%

Less than 24 hours notice: 100%

Please note that cancellation of one or more passengers within a group may cause a price increase for the group or a cancellation fee according to above rules for those cancelled passengers.

Cancellation terms may be stricter than stated above when dealing with large groups.

If a service, which has unconditionally been confirmed, is cancelled by Fjallasýn, for example due to insufficient participation, cancellations must be made with at least 4 weeks notice on Fjallasýn's behalf. Fjallasýn shall make every effort to provide similar alternative arrangements without additional cost to the buyer. Should those alternatives not be to the buyer's satisfaction, a full refund shall be made to the amount paid.

### **Liability**

Fjallasýn disclaims responsibility for any loss, damage, accidents, sickness or changes in schedules caused by weather, strikes or any other irregularity outside Fjallasýn's control. Fjallasýn reserves the right to alter routes, itineraries or departure times, without prior notice, should necessity arise. We advise all clients to have insurance, as clients are on their own responsibility on optional tours, such as activity tours.

The estimated duration of tours as indicated on our website are standard times and can vary according to road or weather conditions.

Fjallasýn reserves the right to alter/change/correct mistakes that may possibly appear in brochure, on website or price list.

### **Children's discounts**

#### **Day tours or other prepared tours**

Infants 0-1 year are free of charge.

Children 2-11 years will receive 50% discount from the listed price.

### **Applicable Law**

This tour contract is subject to Icelandic law only.

### **Comments or complaints**

If you want to comment on our tours, we welcome you to send us a line. We always welcome feedback on our tours. If you for some reason are not satisfied with our service, please contact us as soon as possible. You can either send an e-mail to [fjallasyn@fjallasyn.is](mailto:fjallasyn@fjallasyn.is) or write us a letter to our office at Hrístateigur 5, 641 Húsavík, Iceland.

### **Fjallasýn Rúnars Óskarssonar ehf**

Hrístateigur 5, Reykjahverfi

641 Húsavík

Iceland

Tel: +354 464 3940 / 464 3941

Website: [www.fjallasyn.is](http://www.fjallasyn.is)

Tours and booking e-mail: [info@fjallasyn.is](mailto:info@fjallasyn.is)

Groups: [fjallasyn@fjallasyn.is](mailto:fjallasyn@fjallasyn.is)

Office: [fjallasyn@fjallasyn.is](mailto:fjallasyn@fjallasyn.is)

*Published: Mars 2010*