

Eyjatours reserves the right to change routes, itineraries or timetables without prior notice. Eyjatours is not responsible for losses in the event of Force nature, such as natural catastrophes, strikes, weather, war or other causes outside of the control of Eyjatours. Such losses and expenses are the personal liability of the traveler. We advise all customers to have a travel insurance, as they travel at their own responsibility on tours and transfers.

As a customer, you agree to comply with and are legally bound to our Terms and Conditions. It is your personal responsibility to read our Terms and Conditions and inform all the parties of your group about them before joining our tours.

### **Product delivery**

The customer(s) will receive a booking confirmation and a receipt for the purchase of our tour(s). Customer(s) are required to present the receipt on an electronic device or print out the voucher when checking in. The customers will also receive a booking number that is required to change or cancel a booking. It is the customers' responsibility to contact us at [eyjatours@eyjatours.is](mailto:eyjatours@eyjatours.is) or by phone +354 8526939 to make any changes or to cancel the tour.

### **Departures**

The Location are indicated on the voucher. It is the customers' responsibility to arrive at the designated location at the exact time indicated on the voucher. Should the customers fail to comply with these conditions, Eyjatours reserves the right to cancel the booking and charge full price for the tour. Eyjatours might in single cases grant a free rescheduling or rebooking to the customer.

### **Cancellation right / right to return and refund**

For rescheduling, re-booking and cancelling please contact us via e-mail **[eyjatours@eyjatours.is](mailto:eyjatours@eyjatours.is)** or by phone **+354 8526939** . In case of a cancellation of any tour by Eyjatours (due to unfavourable weather conditions, technical difficulties or else independent of our control), you will be offered to:

- Either reschedule to another date of your choice (free of charge and provided there is availability)
- Or rebook to another tour (provided payment of the due amount before the tour if applicable and provided there is availability)
- Or get a full refund

Eyjatours reserves the right to cancel a booking when a tour was open to booking but should not have been available. In that case, the customers would be fully refunded if rescheduling is not possible.

All cancellations from customers should be notified via email to [eyjatours@eyjatours.is](mailto:eyjatours@eyjatours.is) at least 24 hours prior to departure time.

- If a cancellation request from a customer is received within 24-hour notice, you will get a full refund
- If a cancellation request from a customer is received with less than 24-hour notice or if the customers are a “no-show”, the tour will be charged full price.
- If customers miss their ferry, the tour will be charge full price.
- If cruise ships do not come in due to weather or other unforeseeable circumstances last minute, we refund 70% of the total amount.

### **Price and Payment**

Please note that prices online can change without notice. The relevant price for a tour booked through our website is always the one displayed to you during checkout when you enter your name and contact details. The price on our website(s) can differ from the official price catalog.

Your credit card information as well as your personal contact details are confidential and shall not be shared with any third party without your consent.

We accept following credit/debit cards:

- Visa
- Mastercard
- Mastro
- American express
- Union pay
- JCB
- Diners club
- Discover

### **Confidentiality**

The seller holds all information from the buyer in relation to the purchase as confidential. Under no circumstances will information be handed to a third party.

### **Law and venue**

This agreement is in accordance with Icelandic law. A court case shall be brought before the District Court of South.