



TERMS & CONDITIONS

All tours that are offered are subject to our standard terms and conditions. Please review these terms and conditions carefully prior to completing your reservation. By full payment you signify your agreement to be bound by these terms and conditions.

Sleipnir Tours ("Sleipnir Tours" or "Sleipnir Glacier Tours", "we", "our" or "us") is a day tour provider ("Services"). The Services are accessible and can be purchased by booking a reservation ("Booking"), through the website <https://www.sleipnirtours.is> ("Website") and any other websites through which Sleipnir Tours makes the Services available ("Sites").

These terms and conditions ("Terms & Conditions") are between you and Sleipnir Glacier Tours, registration name Jöklaferðir ehf, if you are using the Services, the Website and/or the Sites. The Terms & Conditions involve the Terms for Websites and the Terms for Services.

The Terms & Conditions also involve that you are bound by the privacy policy of Sleipnir Tours ("Privacy Policy").

1. Reservation

- Our prices are in ISK Icelandic Krona. No deposit is required for standard day tours.
- Online bookings are prepaid with credit card.
- There is no charge and/or fee for processing credit card payments when the Services are purchased.
- Online bookings: confirmation is sent out by email stating the departure time and the duration of the tour. The estimated duration of the tour can vary according to weather conditions and conditions on road and glacier.
- Start time and location is stated on the booking Voucher.
- The validity of the ticket: Tickets are valid for two years from the day of purchase.

2. Cancellations & Refunds

Cancellation received for more than 24 hours – Full refund

Cancellation received for less than 24 hours – No refund

Cancellation can be made directly online using the link received in booking confirmation, or via email.

In case of a cancellation or change of schedule or tour by Sleipnir Tours, you will be notified via email/phone call. In any case of cancellation or change, you will be offered a new date or a full refund.



3. Force Majeur:

In the event of cancellation by the tour provider Sleipnir Tours due to weather conditions before the tour, an alternative tour date is offered.

- Standard day tour: In case of a cancellation or change of schedule or tour by Sleipnir Tours, you will be notified via email/phone call. In any case of cancellation or change, you will be offered a new date or a full refund.
- Private tour: if no other tour date is acceptable to the client, a refund is offered.

4. Other Force Majeure Events

- 4.1. **Sleipnir Glacier Tours accepts no responsibility, and no refunds or compensation will be issued**, for cancellation or loss resulting from external events outside of the immediate control of Sleipnir Glacier Tours which prevent the passenger(s) from taking the booked tour. These external events include, but are not limited to:
- 4.2. The Agent's or Passenger's inability to reach Iceland or the tour location due to **flight delays or cancellations**, (e.g., due to weather, mechanical failure, or other airline issues).
- 4.3. Delays caused by the **breakdown of any vehicle not owned or directly operated by Sleipnir Glacier Tours**, including third-party transfer services or the passenger's own transport.
- 4.4. Travel delays or service disruptions caused by **natural disasters, civil unrest, or governmental action** that do not directly require Sleipnir Glacier Tours to cancel the specific glacier tour.
- 4.5. The Passengers is responsible for advising passengers to secure adequate **travel insurance** to cover losses arising from such events.

5. Lost & Found

If you lose clothes and/or other items in your possession during your trip with us, you can contact us by sending an e-mail to info@sleipnirtours.is

6. Responsibility & Liability

Booking the Services, whether or not by instructions from you or a 3rd party, are subject to your review and confirmation. If you do not send us comments on your booking, i.e. number of persons booked, timing, dates, and locations of departures, as soon as practicable prior to your trip, Sleipnir Tours does not accept any liability for any errors and/or omissions in the booking confirmation and/or the Services provided.

You are responsible for providing Sleipnir Tours with correct contact information in the event changes are made to the Services you booked with us.

Sleipnir Tours reserves the right to alter routes, itineraries or timetables should the necessity arise, including irregularities due to adverse weather and/or road conditions.

No responsibility is taken for losses and/or expenses due to delay or changes of flights, injury, damages, negligence, weather, war, and/or other unforeseeable causes.



6. Assumption of Risk and Participant Conduct

6.1. All activities with Sleipnir Glacier Tours are undertaken entirely at your own risk. Guests must behave in a fit, proper, and respectful manner at all times, following the instructions of Sleipnir Glacier Tours staff and our partners. Our tours involve outdoor travel in remote and often unpredictable environments and carry inherent risks. Sleipnir Glacier Tours accepts no responsibility for incidents caused by client behavior, disregard for safety protocols, or factors outside of human control (e.g., weather, natural disasters, road closures, etc.). By purchasing a tour, you acknowledge and accept these risks and agree to take full responsibility for your participation. For certain excursions, you may be asked to sign an additional liability waiver on location.

6.2. Our guides reserve the right to deny participation to any individual they believe may be physically unfit to complete the tour due to injury, illness, or other conditions. In such cases, full cancellation charges will apply.

6.3 Participation may also be denied to any guest who is physically or verbally abusive, or who poses a threat to staff or fellow participants. This includes disruptive, aggressive, or unsafe behavior. In these instances, no refunds will be issued, and full cancellation charges will apply.

7. Alcohol and Drug Policy

Sleipnir Glacier Tours maintains a strict no-alcohol and no-drugs policy. We reserve the right to refuse participation to any guest suspected of being under the influence of alcohol or drugs. Our guides may also remove any participant whose behavior endangers themselves or others. In all such cases, no refund will be given and full cancellation charges will apply.

8. Travel Insurance

As with any form of international travel, Sleipnir Glacier Tours strongly recommends that all guests obtain a comprehensive travel insurance policy in their home country prior to departure. This insurance should cover trip cancellation, medical expenses, lost luggage, and other unexpected circumstances, especially given the remote nature of our glacier tours.

Such policies are typically affordable and can provide peace of mind should your travel plans need to change at short notice. Travel insurance is a smart precaution for any journey and is especially important for remote, high-adventure destinations like those we visit.

9. Photography and filming

It is allowed to take photos and videos during stops on our tour.

Please note that it is allowed to fly drones during the stop on the glacier. Please ask first other guests in case they do not allow to have their photo taken.

We remind passengers to be considerate when taking pictures where other people might be visible.



10. Disclaimer:

Sleipnir Tours shall not be liable for any damages and/or loss relating to the use of, or reliance upon, the Website and/or the Sites.

11. PRIVACY POLICY

Sleipnir Tours is firmly committed to protecting the privacy of our customers and visitors to our website and to protecting the security of information from clients.

- We collect personal information when you register for a trip quote or otherwise voluntarily provide such information to provide a better user experience.
- We prevent unauthorized access, and we do not sell, rent, or loan our subscriber or customer lists to third parties for email marketing.

12. Disclosure of your information

Sleipnir Tours is an Icelandic company and is subject to Icelandic laws. We may disclose personal information without the user's permission to respond to legal requirements, enforce our policies, respond to claims that a listing or other content violates the rights of others or protect anyone's rights, to protect our guests, staff, associates or property (including this site).

This agreement shall be exclusively governed by and construed in accordance with Icelandic law.

Any disputes arising out of or in connection with this agreement shall exclusively be submitted to and dealt with by the district court of Reykjavík.