

# Saltoluokta mountain retreat terms

This terms and conditions document are used for all bookings made directly to Laponia Adventures Sweden AB with the company number 16559098 – 2996 and bookings made through Sacred spine yoga therapy. Laponia Adventures Sweden AB will hereafter be referred to as **we** or Laponia Adventures. All multi-day arrangements that is longer than one day will hereafter be referred to as **tours**. **Arrival** means the time the guest will meet their guide/host at the starting point according to the itinerary.

## Special condition during the Corona pandemic 2021-2022

We expect you to follow the Swedish laws as well as recommendations and restrictions provided by the Swedish Public Health Authorities. Our guides have the right to deny you to participate in our tours if you show symptoms that could be related to Covid-19. It is your own responsibility to ensure that you have a valid travel, medical and/or cancellation insurance without any exceptions for Covid-19.

### 1 Booking and payment

We will manually review your booking to make sure that the tour will suite you and that we still have availability. At time of booking, you will be charged a **20%** deposit and the rest should be paid latest **30 days** before your tour starts. If we have not received the deposit within **7 days** from the time of your reservation, the booking will automatically be **cancelled**. All payments can be made by **credit card or bank transfer**. When receiving your deposit, we will send you a **confirmation** by email as soon as possible.

### 2 Cancellations

We will refund you according to the conditions below:

- Cancellations **from the time you receive** your booking confirmation up to **31 days** before arrival will be charged **20%** of the total price for the tour.
- Cancellations from **30 days up to 15 days** before arrival will be charged **50%** of the total price for the tour.
- Cancellations within **14 days** of arrival will be charged **100%** of the total price for the tour.

All cancellations should be made by email.

### 3 Changing your booking

We will make every effort to assist you if you wish to change your booking but **cannot guarantee** to fulfill such requests. Requests for a change of plans must be made by email.

### 4 Additional information

Outdoor activities are dependent on the current weather conditions. Although we try to plan our tours at the most advantageous time of the year we might have to adapt our route due to weather, water and snow conditions and upon request of the local reindeer herders. We therefore ask you to **make allowances for changes to the tour itinerary**. If we are unable to offer a certain tour due to an unforeseen condition, you will be offered a similar tour or we will pay back what the guest have paid for the tour. In addition, the guest does not receive any compensation as a result of the cancellation. Please note that changes may occur at very short notice.

All the information provided on the website is, to the best of our knowledge or belief, **correct at the time of publication**. We will advise you of any changes that are crucial to the contract or which we believe will affect your holiday experience.

### **5 Your obligations as a guest/visitor**

- To **read your confirmation** carefully and check that all dates and products are booked according to your requirements. If not, please contact us to correct any misunderstandings immediately.
- Provide us with **correct contact details** when placing your booking.
- Provide us with the **correct information** about age, nationality, emergency contact person, health condition, food restrictions and size information (if applicable) for all participants when making the reservation.
- **Follow any rules** and instructions that apply to the use of accommodation, transfer, activity, etc. You are liable for all damages resulting from your behavior.