

TERMS AND CONDITIONS

SAFARIS – THE LAPLAND CONNECTION

WINTER SAFARIS & TOURS

Bookings:

By booking a trip with us the Customer agrees to our Terms and Conditions.

Advance bookings are recommended for all Safaris & Tours. Advance bookings for Husky Sled Ride are primarily confirmed to those customers who book at least two other excursions with us.

We do not take children under 10 years of age on our scheduled trips. If you are travelling with smaller children, feel free to contact us for a customized tour for your family.

Please inform us, at the time of booking, the participants' names, ages and nationalities as well as the name of your accommodations provider in Kilpisjärvi.

Cancellations:

The Customer can cancel a prebooked excursion without charge up to 7 days prior to operation date. If the cancellation takes place later, Safaris - The Lapland Connection has the right to charge the service in full.

Excursions booked and paid after Customer's arrival in Kilpisjärvi will not be refunded.

Safaris - The Lapland Connection can cancel a prebooked excursion if weather conditions are such that said trip cannot be conducted safely or due to other unforeseen circumstances. In this case any advance payment will be fully refunded.

Safaris – The Lapland Connection holds the right to change the planned routing, duration and timing of the excursion when deemed necessary for safety reasons or for customer comfort.

Safaris - The Lapland Connection has the right to cancel or terminate an excursion in the event a Customer, in our estimation, is in poor health or may cause danger to him / herself or to others.

Please note that special cancellation terms may be applied to group and high season bookings and to customized trips. These will be established and informed to the Customer at the time of the booking.

Clothing:

We recommend that you rent a set of protective clothing from us. The set consists of a snowsuit, boots and socks, balaclava and mittens. The cost is € 12 per person per day. The rental set is at your disposal for the duration of the trip. When you book three excursions with us, we provide the clothing free of charge.

Helmets are mandatory for snowmobile drivers and sledge passengers and included in the price.

Degree of Difficulty on Safaris & Tours:

The degree of difficulty is an indication of the physical endurance needed for participation. While our sledge transport excursions (Border Safari, Search for Northern Lights, Tundra Experience, Conquering Halti Fell) do not involve much physical effort, exposure to the freezing temperatures can affect you in different ways, depending on how you are dressed, medical conditions you might have, and for how long you are out in the cold. Exposure to cold can cause various physical challenges, such as breathing difficulty, fatigue, frostbite, mild hypothermia.

Temperatures during the snow season vary between – 5 C and – 35 C (23 F to – 31 F). We do not cancel our departures due to cold weather. You should be prepared with several layers of clothing suitable for the cold temperatures and rent snowsuit gear from us if your own outdoor layer is not sufficient to keep the cold at bay. Please refer to separate "How to Dress in Lapland" for recommendations.

Guiding:

Guiding on scheduled departures takes place in English and / or Finnish. Guiding in French is available for private parties at a supplemental cost of € 40 / hour.

Prices and Payment:

Prices are quoted in Euro and they include Value Added Tax. The right is reserved to revise prices if necessary due to unforeseen circumstances, such as increase in taxes.

Payment can be made on site by cash (in Euros), by credit card (Visa, MasterCard) or in advance by bank transfer.

An advance deposit / payment to secure your reservation may be required during the height of the season and for group / customized trip bookings.

Snowmobile Driving:

We can arrange the rental of a snowmobile for customers who wish to drive a snowmobile during the Border Safari to the Three-Country Cairn, the Tundra Experience and the Conquering of Halti Fell. The rental snowmobile can be shared by two persons so that one is driving and the other is sitting in the passenger seat, or it can be driven solo by one person. Snowmobile rental is subject to weather conditions. During the early stages of the snow season snowmobile rental is rarely possible due to the difficult driving conditions caused by weather.

The driver of a snowmobile must be at least 18 years of age and in possession of a valid driver's licence which entitles the holder of the licence to drive a car in Finland.

The driver of a snowmobile is held liable for damages to the vehicle. For each snowmobile, a € 1200 damage deposit is required. A charge will be placed on your credit card and released once the snowmobile is returned with no damage. If the snowmobile is damaged (broken light, windshield, body parts, etc.) the driver is responsible for the cost of parts and labour and the cost of the snowmobile transfer to the repair shop, as well for the cost of any missed rental time stemming from the repair. The maximum self-liability amount is € 1200 per snowmobile and per incident.

The mandatory snowmobile insurance, which is included in the price of the excursion for self-drivers as well as for sledge passengers, covers medical care for injury to the driver and the passenger arising from accidents, as determined and paid by said insurance company.

Driving a snowmobile under the influence of alcohol or narcotics is strictly forbidden by law.

Operation of the Programs:

The operation of Safaris & Tours is always subject to prevailing weather conditions.

Safaris & Tours are offered daily throughout the snow season which in Kilpisjärvi typically starts in late November and lasts until the end of April and even to early May, with the exception of the Christmas holiday December 23 - 26, when we are closed.

Due to weather conditions and safety reasons we do not organize Conquering Halti until the middle of February.

The Tundra Experience is available from January 7 until March 31.

Search for Northern Lights is available from the beginning of the snow season until March 31. Please be aware that the Northern Lights, also known as Aurora Borealis, is a natural phenomenon and its sightings cannot be guaranteed, and therefore your payment is not refunded if the Northern Lights are not visible. Scheduled departures of the Search for Northern Lights will be carried on regardless of weather.

Responsibility of Safaris – The Lapland Connection:

We recommend personal travel insurance as we do not accept any liability for any injury or material damage, with the exception of injuries arising out of snowmobile driving or snowmobile riding accidents, which are governed by the Traffic Insurance company policy.

While Safaris - The Lapland Connection exercises caution and appropriate safety measures in organizing Safaris & Tours, the Customer is always participating at his/her own risk.

In the case of force majeure which results in the cancellation of a prebooked excursion, the responsibility of Safaris – The Lapland Connection is limited to refunding the cost of any advance payment for such cancelled excursion.

Any possible dispute shall be settled in the District Court of Lapland (Lapin Käräjäoikeus in Finnish).