



General Terms and Conditions

Bookings

Bookings must be made through the Wilderness Center website www.wilderness.is, or in writing to info@wilderness.is To book for a group of 10 people or more please contact info@wilderness.is

Every detail regarding the booking must be included, in order for the Wilderness Center to ensure efficiency. Bookings should include the following information:

Full name and address of contact person

Names of guests

Number and type of rooms

Date of arrival and departure at/from Wilderness Center

Ages of any children travelling

Whether transfer service from Egilsstaðir airport is required

Details on requested services

Details on specific needs or service

Rooming Lists

A preliminary rooming list must be sent to the Wilderness Center no later than 8 weeks (56 days) prior to the travellers' arrival, and a final rooming list at least 4 weeks (28 days) prior to travellers' arrival.

Single, Double, Triple & Quad Rooms

Single supplements are often payable for sole occupancy of a room. A single room does not guarantee the provision of a double or twin room, and in some instances may be smaller. In a 'double' bed is often two single beds pushed together, using double bed base linen (although it is not unusual for single duvets to be provided in many hotels for doubles). For triple or quad occupancy, this may be a standard



size room with either a camp bed, roll-away, or mattress on the floor, and space will therefore be limited.

Terms of Payment

Payments can be made by bank transfer (please contact info@wilderness.is for Bank information) or by credit or charge card. The Wilderness Center accepts Visa, MasterCard, Maestro, Diners and American Express.

A non-refundable deposit of 20% of the total package price for traveller(s) or groups should reach the Wilderness Center 8 weeks (56 days) prior to arrival.

The Wilderness Center will send a pro-forma invoice for groups for full payment 6 weeks (42 days) prior to arrival. Full payment (less deposit) for groups and travellers must reach the Wilderness Center at least 4 weeks (28 days) prior to arrival of travellers, or upon confirmation of booking if made within 4 weeks (28 days). In case of further delay on payments, the Wilderness Center will reserve the right to treat the booking as a cancellation and withdraw its confirmation of services.

Prices and exchange rates may change without prior notice. A fully paid reservation will not change in price.

Cancellation

All cancellations must be sent to the Wilderness Center in writing – by e-mail, and must be confirmed by Wilderness Center in order to be valid. In conformity with business practices within the Icelandic travel industry, cancellation fees must be charged to traveller(s) as follows:



Cancellation Charges

Time of cancellation for individual traveller(s), or traveller(s) within a group or reduction of pre-ordered accommodation, tours, activity and other service:

Time of cancellation for individual travellers

Time of cancellation:	Cancellation fee:
More than 3 weeks (22+ days) prior to arrival	20%
3 weeks (21 days) and more than 1 week (8 days)	50%
1 week (7 days) and more than 4 days	75%
4 days' notice or less	100%

Time of cancellation for groups of 10 travellers or more

Time of cancellation for groups:	Cancellation fee:
More than 8 weeks (57 days) prior to arrival	20%
8 weeks (56 days) and more than 6 weeks (43 days)	40%
6 weeks (42 days) and more than 4 weeks (29 days)	50%
4 weeks (28 days) and more than 2 weeks (15 days)	75%
2 weeks (14 days) and more than 4 days	90%
4 days' notice and less	100%

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

The counting method for cancellation charges excludes the day of arrival and starts on the date when we receive written notice of cancellation, or on the date upon which your cancellation is treated as occurring because of non-payment. A week is seven days.

In the rare case of a double booking or other good reason for moving the guest, we reserve the right to do so by providing similar accommodation or better in the same area.

Please note: Unforeseen admission fees to nature sites are not included in the price list.

Changing fee:

We charge 50 Eur for changes made to an already confirmed reservation by individual travellers.

We charge 150 Eur for changes made to an already confirmed reservation for groups (10 persons or more).



Children's Discount

1. Children 2-11 years old, accompanied by 2 adults with whom they share a room, receive a 50% discount from the listed price.
2. Children under 2 years of age stay free of charge when sharing a room with parents. When one adult is travelling with one child, we charge a full double room price.
3. Children staying in a separate room or beds in the dormitory pay full price.
4. In all tours operated by the Wilderness Center we offer children 0 - 11 years old 50% discount.
5. Children 2-11 years old receive a 50% discount on breakfast and other buffets. Children under 2 years of age are free of charge.

Liability

Force Majeure

The Wilderness Center disclaims responsibility for any losses, loss, damage, accidents, sickness or changes in schedules resulting from causes beyond the control of the Wilderness Center. Such causes include, but are not limited to, acts of nature, labour disputes or any other irregularity beyond the Wilderness Center's control. The Wilderness Center reserves the right to alter routes, itineraries or departure times without prior notice, should the necessity arise. In case of any changes in flights (domestic and international), the traveller(s) shall pay any additional cost caused by this, at the time the service is provided (extra hotel nights, meals, transfers etc.). We advise all travellers to have comprehensive travel insurance to meet all contingencies.

General Liability

The Wilderness Center will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:



- Act(s) and/or omission(s) of the traveller(s) affected or any member(s) of their party or
- act(s) and/or omission(s) of a third party not connected with the provision of the services and which were unforeseeable or unavoidable or
- circumstances beyond the Wilderness Center's control as defined under Force Majeure.

We advise all travellers to have comprehensive travel insurance to meet all contingencies. At no time is the Wilderness Center responsible for indirect (consequential) damages.

Complaints by Traveller

If you have a problem during your holiday, please inform the relevant service provider (e.g. hotel) immediately so that they can endeavour to rectify the matter. If your complaint cannot be resolved locally, your complaint must reach the Wilderness Center within 14 days from departure from Iceland. Otherwise, any possible compensation is not valid.

INSURANCE

The Wilderness Center considers adequate travel insurance to be essential. Wilderness Center cannot accept responsibility for any cost for you or any of your travel party that may incur as a result of failing to take out insurance cover. It is your responsibility to ensure that the insurance covers all your activities during your holiday, for example, cable ferry sports, riding tours, hiking and winter sports. Please read your policy carefully and take it with you on your holiday

Please notify the host if arriving after 18:00 (6 pm).

Dinner is usually served from around 19:00 to 21:00. Hosts appreciate if dinner guests call in or send an email to book a table before 14:00 the same day.

Wilderness Center

Published: 1 January 2016