

TERMS & CONDITIONS

Vilu Arctic Experience

Official name of the company: Vuontisjoen Luontoelämykset

3015428-9

www.viluarcticexperience.com

info@viluarcticexperience.com

Tuolpajarventie 10, 99410 Vuontisjärvi

+358407597906

The following terms and conditions are applied to all services for individual travellers provided during all seasons by Vilu Arctic Experience. In our services we follow Finnish law and good manners.

Activities start from Hetta Enontekiö (99400), unless otherwise agreed. We will pick you up from your hotel in Hetta at the start time of the tour. We will wait for you outside of your hotel. You must give us the name of your hotel in advance. You can also start the activity in Vuontisjärvi (Tuolpajarventie 10, Vuontisjärvi). If you don't give us the name of your hotel, we will start the tour from Vuontisjärvi. Arctic Nature Glamping is located at Tuolpajarventie 10, Vuontisjärvi. If you need a ride from Hetta, we must arrange it in advance.

The duration of programs is approximate and may vary depending on the group size and weather conditions. Estimated durations include travel time from Hetta, which is usually about half an hour in total. Service prices include VAT. The Northern Lights are natural phenomenon; their appearance cannot be guaranteed. Read notes on the tour Guaranteed Northern Lights Expedition.

Reservation and cancellation terms

Activities

Activities can be booked and paid with a credit card or another method provided by Stripe through the online store. You can book activities also by email, WhatsApp, or by calling, after which we will send you a payment link or an invoice to complete the order. The payment link is provided by Stripe, through the payment link you can pay with a credit card or another payment method offered by Stripe. The invoice contains information if you pay by bank transfer. The reservation is confirmed when the full payment is received, unless otherwise agreed.

The reservation must always be cancelled by email (info@viluarcticexperience.com). On cancellation less than 7 days before tour start time full price of tour will be charged. A cancellation fee of €40 will be charged if the cancellation is made 8 days or more before the tour.

Lumikko Aurora Loft, Arctic Nature Glamping, meals and sauna

Lumikko Aurora Loft, Arctic Nature Glamping and its additional services food and sauna can be booked and paid with a credit card or another method provided by Stripe through the online store. You can book accommodation and additional services also by email, WhatsApp, or by calling, after which we will send you a payment link or an invoice to complete the order. The payment link is provided by Stripe, through the payment link you can pay with a credit card or another payment method offered by Stripe. The invoice contains information if you pay by bank transfer. The reservation is confirmed when the full payment is received, unless otherwise agreed.

Lumikko Aurora Loft and Arctic Nature Glamping can be booked online through Airbnb. If accommodation is booked through Airbnb, the conditions of that channel always apply. Otherwise, these terms and conditions apply.

The reservation must always be cancelled by email (info@viluarcticexperience.com). On cancellation less than 7 days before check-in full price of the accommodation and its additional services food and sauna will be charged. For cancellations 8-30 days before check-in, 50% of the total price will be charged. A cancellation fee of €40 will be charged if the cancellation is made 31 days or more before check-in.

Romantic Northern Lights Getaway -holidays

The deposit is 40% of the Getaway-package price. The rest of the price must be paid 30 days before the start of the adventure.

Getaway-holidays can be booked and paid with a credit card or another method provided by Stripe through the online store. You can book Getaway-holidays also by email, WhatsApp, or by calling, after which we will send you a payment link or an invoice to complete the order. The payment link is provided by Stripe, through the payment link you can pay with a credit card or another payment method offered by Stripe. The invoice contains information if you pay by bank transfer. Booking is confirmed when full or deposit payment is received, unless otherwise agreed.

The reservation must always be cancelled by email (info@viluarcticexperience.com). On cancellation less than 7 days before start time of the adventure full price of tour will be charged. For cancellations 8-30 days before the start time, 40% of the total price will be charged. A cancellation fee of €60 will be charged if the cancellation is made 31 days or more before check-in.

Safety

In beginning of every tour, we go through instructions for tour and its safety. Customer is obligated to follow the instructions of the guide. On tours with children, a close adult is always with them.

The guests participate all services at their own risk. We recommend taking out travel insurance for your visit. Travel insurance with cancellation should cover you in the event of a cancellation due to illness, injury or other unforeseen circumstances. The customer is obliged to compensate the merchant for the damages he caused.

We reserve the right to cancel/change the tour due to weather/other conditions that may lead to safety risks. The visitor has the right to cancel the reservation if it is colder than -32°C. Tours are always carried out taking the weather conditions into account. You must wear warm winter clothing and winter shoes during tours.

Notes on snowmobile safaris

The snowmobile driver must have at least a category T driving licence unless otherwise agreed. Categories A1, A2, A and B also include category T. It is possible for us to organize a snowmobile safari outside the official tracks if you do not have a driver's license. You must be at least 15 years old to drive. Driving snowmobile under the influence of alcohol or other substances is prohibited. Children taller than 130 cm can sit as a passenger behind his/her parent on a snowmobile. If necessary, choose a safari for which the guide will take the sled with her.

Snowmobiles are insured as required by the Finnish Traffic Insurance Act. This insurance covers medical care for personal injuries caused by an accident to the driver, the passengers well as any outside party, as determined in the policy of the insurance company. Personal travel insurance is recommended. Snowmobile driver is held liable for any damages caused to the snowmobile or third parties. Driver's self-liability in case of snowmobile accident 1800€/snowmobile.

There are two seats in a snowmobile, when it is necessary. The price of a tour is cheaper by sharing a snowmobile. If there is an odd number of people in your group, you must book at least one "adult, driving alone" at a higher price. On our tours, there are only people from the same group in one snowmobile.

Notes on the tour Guaranteed Northern Lights Expedition

The Northern Lights are natural phenomenon, their appearance cannot be guaranteed, but on this experience, we will carry risk for you. The tour need to be booked through online store. A reservation request via the online store is not binding. If we don't see any Northern Lights during the tour, we'll give you your money back. Weak Northern Lights are also Northern Lights. We will arrange the experience as we see fit. We must have availability. Northern Lights tours that are booked for a specific day will be given priority. This means that the tour may not be arranged at all on the dates you have provided. We are also not responsible for the Northern Lights being visible on a night when the tour has not been arranged. We will let you know by email when the tour will take place according your details that you provided. We will give you a time in hours by which you must confirm your final reservation.