

TERMS & CONDITIONS

Vilu Arctic Experience

Official name of the company: Vuontisjoen Luontoelämykset

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The following terms and conditions apply to all services provided by Vilu Arctic Experience during all seasons. In our services, we comply with Finnish law and good business practices. These Terms and Conditions may be updated from time to time. The version available and accepted at the time of booking shall apply to the reservation.

Activities start either from your accommodation in Hetta (Enontekiö 99400) or from the meeting point at Tuolpajarventie 10, Vuontisjärvi. If you wish to be picked up from your accommodation in Hetta, you must provide the name or address of your accommodation in advance. We will wait for you outside at the scheduled start time of the activity. If no accommodation information is provided, the meeting point will be Tuolpajarventie 10, Vuontisjärvi.

The duration of programs is approximate and may vary depending on group size, weather conditions and other circumstances. Estimated durations include travel time from Hetta, which is usually approximately 30 minutes in total. Service prices include VAT. The Northern Lights are a natural phenomenon and their appearance cannot be guaranteed. Special terms apply to the Guaranteed Northern Lights Expedition as described below.

Reservation and cancellation terms

Reservation and payment

Services may be available either for direct booking or by reservation request through the online store.

For services available for direct booking, the reservation is confirmed immediately upon successful completion of the payment.

For services requiring a reservation request, the request does not constitute a confirmed booking. After reviewing availability and other relevant factors, Vilu Arctic Experience may accept the request and send an invoice to complete the booking. Unless otherwise requested, the invoice will include a secure payment link provided by Stripe, allowing payment by credit card or any other payment method supported by Stripe. Upon request, the invoice may instead be issued with bank transfer details.

Reservation requests can also be made by email, WhatsApp, or telephone and follow the same procedure.

A booking confirmation will be sent once the reservation has been confirmed. All details relating to the reservation are available in the GuestApp, and a link to the GuestApp is included in the booking confirmation.

For Romantic Northern Lights Getaway packages and other tailor made packages, payment terms, including any required deposit and the due date for the remaining balance, are specified at the time of booking.

Lumikko Aurora Loft and Arctic Nature Glamping can be booked either directly through Vilu Arctic Experience or through third party booking platforms, including Airbnb and Booking.com.

If the reservation is made through Airbnb, Booking.com, or another third party booking platform, the terms and conditions of that platform shall apply.

For direct reservations made through Vilu Arctic Experience, these Terms and Conditions shall apply.

Cancellation policy for activities

Any cancellation must be made by email to info@viluarcticexperience.com.

If the reservation is cancelled less than 7 days before the scheduled start time of the tour, no refund will be provided.

If the reservation is cancelled 7 days or more before the scheduled start time of the tour, the payment will be refunded less a €20 administration fee.

Cancellation policy for accommodation, meals and sauna

Any cancellation must be made by email to info@viluarcticexperience.com.

If the reservation is cancelled less than 7 days before check in, no refund will be provided.

If the reservation is cancelled 8 to 30 days before check in, 50% of the total reservation price will be charged.

If the reservation is cancelled 31 days or more before check in, the payment will be refunded less a €20 administration fee.

Cancellation policy for packaged holidays

For the purposes of these Terms and Conditions, a packaged holiday means a pre designed combination of accommodation, activities and/or other services sold by Vilu Arctic Experience for a single total package price. Reservations where accommodation and activities are selected and booked separately, even if made during the same booking process, are not considered packaged holidays and are subject to the separate cancellation terms applicable to each service.

Any cancellation must be made by email to info@viluarcticexperience.com.

If the reservation is cancelled less than 7 days before the scheduled start of the package, no refund will be provided.

If the reservation is cancelled 8 to 30 days before the scheduled start of the package, 50% of the total package price will be charged.

If the reservation is cancelled 31 days or more before the scheduled start of the package, the payment will be refunded less a €40 administration fee.

Safety

At the beginning of each activity, the guide will provide instructions relating to the activity and its safety.

Guests participate in all activities at their own responsibility and are required to follow all instructions given by the guide. Vilu Arctic Experience reserves the right to interrupt or terminate an activity if a participant behaves in a manner that may endanger themselves or others.

Children must always be accompanied and supervised by a responsible adult.

Participants are responsible for ensuring that they are physically able to take part in the activity and for informing the guide of any medical conditions or other circumstances that may affect their participation.

We strongly recommend that all guests have valid travel insurance. Travel insurance with cancellation cover is recommended in case of illness, injury, or other unforeseen circumstances.

Customers are liable for any damage they intentionally or negligently cause to equipment or property belonging to Vilu Arctic Experience.

Vilu Arctic Experience reserves the right to modify or cancel an activity due to weather conditions or any other circumstances that could compromise safety. Customers may cancel their reservation free of charge if the temperature at the activity location is below -32°C .

Participants must wear appropriate winter clothing and winter footwear during winter activities.

Additional terms for snowmobile safaris

The minimum age to drive a snowmobile is 15 years. A responsible adult guardian must participate in the tour and take responsibility for any minor driving a snowmobile.

Children at least 135 cm tall may ride as a passenger behind an adult on the same snowmobile. Smaller children travel in a sleigh during the Easy Snowmobile Tour. The minimum age for travelling in the sleigh is 3 years. Please contact us regarding children aged 2 to 3 years.

Driving a snowmobile under the influence of alcohol or any other intoxicating substance is strictly prohibited.

A driving licence is not required on our standard snowmobile tours. If a particular tour requires a driving licence under Finnish law, this will be clearly stated in the tour description or communicated to the customer before the booking is confirmed.

Snowmobiles are insured in accordance with Finnish law. However, the driver is liable for damage caused to the snowmobile through negligence or misuse. The driver's maximum self liability in the event of a snowmobile accident is €1,800 per snowmobile.

If a heated helmet is available and the participant chooses to use it, the participant is responsible for any damage to the heating equipment.

A maximum of three snowmobiles can be booked through the online store. Larger groups should contact Vilu Arctic Experience before booking in order to arrange a private tour.

Each snowmobile is intended for two persons. If there is an odd number of participants in the group, at least one "adult driving alone" must be booked at the applicable single driver price.

Only members of the same booking group will share a snowmobile.

Additional terms for the Guaranteed Northern Lights Expedition

The Northern Lights are a natural phenomenon and their appearance cannot normally be guaranteed. However, on the Guaranteed Northern Lights Expedition, Vilu Arctic Experience assumes this risk under the conditions set out below.

Customers may register their interest in the Guaranteed Northern Lights Expedition by providing their contact details and information about when they are staying in the Enontekiö area. This information may be submitted through the online store, by email, or by WhatsApp. Such registration does not constitute a reservation or a binding agreement.

Vilu Arctic Experience will determine when the tour is arranged based on weather conditions, aurora forecasts, operational considerations, and availability. Tours booked for a specific date will always be given priority.

The tour may not be arranged on any of the dates indicated by the customer. Vilu Arctic Experience is not responsible for the Northern Lights being visible on a night when the tour is not arranged.

When a tour is arranged, we will contact the customer by email using the contact details provided during registration. The reservation becomes binding when the customer confirms participation within the time specified in our email.

If no Northern Lights are visible to the naked eye during the tour, the tour price will be refunded. Weak Northern Lights visible to the naked eye are also considered Northern Lights for the purposes of this guarantee.