



## Explore the North

# TERMS & CONDITIONS

### BOOKING & CANCELLATION POLICY

#### FIT > Flexible Independent Travel (Private parties)

**Payment Method** > Card or invoice.

**Up to 30 days prior to arrival:**

- > Free cancellation

**29-15 days prior to arrival:**

- > 50% of the total booking value will be charged.

**Less than 14 days prior to arrival:**

- > 100% of the total booking value will be charged.

#### GROUPS > Minimum of 5 rooms or 10 guests

**Payment Method** > Invoice.

**At the time of booking confirmation:**

- > 30% of the package price will be invoiced and is non-refundable.
- > The remaining 70% and 100% of all extras will be invoiced 30 days prior to arrival.

#### IN CASE OF CANCELLATION:

**Over 60 days prior to arrival:**

- > 30% of remaining total booking value will be charged.

**59-31 days prior to arrival:**

- > The remaining 70% on package price and 100% of all extras will be charged.
- > Up to 10% of the confirmed number of guests on the pre-invoice may be adjusted or cancelled free of charge no later than 7 days prior to arrival.

**Less than 30 days prior to arrival / No-show:**

- > 100% of the remaining package price and 100% of all extras will be charged. No further changes or reductions can be made.

#### Arrival and Departure

- > The check-in time and reservation start time are stated in the booking confirmation. Please notify reception in advance if arriving later than planned. Check-in is available between 15:00 and 23:00 and is completed at the Lodge reception.
- > A valid credit card (Visa, MasterCard, JCB, or UnionPay) must be presented at check-in.
- > Check-out must be completed by 11:00 at the latest. An overstay fee of 150€ per hour (or part thereof) applies if the accommodation has not been vacated by 11:00.

#### Late Arrival

- > For arrivals later than 22:00, notification well in advance is required. Without prior notice, late check-in cannot be guaranteed. Please provide the estimated time of arrival no later than 48 hours prior to arrival.
- > For safety reasons, only registered guests are permitted on the premises, and the maximum room capacity must not be exceeded.
- > When staying at the Lodges, each guest must present a valid ID upon check-in.

#### Insurances

- > Explore the North strongly recommends that guests obtain comprehensive travel insurance to cover any unforeseen circumstances. Cancellations remain subject to the applicable cancellation fees, as outlined in the cancellation policy, even if a medical certificate or other supporting documentation is provided. Explore the North does not offer insurance services.

#### Force Majeure

- > Neither Explore the North nor the Guest shall be held liable for any default, damage, or loss resulting from a Force Majeure event or any other significant disruption to operations caused by similar circumstances. These include, but are not limited to, war, strike, lockout, acts of terrorism, flood, epidemic or pandemic, or adverse weather conditions that make it impossible or unsafe to provide services (e.g., lack of snow).
- > If a Force Majeure event occurs, the affected party must immediately notify the other party in writing and provide updates on the continuation of the event or any relevant changes in circumstances for as long as it persists.
- > Explore the North reserves the right to modify or cancel a reservation due to circumstances beyond its control, including Force Majeure events or other situations that prevent the provision of the purchased services.

#### Guest Behaviour and Responsibility for Damage and Valuables

- > Guests are required to conduct themselves in a respectful and appropriate manner while at Explore the North Lodges. In the event of a violation of these terms and conditions, or inappropriate conduct, Explore the North reserves the right to remove the guest from the premises immediately without refund.
- > Guests are responsible for any damage caused, whether intentional or accidental, by themselves, their visitors, or their pets, either in the room or on any part of the Explore the North premises. This includes damage to furniture, equipment, and the property of other guests. Adults are responsible for supervising their children and are liable for any damage they cause. Explore the North reserves the right to charge the cost of any damages directly to the guest at the time of occurrence.
- > Explore the North accepts no responsibility for loss of or damage to guests' valuables during their stay. Guests are advised to take good care of their personal belongings.

#### Notifications

- > Guests must immediately inform the reception of any complaints or concerns regarding the booking or reservation as soon as they arise, so that the matter can be addressed without delay.

#### Applicable Law and Dispute Resolution

- > The exclusive applicable law is the law of Sweden or Finland, depending on the location of the Lodge.
- > Any dispute arising from or relating to the services provided by Explore the North shall be subject to the exclusive jurisdiction of the courts of the country in which the Lodge is located. Disputes concerning Lodges in Finland shall be settled in the District Court of Lapland, Rovaniemi. Disputes concerning Lodges in Sweden shall be settled in the District Court of Norrbotten, Pajala.

#### Other Terms

- > For compelling reasons, Explore the North has the right to transfer a reservation to other accommodation of at least the same standard, after consulting with the purchaser. Any immediate costs incurred from the transfer will be reimbursed by Explore the North.
- > If the advance payment is not received by the due date, the reservation will be considered cancelled. Rooms are available from 15:00 on the day of arrival and must be vacated by 11:00 on the day of departure. Hotel reservations are governed by applicable accommodation and catering regulations. Any deviations from these terms will be communicated separately at the time of booking.
- > All prices are quoted in euros (€) and include value-added tax (VAT) in accordance with Swedish and Finnish VAT legislation. Prices are based on the requested period, group size, season, service quality, availability, and other essential factors considered in pricing. Explore the North has the right to adjust service prices if there are changes to the content or basis of the services.
- > Explore the North also has the right to change prices in the event of significant increases in supply costs, currency exchange rates, or fuel costs, or if VAT or other taxes change substantially.

