

Terms & Conditions

Updated 27.2.2020

These terms and conditions may be amended from time to time and apply to all of our services.

By accessing, browsing, using and/or completing a reservation through our (mobile) website you acknowledge and agree to have read, understood and agreed to the terms and conditions set out below.

Into the Glacier is a tour operator, offering a wide range of adventure tours in Iceland. Bookings can be made directly through Into the Glacier, its sub-brands and/or any other website through which Into the Glacier makes their services available. If you are having any problems booking through Into the Glacier website <https://intotheglacier.is> then please contact our [Customer Support Team](#).

Into the Glacier reserves the right to alter itineraries and/or timetables should it be necessary, due to adverse weather and or other related conditions. Into the Glacier is not responsible for expenses and/or other related costs due to factors outside of its control, such as flight delays, changes and or cancellations, injuries, weather, war, natural disasters etc. and/or other unforeseeable matters. You are responsible for providing Into the Glacier with the correct contact information and related details so that we can keep you informed in the event of changes made to the services booked.

1. Prices

Please note that all prices for the services provided by Into the Glacier and its sub-brands are in the company's local currency, Icelandic Krona (ISK). As a local operator, Into the Glacier cannot be responsible for currency fluctuations and or additional fees outside its control that may be applied such as bank transfer fees, credit card fees and etc.

All charges are made in Icelandic krona, ISK. On intotheglacier.is you can view an estimate of prices in USD and EUR. This is only to help you understand the approximate price. Your credit card will always be charged in ISK. We also refund in ISK. Since Into the Glacier does not charge any booking or transaction fees we can not be held liable for any loss due to fluctuations in currency exchange rates during transactions, nor any third party transaction fees that may occur at the time of payment and/or refund. Keep in mind that your card issuer may charge you a foreign transaction fee.

2. Special offers & Promotional codes

Please note that special offers such as promotional codes cannot be applied to a reservation after purchase has been made such as in the form of a refund. When offered, promotional codes and/or other special offers, must be entered into the relevant field located on the payment page upon check out at the time of booking in order to be valid and applied.

3. Best Price Guarantee

We guarantee that you always get the lowest price when you reserve a tour through our direct channels.. or we'll match the lower price! It's easy to apply for the Best Price Guarantee on

<https://intotheglacier.is/>

Here's how it works:

1. *Make a confirmed reservation through one of our direct channels (any Into the Glacier website).*
2. *If in the following 24 hours you find a lower online rate for an equivalent offer on another website (same tour, same date, same departure time etc.) send us a mail through our [Customer Support Team](#), attaching the required supporting documents to request application of the best price guarantee. Please note that holiday pricing and special offers and promotions do not fall under the best price guarantee. For the best price guarantee to be applicable the other offer has to be for the same tour, same date, same departure time and have the same inclusions, cancellation policy and conditions.*
3. *One of our agents will then check that the lower rate on the other website complies with the Terms & Conditions of the Best Price Guarantee according to the rate and conditions you provide. If the rate mentioned meets the necessary Terms & Conditions, we will process a refund for the price difference and send you an email confirmation once processed.*
4. *If the rate mentioned does not meet the necessary Terms & Conditions, we will send you an email response justifying our answer.*

4. Pick-up & Drop-off Services

Into the Glacier offers pick up and drop-off services for most of its tours. Please read the tour description very carefully to see if pick-up and drop-off services are included in the price, can be added as an extras or the activity in question only offers the option of meeting us on location.

You as the traveler are responsible for your pick-up, this includes providing Into the Glacier with your pick up location in time as well as being ready at the correct time for the pick-up for your tour. Into the Glacier will provide you with information about your pick up time on your voucher which is provided upon booking. If you are unsure when to be ready for your scheduled tour then please contact our [Customer Support Team](#).

Please note that missing the pick-up does not entitle you to a refund of the price paid for the services. You are responsible to be ready for pick up at the assigned pick up point from the start of the pick up time in order to not miss our guides when they arrive to pick you up.

5. Meeting us on location

If you are planning to meet us on location for your tour then please be sure that this can be arranged. For most of Into the Glacier tours, it is possible to meet us on location. Please read the tour description of your tour very carefully to see if meeting us on location is possible for the activity in question. Please note that there are still some tours where this can not be offered. If you are unsure which tours this follows under then please contact our [Customer Support Team](#).

You as the traveler are responsible for arriving to the meeting point in time for your tour. This includes being ready at the correct time at the correct location in time for your adventure tour. Into the Glacier will provide you with information about the meeting point for your tour on your voucher which is

provided upon booking. If you are unsure when to arrive for your scheduled tour then please contact our [Customer Support Team](#).

Please note that if you do not arrive in time for your tour and/or are late to the meeting point of the tour, that is to say you do not arrive to the correct meeting point at the correct time for your adventure tour then you are not entitled to a refund of the price paid for the services.

6. Extras & Rental gear.

Extras and rental gear can both be added upon booking your tour as well as afterwards as long as it is made no later than the evening before your tour departure date. If you have already made a reservation with us and would like to add any extras and/or rental gear to your reservation then please contact our [Customer Support Team](#).

Please note that all extras and rental gear reservations are final. No refund is given for extras & rental gear, this includes single supplements, hiking shoes, waterproof jacket and pants etc.

Safety equipment needed for each tour is provided by Into the Glacier and is not classified as rental gear.

7. Travel insurance

As with any and all world travel, we strongly recommend that you purchase travel a travel insurance policy in your home country that covers your cost should you have to cancel your travel reservation with short notice. These kind of travel insurances are not expensive and frequently cover other risks. Having travel insurances is always a good idea when traveling around the world.

8. Icelandic weather and conditions

All adventure trips and outdoor activities are dependent on weather and general conditions. Into the Glacier reserves the right to alter routes, itineraries, departure times and or cancel your trip without prior notice with your safety in mind, should the necessity arise.

Please keep in mind that Iceland is and will always be Iceland. The weather changes fast on our northern island and with it, conditions change. Our guides are specially trained to deal with changing conditions and their number one priority is to make decisions with your safety in mind. Please be aware of this and respect your guides authority to do so. This is especially valid for winter travel in Iceland. Our summer trips (excluding high alpine trips), operated from June through August, are rarely adversely affected by harsh weather.

Into the Glacier can not be held responsible for any loss, damage, accident, injury, sickness, schedule change or other factors due to weather, strike, natural disasters or any other cause beyond Into the Glacier's control. Into the Glacier acts in good faith and cannot be held responsible for defaults or delays of organizations that are not a part of the Arctic family such as individual agencies, hotels, other tour operators, airlines, guides, restaurants or any other person's or company's act.

In the case of any changes to flights (domestic and international), the passenger is responsible for any additional costs incurred as a result of such changes (i.e. additional hotel nights, meals, transfers, etc.),

at the time provided. We, therefore, advise all customers to have comprehensive travel insurance to meet all contingencies.

9. Clothing

Appropriate footwear and suitable outdoor clothing must be worn. We reserve the right to refuse participation to customers who are dressed inappropriately or with inappropriate footwear since this will put the client's well-being and safety at risk.

10. Luggage

Please note that Into the Glacier cannot be held responsible for damaged luggage if it is taken on the tour. Luggage storage can be bought as an optional extra if the customer would like to securely store their luggage while on the multi-day adventure.

11. Assumed risk & Outdoor activities

Guests/Clients are advised that all activities are undertaken entirely at their own risk and they must behave in a fit and proper manner at all times in accordance with Into the Glacier, Arctic Rafting, Glacier Guides, Trek Iceland, Snowmobile.is or their partners' guidelines and must take proper responsibility for their own safety. All adventure tours and outdoor activities carry inherent risks and Into the Glacier or its partners do not assume any responsibility for accidents that are caused by its customers or can be traced to their own actions or are caused by factors outside of human control (Force majeure). With the purchase of your trip you agree to these conditions, understand its implications and accept responsibility for your participation in your trip. Depending on the excursion, you may be requested to sign an additional liability release.

Our guides reserve the right to refuse participation to any customer who they believe will not be able to complete the tour because of their physical condition, injury or illness. In such cases, full cancellation charges apply.

We reserve the right to refuse participation to clients that are being physically or verbally abusive, or if they pose a threat to staff members or fellow travelers in any other way.

12. Alcohol and drugs:

We reserve the right to refuse participation to clients we believe are under the influence of alcohol or drugs, in such circumstances, no refund shall be given. Our guides reserve the right to refuse participation to any customer whose conduct or manner is likely to cause offence, upset or put other passengers in danger. In such cases, full cancellation charges apply.

13. Reviews & Feedback

Into the Glacier welcomes all feedback, both positive as well as negative as it helps us improve our overall services, and performance. We would greatly appreciate it if you could share your tour experience with us.

Please note that all complaints must reach Into the Glacier within 5 days from the completion of your tour. Otherwise, possible compensation is not valid.

Terms and Conditions 2019

DAY TOURS – TERMS OF PAYMENT – BOOKING CONDITIONS

(for longer tours-see below)

Prices are in Icelandic Kronur as shown on our website. Prices are guaranteed after full payment has been made. In the case of a reimbursement, the price is refunded in Icelandic Kronur. If the exchange rate of currencies has fluctuated between the time of purchase and when the refund is issued this might result in either an increase or decrease in the total amount refunded in your local currency.

CANCELLATION

All cancellations must be made by letter or e-mail. In conformity with business practices within the Icelandic travel industry, the Travel Agent is obliged to charge cancellation fees to the passenger(s) as follows

CANCELLATION CHARGES INDIVIDUALS

Cancellation received more than 24 hours prior to departure are fully refunded. Cancellation received less than 24 hours prior to departure will be charged full price.

CANCELLATION CHARGES GROUPS

Should you need to cancel a group booking, 9 passengers or more, the following cancellation fees apply:

- Up to 28 days prior to departure: No cancellation fee.
- 14 – 27 days prior to departure: 30% cancellation fee.
- 7 – 13 days prior to departure: 50% cancellation fee.
- 0 – 6 days prior to departure: 100% cancellation fee

PRIVACY POLICY (COOKIES)

This site uses cookies. Cookies are used to enhance user experience on this website. By gathering data such as the user journey, bounce rate, individual site clicks and where the user comes from, we can better adjust our site to give the user the best possible journey through it. User preferences might be kept and tracking data shared with Google Analytics. We strive to keep this information safe, and no attempt will be made to connect this information to individuals.

Users can disable cookies in their browser, to do this we recommend looking up cookies in your browser help section.

LIABILITY AND INSURANCE

We advise all our clients to have personal travel insurance.

The safety of our clients is our number one priority on each and every tour. Into the Glacier is determined to ensure a safe environment for their clients and staff. To achieve this, Into the Glacier has established and will maintain a safety management system, designed to prevent accidents and limit the negative consequences should accidents occur. Our guests are advised to follow direction from the guides at all times.

The tours and all activities are undertaken entirely at the participant's own risk. Into the Glacier holds no responsibility towards them should an accident occur during a tour that can be traced to their own actions, actions of other participants on the tour or factors outside of human control.

OTHER

All complaints must reach Into the Glacier within 15 days from departure from Iceland. Otherwise, possible compensation is not valid. Note: Into the Glacier reserves the right to alter tours and itineraries due to weather, road conditions or circumstances beyond our control. Please note that due to the nature of the Into the Glacier tour, delays or later return are possible. All programs can be changed or canceled at any moment during the trip at the discretion of the guide to assure the safety of the clients and staff of Into the Glacier. If a tour is canceled by Into the Glacier due to any of these reasons, you will be entitled to either a full refund or to change your booking to another date and/or departure time.

No responsibility is accepted for losses, expenses due to delays, changes of flights, or other services or because of strikes, accidents, sickness, damage, negligence, weather, war, changes in schedules, or other similar causes. Into the Glacier does not assume responsibility for accidents or death that can be traced to the participant's negligence, acts of third parties or exterior circumstances, including but not limited to weather, natural occurrences, war or other similar causes.

VALIDITY OF PRICES

All rates quoted or shown in our tariffs are based on current purchasing prices in Iceland. Into the Glacier reserves the right to change prices already quoted or published in our price lists without notice in the event of currency fluctuation, government taxes, or due to any other cost increases that are outside our control. Any eventual changes in rates will not be made with less than 8 weeks' notice prior to arrival. After the invoice has been issued the price is guaranteed against any surcharge unless an increase is due to government laws or currency changes. Into the glacier will absorb an amount equivalent to 5% of the package price. Amounts that exceed the 5% will be charged and clients will be entitled to cancel their booking with a full refund if the surcharge exceeds 10%.

LONGER TOURS -TERMS OF PAYMENT – BOOKING CONDITIONS CANCELLATION

All cancellations must be made by letter or e-mail. In conformity with business practices within the Icelandic travel industry, the Travel Agent is obliged to charge cancellation fees to the passenger(s) as follows:

CANCELLATION CHARGES

The confirmation fee differs depending on the type of tour you are choosing: Into the Glacier reserves the right to keep the below confirmation fee to cover costs if clients do formally cancel their participation within three months of departure:

Overnight tours summer 25.000 ISK

Overnight tours winter 45.000 ISK

25% of tour price, if cancelled formally 31-21 days prior to departure

50% of tour price, if cancelled formally 15-21 days prior to departure

75% of tour price, if cancelled formally 14-7 days prior to departure

100% of tour price, if cancelled formally within 7 days of departure