



TERMS & CONDITIONS KEMI TOURISM LTD GROUPS MIN 10 PERSONS

Confirmation:

Deadline date for the reservation is mentioned in our confirmation or in the e-mail. After we have received your reservation confirmation, a non-refundable 10% proforma invoice will be sent electronically, unless otherwise requested by you. Reservation is considered confirmed when the first payment is received by Kemi Tourism Ltd. In case the 10% deposit is not received by the due date, we withhold the right to cancel the reservation.

Payment:

10% proforma invoice applies to SnowCastle hotel room, snowmobile safaris and icebreaker cruise reservations. 90% proforma invoice is due 31 days prior to the group's arrival.

Cancellation of the reservation (partly or totally):

More than 31 days prior to group's arrival - 10% reservation fee to be charged.

30 - 14 days prior to group's arrival - 50% of the total amount to be charged.

- We accept max 10% decrease from the original group size without any other charge than the 10% non-refundable pre-payment, which will in all cases be charged

13 - 0 days prior to group's arrival - 100% of the total amount.-

In case of illness:

The reservation will be totally refunded in case the illness is being mentioned as a reason for cancellation. Medical certificate needs to be send us within two (2) working days from the cancellation date.

Changes:

All cancellations/changes/re-confirmations shall be in writing and dated (fax or e-mail) within the office hours in Finland (8-16, +2 GMT).

Free policy:

1 tour leader free / 16 paying clients

2 tour leaders free / 32 paying clients

Max. 3 tour leaders free

Groups smaller than 16 paying clients, tour leader 50% discount

Charter cruises: max. 3 tour leaders free

Child rates:

0-3 years, free of charge. Child 4-11 years -50 %.

Passenger / rooming list:

To be sent to our office 7 days prior to arrival. Needed information: full name, gender, nationality.

Invoicing:

For reservations under 50 € we charge 5 € invoicing fee.

Others:

Kemi Tourism Ltd withholds the right

- to change the prices in the event of a general change of taxes or similar prices beyond our control
- to change the timetables or contents of the icebreaker cruises due to ice or weather conditions or similar reasons
- to cancel a cruise in case the number of booked passengers is under 40 persons. Such cancellation must be communicated to the client min 30 days prior to scheduled departure.

The SnowCastle and Icebreaker cruise services are subject to weather permitting.



TERMS & CONDITIONS KEMI TOURISM LTD INDIVIDUALS

Confirmation and payment:

Reservation is considered confirmed when the payment is received by Kemi Tourism Ltd. 100% from the total amount is due 31 days prior to arrival. In case the payment is not received by the due date, we withhold the right to cancel the reservation.

Cancellation of the reservation:

30-14 days prior to arrival - 50% from the total amount to be charged.

13 - 0 days prior to arrival - 100% from the total amount to be charged.

In case of illness:

The reservation will be totally refunded in case the illness is being mentioned as a reason for cancellation. Medical certificate needs to be sent us within two (2) working days from the cancellation date.

Changes:

All changes / cancellations to be received in writing by fax or e-mail within the office hours in Finland (8-16, GMT +2).

Child rates:

0-3 years, free of charge. Child 4-11 years -50 %.

Passenger / rooming information

To be sent to our office 7 days prior to arrival. Needed information: full name, gender, nationality.

Invoicing:

For reservations under 50 € we charge 5 € invoicing fee.

Others:

Kemi Tourism Ltd withholds the right

- to change the prices in the event of a general change of taxes or similar prices beyond our control
- to change the timetables or contents of the icebreaker cruises due to ice or weather conditions or similar reasons
- to cancel a cruise in case the number of booked passengers is under 40 persons. Such cancellation must be communicated to the client min 31 days prior to scheduled departure.

The SnowCastle and Icebreaker cruise services are subject to weather permitting.