



Terms and Conditions for Tours and Excursions

Terms & Conditions

Hotel Cabin offers a variety of tours and services through hotelcabin.is. Hotel Cabin operates a booking office, mediating between the person making the booking (“the Client”) and the company operating the tour (“the Tour Operator”). Because these Terms & Conditions contain legal obligations, we encourage you to read them carefully. They form the basis on which bookings are accepted by Hotel Cabin. The purchase of any travel services offered by Hotel Cabin constitutes a contractual arrangement between the Client and Hotel Cabin, and represents the Client's acceptance of Hotel Cabin's Terms & Conditions described here. Please ensure that you read carefully and understand these Terms & Conditions prior to booking.

Terms of Booking

Bookings occur through the website hotelcabin.is, via email to tourdesk@hotelcabin.is, or at the tour desk in Hotel Cabin. Any booking made by you, whether through the website or otherwise, shall be deemed as an offer by you to purchase the relevant tour or other service subject to these booking conditions. No contract between you and Hotel Cabin shall come into existence until Hotel Cabin accepts full payment and issues a confirmation invoice. The person who makes the booking accepts these conditions on behalf of all members of the party and is responsible for all payment due from the party.

By submitting a booking, you warrant and confirm to us that you comply with these arrangements. You further validate that all information submitted is accurate and up to date to the best of your knowledge. Hotel Cabin does not accept liability for any problems which arise due to insufficient or inaccurate information provided by the Client.

Terms of Change or Cancellation

In case of changes by the Tour Operator, including but not limited to cancellations and changes to itinerary or choice of roads due to weather conditions or other factors, or any issue with regard to prices, the terms and conditions of the particular Tour Operator apply, and all responsibility lies with the Tour Operator. Hotel Cabin reserves the right to cancel or alter tours, pending full compensation, for reasons of safety or feasibility.

In case of cancellation by the Client, Hotel Cabin will make every effort to ensure the best protection for you. However, late cancellation can result in compensation claims from hotels and other service providers. All cancellations must be sent to Hotel Cabin in writing, by letter or e-mail. In accordance with standard business practices of the travel industry in Iceland, Hotel Cabin is obliged to charge customers cancellation fees at a percentage of the full price, as follows :

- If cancellation occurs less than 24 hours before departure - no refund.
- If cancellation occurs within a week before departure - 50% refund.
- If cancellation occurs within two weeks before departure - 80% refund.
- If cancellation occurs more than 2 weeks before departure - full refund.
- No-shows are not refunded.

Terms of Payment

All bookings made online require full payment at the time of booking. After your booking is confirmed, you will receive an email with your booking number and a list of services purchased. Please print this document and bring it along to Iceland as this will be your proof of payment and to be used as a voucher in your Iceland visit. Please check all details on your confirmation carefully to ensure they are exactly as you requested. In the event of discrepancy, please contact Hotel Cabin immediately.



Liability

Hotel Cabin disclaims responsibility for any loss, damage, accidents, sickness or changes in schedules caused by weather, strikes or any other irregularity outside Hotel Cabin's control. Hotel Cabin acts in good faith, and cannot be held responsible for any agent, hotel, tour operator, guide, restaurant or any other person's or company's acts, defaults or delays. Hotel Cabin reserves the right to alter routes, itineraries or departure times, without prior notice, should the necessity arise.

Guests are obligated to follow the directions of professionals, such as tour guides and car rentals, regarding safety and regulations. Hotel Cabin does not assume any responsibility for accidents caused by reckless behaviour of customers, or failure to notify of any special or medical needs.

Questions, Comments & Complaints

All information on our website hotelcabin.is is subject to change. Hotel Cabin reserves the right to alter/change/correct mistakes that may possibly appear on hotelcabin.is. Hotel Cabin – Address: Borgartún 32, Tel: (+354)5116030, email: tourdesk@hotelcabin.is