



TERMS OF BOOKING AND CANCELLATION MULTI-DAY RIDING TOURS - INDIVIDUALS

Booking and Payment

- Booking must be in writing to info@eldhestar.is and include the following:
 - Riding Tour name or number and date.
 - Names and nationality of all participants and age of children.
 - Riding experience.
 - Requirements for special meals and any other special services.
 - Mobile phone number.
 - Flight number (for arrivals on same day as tour departure).
 - Pick-up location if other than BSÍ bus station.
- Bookings are valid upon receipt of a deposit of 20% of the total tour price.
- All tour prices are according to our price list in EURO.
- The remaining amount of the tour price is due six weeks prior to tour departure.
- For all bookings made within six weeks prior to tour departure, full payment must be made within 48 hours after booking.
- Payment can be made by bank transfer or by credit card (Mastercard or VISA).
If you choose payment by credit card please be aware of the dangers when sending card details by email. For security reasons, only contact us by phone for credit card payment. When paying by credit card, the amount in EURO will be converted to Icelandic Krona (ISK) according to the current exchange rate, which might result in a slight price difference. If you need any assistance please contact us.

Cancellation

- All cancellations must be written and confirmed by our office. We accept cancellations per email and per post.
- In case of cancellation 21 or more days prior to tour departure we keep the deposit.
- In case of cancellation 20-14 days prior to tour departure we charge 50% of the tour price.
- In case of cancellation later than 13 days but before 48 hours prior to tour departure we charge 75% of the tour price.
- In case of cancellation later than 48 hours prior to tour departure or no show, we charge 100% of the tour price.
- In case you need to cancel your tour due to unexpected events, the 20% deposit payment can be used for another tour or transferred to another person.
- Individual travel insurance is not included in the tour prices. We strongly recommend that you purchase 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.

Other

- All riding tours are dependent on weather and general conditions. Eldhestar reserve the right to alter tours and itineraries due to weather or road conditions. All programs can be changed or cancelled at any moment during the trip to assure the safety of the clients and staff of Eldhestar. 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. Eldhestar do not assume responsibility for accidents or death that can be traced to the participant's negligence, acts of third parties or exterior circumstances such as weather, natural occurrences, war or other similar causes.
- As soon as a payment is received you are agreeing to the terms set on this page without exception.

Bank Account Information

Account owner: Eldhestar ehf, Vellir, 816 Ölfus

SWIFT Code: NBIIISRE

Bank: Landsbankinn hf.
Austurstræti 11
101 Reykjavík

Account number for EURO: IBAN number: IS11 0114 3871 0018 4210 9220 69

Important

Please include the following information on your bank statement:

- **Name of the person(s) you are paying for**
- **Tour name**
- **Departure date**