



## Refund and cancellation policy

Things might change – and Spitsbergen Guide Service want to offer our guests a clear and good refund and cancellation policy.

### Day Tour – Ny-Ålesund

**In cases where YOU have to cancel or make changes –**

- 2,5% refund for cancellations from 22 days or more before the tour
- 50% refund for cancellations between 8 – 21 days before the tour
- 0% refund for cancellations later than 7 days before the tour
- 0% refund if guests don't show up to agreed departure/pick up time
- Payment confirm your booking

**In case of severely bad weather, difficult ice conditions or other reasons where WE have to cancel or make changes –**

- 100% refund before the tour starts
- 50% refund if cancellation or changes in route during the tour.

### Charter, Private, Transport and Expedition Cruises

**In cases where YOU have to cancel or make changes –**

- 100% refund for cancellations 31 days or more before the departure
- 0% refund for cancellations later than 30 days before the departure

**In case of severely bad weather, difficult ice conditions or other reasons where WE have to cancel or make changes –**

- 100% refund before the tour starts, if the cancellation is total and adjustments of departure/arrival time are not possible.
- 50% refund if cancellation or changes in route during the tour, if the cancellation is total or adjustments in planned route are not possible.

**Note** For Charter, Private, Transport and Expedition Cruises, we will always evaluate weather conditions before and during our missions. We will always do our best to deliver on schedule. But due to weather conditions we might have to adjust departure/ arrival times/dates. We will inform our guests if any changes have to be done. We encourage you to be flexible and understandable as traveling in Arctic conditions are demanding because of rough weather, cold waters, polar bears risks and other demanding conditions. Our Captains

and Guides are experienced and do continuous evaluations of risks and safety before and during all tours.

## Sickness or late attendance

If you have to cancel due to sickness or injury, our cancellation policy does not cover this but should be covered by your own travel insurance.

Please be on the pick-up place at least 10 minutes before departure time. We will do our best to identify ourselves to guests who are waiting for the transport. However it is the responsibility of the guest to be on time and identify themselves to our guides. In case you miss the departure time, the guests are responsible for any costs incurred for acquiring transportation to the activity. Because of limited time frames on our departures it might be too late to reach departure from in time. All lost payments or extra costs on the guests in these cases are non-refundable. Spitsbergen Guide Service AS are not liable for any injuries, losses or damages.

## Contact us

Cancellations are made by contacting Spitsbergen Guide Service by email: [post@spitsbergenguideservice.no](mailto:post@spitsbergenguideservice.no).

For any questions or requests please contact us.

We hope this policy is clear and welcome you to be our guest on Svalbard.

// Anniken Kolden  
Manager & Captain  
Spitsbergen Guide Service AS  
Longyearbyen - 2018