

Terms and conditions – Aurora Guides of Rovaniemi

These terms and conditions apply to all our services, including individual activities, all our tours and packages, transfers, and meals. They cover adventures in Rovaniemi and anywhere else we explore together. By booking with us, you agree to these terms, unless we decide something different in writing.

Booking basics

To keep things clear, all booking requests, changes, and cancellations need to be made in writing (via chat and/or email). Our rates are expressed in Euros (EUR) per person and already include taxes. Once your tour is confirmed, the price won't change, that's a promise! Each tour description will detail exactly what's included. For any extras you may choose during your adventure, like getting other snacks or souvenirs, you will cover the costs.

When making your reservation, please let us know if you or anyone in your family or group:

- Has any allergies
- If you require child seats
- If you have preexisting health issues
- If you are pregnant
- If you have suffered any injuries
- Anything else that might be good to know to improve your experience. The more we know, the more we can personalise your experience and prepare you for an awesome trip.

Hunting the Northern Lights

While we carefully plan our tours to maximise your chances of witnessing this natural wonder, we can't guarantee the Aurora Borealis will make an appearance. Factors like solar activity and weather conditions play a crucial role. To give you the best possible opportunity, we closely monitor conditions and select viewing spots known for their potential. Please note that some of our locations require longer travel times, sometimes in harsh winter conditions. We're committed to enhancing your chances of witnessing this magical display, but nature ultimately decides the show. If the Aurora doesn't make an appearance, we can't offer refunds in such cases.

Changes to your confirmed reservation

We understand things can change, please let us know as soon as possible! We'll try to accommodate your wishes and won't charge anything if your changes are made well in advance (more than 2 weeks before our scheduled activity or tour). If you need to modify your confirmed tour less than 2 weeks before it's scheduled, there's a €50 amendment fee. Adding extra activities before or after your scheduled tour won't incur this fee, though!

Payment and cancellation policy

We offer several payment options – cash, Paypal, Revolut or bank transfer. Please consider that these are wilderness tours and, in most cases, ATMs will not be available.

If we need to arrange certain services to accommodate your group, for instance arranging accommodation or a different type of transportation than what we have available, we'll ask for upfront payment for these services.

Our cancellation policy is based on the timing of your cancellation:

- Cancel more than 3 weeks before your planned activity, tour or package and you won't owe us anything.
- More than 1 week but less than 2 before your planned activity, tour or package a 40% of the total amount needs to be paid.
- Less than 1 week before your planned activity, tour or package, the full 100% of the total amount needs to be paid.

Cancelled trips & unused services

If you need to cancel your trip within 24 hours of departure, or after the tour has already begun, unfortunately, we can't offer any refunds. Similarly, any unused services included in your tour package (car rental costs, hotel costs etc.) are also non-refundable. To make sure you don't miss out on the adventure, please be on time for your tour pickup. If you miss the ride or don't show up at the pre-determined meet-up point, we won't be able to give you a refund.

Need to cancel due to illness?

If you need to cancel your adventure with us because you're feeling unwell, we can offer a full refund. Please let us know as soon as possible (via chat and email) so that we can adjust our plans. Just be sure to mention your illness as the reason for cancellation and send a doctor's

note to info@auroraguidesofrovaniemi.com within two working days of cancelling. We hope you feel better soon, and we'd love to welcome you to Lapland when you're healthy and ready for adventure!

Cancellation by Aurora Guides of Rovaniemi

While we do everything we can to make your adventure unforgettable, sometimes even the best plans need to be adjusted due to circumstances beyond our control, like bad weather, extreme snow conditions, illness or unforeseen events. In these rare cases, Aurora Guides of Rovaniemi reserve the right to cancel the tour. Should this happen, we'll communicate this cancellation as soon as possible, and we'll give you a full refund. However, please understand that we won't be liable for any additional claims.

Liability by Aurora Guides of Rovaniemi

We're here to make your trip amazing - we carefully plan every adventure to make sure it's the best it can be. If something unexpected happens on our end, we'll do our best to fix it or offer you something similar. Things like bad weather, natural disasters, or even global events can disrupt travel plans. While we'll do our best to help, we can't be responsible for any inconveniences caused by circumstances beyond our control.

Activities – important to know

Our tours are packed with fun and thrilling activities such as snowshoeing, tobogganing or wilderness hikes. It's important to highlight that some of these might be too challenging for children and adults, pregnant women or for people with injuries or preexisting health issues. Please always let us know about anything special when you book (see Booking basics), like allergies or special needs. If you forget to mention something important and it causes a problem, we can't be responsible for it. Once your tour is confirmed, you are responsible for your own safety and of those who are travelling with you (especially children).

To ensure everyone's safety, we reserve the right to ask anyone to step back from an activity if we think it might be unsafe for them or others. Please listen to your guides and follow their instructions so we can make the most of our adventure together. Aurora Guides of Rovaniemi can't be held responsible for any disappointments or inconveniences (losses, damages, costs, injuries etc) that may arise during your trip.

Travel insurance recommended

We recommend purchasing comprehensive travel insurance. Your policy should cover cancellation, medical expenses, and COVID-19 related issues. Please note that Aurora Guides of Rovaniemi cannot be held responsible for lost luggage, personal injuries, accidents, or

illnesses. In the event of personal injury, accidents or illnesses leading to a tour cancellation, no refunds will be provided.

We speak English

All our tours are guided in English, and all our info and materials are in English too.

Lapland memories in photos and videos

We love capturing the magic of your Lapland adventure. That means snapping photos or videos during our tours. These photos and videos might appear in our brochures, website, or even on social media (with your amazing adventure as the star, of course!).

If you'd prefer to keep your Lapland experience private, just let us know in advance by emailing us at info@auroraguidesofrovaniemi.com. We'll be happy to respect your wishes.

Remember, the Northern Lights are a natural phenomenon, and we can't guarantee perfect photo conditions, their colours or vibrancy. Let's cross our fingers for a stunning light show!

We care about your privacy

We only collect the info we need to make your trip amazing – things like your name, contact details, and sometimes a copy of your passport. Don't worry, we promise not to share your personal information with anyone else, except for the folks who need it to make your trip happen (like hotels).

We keep your info safe and sound for a limited time. You have the right to see what info we have about you, and you can ask us to change or delete it if you need to. If you have any concerns, please contact us.

We follow all the privacy rules (GDPR), so you can relax and enjoy your adventure!