

# Terms and Conditions

## Liability

Whilst we make every effort to safeguard our passengers, Norditours cannot be held liable for any damage, injury or loss of any kind caused by or resulting from any act or omission by its employees, agents or contractors. Norditours also assumes no responsibility for any act of negligence, act or omission whatsoever by any company whose services are used as part of packages provided, including but not limited to activity and accommodation providers.

## Travel Insurance

Travel insurance is required by European law. Norditours strongly recommends that passengers arrange their own travel insurance to cover against illness, injury, loss/damage to personal belongings and not being able to travel on the confirmed departure date.

All travel involves an element of risk and some tours offered by Norditours may be adventurous in nature and may involve a significant amount of personal risk.

## Cancellation Policy

Standard cancellation policy fees will apply:

- Cancellation fees of 100% of the total price will be applied if cancellation is received less than 12 hours before the start of the tour.
- Cancellation fees of 50% of the total price will be applied if cancellation is received less than 24 hours before the start of the tour.

No refunds can be made if you fail to join a tour, join after departure, or leave prior to conclusion.

For cancellation due to **Force Majeure** 100% of the total price will be refunded.

Force Majeure includes impersonal events such as war, civil insurrection, strikes, volcanoes, extreme weather, earthquake or natural disaster that makes it dangerous or impossible to safely undertake the tour. The determination of what constitutes 'Force Majeure' is at the discretion of Norditours. However, a travel warning issued by the Norwegian Government AFTER you book your tour invokes 'force majeure' or if you are on a ship and it is unable to dock for whatever reason, you are covered under this 'Force Majeure' provision.

Please contact us if you have any questions about our cancellation policy.