

Pólarhestar

BOOKING AND CANCELLATION

Stand 19.12.2017

General Information

Prices are per person and include the outlined program. Discounts are given for children up to 10 years of age

At Grýtubakki we insist that all our guests use riding helmets. We provide helmets as well as rain clothes.

It is advisable to have your own personal insurance when joining one of our riding tours. All tours are undertaken at the participants own risk.

Bio security measures

To protect the Icelandic horse from infectious diseases, visitors are asked to adopt strict bio security measures. Riding clothes must be disinfected before you arrive, used riding equipment such as bridles, whips etc. may not be imported. Gloves must be brand new. Please come with shoes that have not been in contact with horses in your country!

We will send you the official disinfection instructions by request.

Prepare for all kind of weather when travelling to Iceland. Bring warm clothes, gloves, ear band, warm jacket and good shoes!

Please bring your own sleeping bag and towels. (Exception: Our home tour "Between the Fjord and the Valley of the Elves" - here we offer made-up beds) Accommodation on our long riding tours will be in our small summer houses around our farm (rooms with two to four beds), in our farm house (double and triple rooms) and in different accommodations during our tours (dormitory, rooms with several beds). Common showers and toilettes per house.

On our riding tours you will get full board. Normally we start with a dinner on the day of your arrival and end with breakfast on your day of departure. Full board includes breakfast, lunch (sandwiches, cookies etc.) and a big warm meal for dinner. Homemade cakes are often served. We cook Icelandic, German and Swiss with fresh meat, fish and vegetables as well as varied milk products. We provide coffee, tea and water. Alcoholic drinks are not included!

For the longer tours we pick up and drop off our guests at the airport or the bus station in Akureyri. To protect the environment we try to limit the number of transfers. Please understand when you are not directly picked up after your arrival. During your waiting time it might be a good idea to visit the capital of the north. You can leave your baggage at the airport or the bus station.

CANCELLATION INFORMATION

Our cancellation terms for our long tours are as follows:

- Cancellations have to be made by letter or e-mail.
- A cancellation made with less than six weeks but more than three weeks' notice is subject to 20% of the tour price.
- A cancellation made with less than three weeks and more than one week notice is subject to 50% of the tour price.
- Is a cancellation made with less than one weeks' notice 100% of the tour price must be paid.

If a tour is cancelled by Pólar Hestar due to insufficient participation, such cancellation must be made with at least 4 weeks' notice and Pólar Hestar shall make every effort to provide similar alternative arrangements without additional cost to the buyer. Should the alternative not be to the buyer's satisfaction a full refund will be made.

Individual travel insurance is not included in the tour prices. We encourage clients to obtain relevant travel insurance before visiting Iceland.

Liability

Pólar Hestar reserves the right to alter routes, itineraries or timetables without prior notice, should it be necessary. No liability is accepted for loss or expenses due to delays or changes of arrival or departures of flights or other services, injury, sickness, accident, strikes, damage, weather, or other causes outside the control of Pólar Hestar. The traveller himself has to take care of all such losses and expenses.