

Booking Terms & Conditions

Value Added Tax (VAT)

- All transfer and hourly booking prices include 14% VAT as per Finnish VAT laws and regulations.
- All Trips of Northern lights / Aurora hunting prices including 25,5% VAT as per Finnish VAT law and regulation.

General Terms & Conditions and policy

- These terms apply to services of Lapland Adventure Travels OY (LAT), purchased by the persons paying for the services (Client). The price of the services depends on the program, the number of participants, and the dates when the tour takes place. Language used for guiding and during all services is English, if not otherwise stated or agreed.
- By completing a booking fee, you agree to these terms and conditions, as well as the cancellation policy. The booking for the tour is confirmed after the booking fee has been paid in full within the designated time frame, and a confirmation of payment via online communication (such as email, text, messenger service) is sent to you.
- Most refunds are processed within 5–10 business days; however, it can take up to 1 month to refund. Refunds can only be sent back to the original payment method used for the charge.
- These terms and conditions can be changed at any time without further notice by LAT OY. Changes will not apply to bookings placed before changes to these terms & reservations.
- Driver no-show: Contact driver via info sent (email, SMS, or WhatsApp). If unreachable, contact support within 15 minutes of pick-up time.
- Insurance: We recommend that our customers obtain travel insurance for potential exceptional situations and circumstances.
- LAT reserves the right to change prices if there are significant increases in supply, currency or fuel costs, or if prices rise substantially due to these factors, as well as if VAT or other taxes change.

Vehicle Type

- Vehicle images are for reference only.
- You may receive a free upgrade or multiple vehicles based on your booking size.

Passenger Rules

- No smoking
- Seat belts must be worn
- Respect vehicle cleanliness. Charges apply for damage or excessive dirt.

Child Seats

- Child seat or booster seat available upon request during booking — €5 fee applies.
- Add child's age and weight in notes. Cancellation Policy of Transfer and Hourly Booking.
- Free cancellation available more than 48 hours before your scheduled pick-up.
- No refund if cancelled 24 hours or less, or in case of no-show.

- Once you're within the 24-hour window, the booking is non-refundable.

Waiting Time

- 15 minutes free waiting time at standard locations.
- 60 minutes free for airports, train stations, and ports.

Flight / Train Cancellations

- Treated as no-shows and are non-refundable.
- Rescheduling is only possible with driver approval, and may include extra charges.
- Flight Delays or Reroutes
- If your flight is missed, delayed, or diverted, standard cancellation terms apply.
- Rebooking must be arranged with the driver. Extra fees may apply.

Airport / Train Pick-Up

- Meet the driver after baggage claim, at the exit assigned to your flight.
- The driver will hold a sign with your name.
- If delays occur due to airport issues (e.g., parking congestion), the service provider holds no responsibility.

Distance Included

- All kilometers/miles between pick-up and drop-off are included.
- Tunnels, ferries, or return fare not included.
- If you don't provide a complete address, extra charges may apply.

No-Show Rules

- Passenger no-show: Full fare charged.

Luggage Allowance

Each passenger may carry:

- 1 small item (handbag/laptop)
- 1 medium bag (max 20 kg)
- Add luggage details in notes for proper vehicle assignment.
- Extra/unnotified luggage may result in trip cancellation without refund.

Hourly Service

- Each reserved hour includes 20 km (12 miles).
- Extra time or distance will incur additional charges.
- Missed requests may result in trip refusal with no refund.

Cancellation policy of Northern Lights Tour

- Free cancellation: LAT will refund full charges 100% if the booking is cancelled 7 days before the event.
- LAT will charge a cancellation fee of 50% if the booking is cancelled 3 days or less before the event.

- No refund if cancelled within 24 hours or in case of no-show.
- 10 minutes waiting time at standard locations. After that customer we will deal with customers like a no-show.
- If the tour is cancelled on the agreed date by LAT due to any reason (including but not limited to the weather, low aurora activity, sickness, etc.), both parties, the Client and Aurora Hunting, will firstly seek to reschedule the tour for a backup date (or dates) previously agreed together via online communication. However, if there is no opportunity to reschedule the tour, the booking fee will be fully refunded to the Client.
- Weather and Visibility: The tours are limited to just 4-7 guests, plus the guide, and travel in a single car/van. The tour is not for those seeking convenience or comfort, as it involves long drives to clear skies and waiting for the Northern Lights, also known as the aurora.
- LAT is not liable for any accidental damage or injury that has to be indemnified under the travel insurance of a customer. Program services can be physically demanding (such as walking in the deep snow), and the participants may be exposed to physical strain or cold weather, as well as sitting in the car for a prolonged period of time. In case of having any illnesses or disabilities (including but not limited to heart disease, asthma, diabetes, epilepsy, back or hip problems, sensitivity to smell, dementia, nausea, stomach or inner organ problems etc.) that could affect your ability to take part in the programs, or in case of pregnancy, you should consult medical experts before participating in the programs. By participating in the programs, you acknowledge and accept the associated risks.

Lapland Adventure Travels OY
Contact: laplandadventuretravels@gmail.com
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These Terms & Conditions are subject to change without prior notice.