



## General Conditions

Lamb Inn Travel / Beertours.is disclaims responsibility for any loss, damage, accidents, or sickness that might occur during our tours. The same applies for any changes in tour schedule due to weather, strikes or any other irregularity outside Lamb Inn Travel / Beertour.is control.

Lamb Inn Travel / Beertours.is reserves the right to alter routes, itineraries or departure times, without prior notice, should the necessity arise. In case of any changes in flights (domestic and international), the passenger has to pay any additional cost caused by this, at the time the service is provided (extra hotel nights, meals, transfers etc). We advise all clients to have insurance, as clients are on their own responsibility on optional tours.

## Liability

Lamb Inn Travel / Beertours.is reserves the right to alter routes, itineraries or timetables should the necessity arise, including irregularities due to adverse weather or road conditions. No responsibility is taken for losses or expenses due to delay or changes of flights, injury, damaged, negligence, weather, war or other unforeseeable causes. The estimated duration of tours as indicated on our website are standard times and can vary according to road or weather conditions. Delays may occur for unforeseen reasons. The company cannot be made responsible for losses that a passenger may face due to delay, regardless whether the loss is direct or indirect.

## Bookings

Bookings for individuals can be done on-line through our website [beertours.is](http://beertours.is). If any problems are encountered while booking please send an e-mail to [travel@lambinn.is](mailto:travel@lambinn.is). Group bookings can be made by e-mail.

## Terms of Payment

- **Online bookings:** When booking online using our booking engine you pay the full amount in the last step of the booking process.
- **Bookings via email:** For private tours and for any kind of tailor made tour(s), booked via email with the help of our sales team, the following applies:

A deposit of 1/3 is needed to confirm your booking.

The rest 2/3 should reach Lamb Inn Travel / Beertours.is at least one month before arrival.

## Validity of Prices

All rates quoted or shown in our tariffs are based on current purchasing prices in Iceland. Lamb Inn Travel / Beertours.is reserves the right to increase prices already quoted or published in our price lists without notice in the event of currency fluctuation, government taxes, or due to any other cost increases that are outside Lamb Inn Travel / Beertours.is control.

Any eventual changes in rates will not be made with less than 8 weeks' notice prior to arrival.





After the invoice has been issued the price is guaranteed against any surcharge, unless an increase is due to government laws or currency changes.

*DalPay Retail is an authorized retailer of Öngulsstaðir 3 ehf. dalpay.is +1877-8657746 will appear on your card statement. Your card issuer may charge you an International Service Fee. This fee is controlled and charged by your bank or card issuer, not by DalPay or its banks. Please refer to [www.INTLServiceFee.com](http://www.INTLServiceFee.com) for details.*

### **Cancellation Policy**

All cancellations must be made in writing (e-mail for instance), in conformity with business practices within the Icelandic travel industry.

We strongly recommend that our clients purchase a comprehensive travel insurance to cover possible need of cancellation.

If a volcanic eruption in Iceland keeps you from getting to Iceland, you will get a full refund. If Lamb Inn Travel / Beertours.is cancels your tour you get a full refund.

Cancellations of scheduled day tours:

Cancellations made with more than a 24 hour notice (prior to departure): 90% refund

Cancellations made with less than a 24 hour notice: 50% refund

No-show at pickup: no refund

Cancellations of Private tours (group tours) and self drive tours with accommodation

Cancellations made with more than a 4 week notice (prior to departure): 90% refund

Less than a 4 week notice but more than 1 week notice: 50% refund

Less than 7 days notice: no refund

No-show at pickup: no refund

*Scheduled tours are (generally) tours that can be booked via the online booking engine. Private tours and groups tours are all other tours (that are booked after contacting our sales team).*

*Self drive tours are all tours that include a rental car and accommodation.*

### **Cancellations of car rentals:**

Cancellations made with more than a 48 hour notice (prior to pick up): 100% refund





Less than 48 hour notice: you'll be charged 100% of total rental days value, for a maximum of two days.

### Comments or complaints

Lamb Inn Travel / Beertours.is goal is to provide solid and professional customer service. Should our clients be for any reason dissatisfied with the service provided, either by us or by our co-operation partners, we wish to hear about such as soon as any incident arises. Should our client be unable to do so at the time, we request that this is done as soon as possible by e-mail, not more than 20 days after departure from Iceland. If complaints have not been placed within that time frame, compensation rights may be jeopardized.

If you want to comment on our tours we welcome you to send us a line. If you for some reason are not satisfied with our services please contact us as soon as possible. You can either send an e-mail to [travel@lambinn.is](mailto:travel@lambinn.is) or write us a letter to our head office at Öngulsstaðir 3, 601 Akureyri, Iceland.

### If you need any assistance, don't hesitate to contact us!

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