

## TERMS & CONDITIONS FOR SELF-DRIVE CONTRACTS – 2022

This agreement deals with various conditions regarding services provided by Terra Nova to Tour Operators and Travel Agents for bookings of self-drive packages to Iceland for their individual clients.

### **RESERVATIONS**

All bookings shall be made through agent's booking office and must include all necessary information for a reservation such as: Name of the program, guests' names, number of pax, adult and ages of children, date of arrival, date of departure and nationality of guest.

- Bookings shall be sent via e-mail to: [reservations@terranova.is](mailto:reservations@terranova.is)

### **CONFIRMATION**

- Bookings for pre-defined tours are on free sale until **4 weeks prior to arrival**. A booking made until the agreed release of 4 weeks is confirmed at the moment it is made.
- Bookings made 4 weeks prior to arrival date or later are on request and will be confirmed by Terra Nova if available.
- The maximum number of bookable rooms in one booking is 2 rooms. Bookings for parties travelling together with the need of more than 2 rooms are on request.
- Tailor-made bookings (or more than 3 alterations to a pre-defined tour) shall be sent as requests to Terra Nova sales agent. Terra Nova sales agent will answer the request with an offer. After the client accepts the offer reservations will be made accordingly, depending on availability.
- Terra Nova reserves the right to close out certain dates (e.g. when the delivery of the quality of products can no longer be promised due to lack of availability). Close outs will be made in consultation with the agent.

### **RATES**

Prices for pre-defined tours will be fixed in an appendix to this agreement.

All prices are net, including 11% VAT.

#### **Pre-booked accommodation packages include:**

- Accommodation for the given number of nights.
- Breakfast

#### **Pre-booked accommodation packages do not include:**

- Rental of a car (see car rental appendix)
- Meals other than breakfast
- Any suggested entrances, visits or excursions – unless mentioned separately in the rate appendix
- Transfers to/from Keflavik airport

### **PAYMENTS**

Invoices will be sent via email to the agent and are to be paid 30 days prior to the arrival of clients.

#### Account details for Terra Nova:

Arion bank hf - Borgartún 19 - IS 105 Reykjavík - Iceland

IBAN: IS 17 0358 3600 0241 5407 7802 79

SWIFT: ESJAISRE

### **CANCELLATION TERMS**

Cancellations must be made by e-mail. If a booking is cancelled the following cancellation terms apply:

<b>Time of cancellation for individuals</b>	<b>Cancellation fee</b>
Until 30 days prior to arrival date	No fee - or rebooking free of charge
29 - 22 days prior to arrival date	20%
21 - 8 days prior to arrival date	50%
7 - 3 days prior to arrival date	75%
48 hours or less prior to arrival date	100%

## **SPECIAL CANCELLATION TERMS – Covid-19**

Special cancellation terms apply in case the Covid-19 pandemic directly impacts your travel\*.

These terms are subject to change in alignment with the development of the pandemic without notice. In all other cases the general cancellation terms apply, see above.

Time of cancellation for individuals	Cancellation fee
Until 14 days prior to arrival date	No fees
13 - 4 days prior to arrival date	20% - or rebooking free of charge
72 hours or less prior to arrival date	20% cancellation fee

### **\*) The Covid-19 related reasons being any of the following:**

- If Iceland is defined as a high-risk area by your customers home country
- If your customers home country is defined as high-risk country by the Icelandic authorities and the customer would be subjected to quarantine upon arrival in Iceland.
- If the borders are closed in either direction for travel
- If the customers flight to/from Iceland is cancelled or schedule changes affect your customers travel plan
- If the customer tests positive to Covid 19 before departure

## **TRAVEL DOCUMENTS**

Travel documents (service list) for all booked services will be sent to the agent office via email.

The documents will be sent as soon as the accommodation list is completed, or within 3 weeks after the booking is made. These documents are then passed on to the clients by the agent.

## **VALIDITY OF PRICES**

Terra Nova reserves the right to alter prices without notice in the event of currency fluctuation, government taxes, or any such costs increases that is outside of Terra Nova's control.

Prices are guaranteed against any surcharge after an invoice has been issued unless the increase is due to government laws or currency changes and amounts to 5% of the package price or more. The amount that exceeds 5% will be charged and clients will be entitled to cancel their booking with a full refund if the surcharge exceeds 10%. Any increase due to changes in government laws, i.e. tax changes will be added to the invoice.

## **LIABILITY**

Terra Nova acts in good faith and cannot be held responsible for any loss, damage, accidents, sickness or schedule changes caused by weather or road conditions, force majeure such as natural catastrophes, strikes or any other irregularities beyond the control of Terra Nova. Luggage is at owner's risk throughout the tour.

In case of emergency (e.g. due to weather conditions or natural catastrophes) Terra Nova will support clients as quickly as possible through Terra Nova 24 hrs. emergency phone service.

## **INSURANCE**

Please notice that individual travel insurance is not included in the tour prices and all medical cost and other cost involved are paid by the client. It is therefore strongly recommended that participants get personal insurance.

## **GENERAL CONDITIONS**

Icelandic law will completely govern all arrangements that are based on this contract, including all claims and demands for compensations. This is valid, both for the basis of the claim, and for the calculation of the amount of the compensations. The same is valid for any claims that are based upon responsibilities outside this contract.