

Cancellation policy Luxury Travel ehf DMC

Cancellation

Here at Superjeep / Luxury travel DMC we kindly ask that all cancellations be made by phone or email with as much notice as possible. However, in accordance with business practices in Iceland, we reserve the right to charge cancellation fees as follows:

For day tours from Superjeep.is

- A full refund if cancellation is made at least 48 hours prior to departure
- No refund if cancellation is made within 48 hours of departure
- Refund will always be in ISK and the refund amount will be the same as was paid in ISK, this applies also for products with discounts and offers (this means what is FREE or with 100% discount will always be 0 ISK in refund).
- Superjeep.is cannot be held accountable in case of lost photos due to human error or camera malfunction of any sort. In those cases a partial refund of 10% is provided

For multi-day tours from Superjeep.is or Luxury travel DMC. Third-party bookings like accommodation or activities

- A full refund if cancellation is made at least 30 days before departure
- No refund if cancellation is made within 30 days of departure

Complaints

For those who wish to make a complaint following a tour with SuperJeep.is, we ask that all complaints be made within 7 days of the tour, otherwise possible compensation is not valid.

Other

We reserve the right to alter tours due to weather or road conditions or any other circumstances out of our control. This includes cancellation at any moment during the tour to ensure the safety of our clients and staff. We also do not take responsibility for injuries, accidents or death caused by the client's negligence, acts of third parties or exterior circumstances such as weather, natural occurrences or other similar causes.

The Northern Lights superjeep tour is dependent on the weather and sky conditions and we reserve the right to cancel at any time. If the evening tour goes ahead and the Northern Lights are not seen, we will offer you to try once again for free! The FREE try never expires as long as we are running the hunt for the Northern Lights but the FREE try will always be pending on availability.

Insurance

We advise all of its clients to purchase insurance before taking any of its tours.

Validity of Prices

We reserve the right to change 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 our control. Any eventual changes in rates will not be made with less than 8 weeks' notice prior to arrival.

Payment

We will send you a confirmation email once you have made the booking. The full amount will be charged to your card as soon as the booking is confirmed. However, if you wish to set up a payment plan, please contact customer support and we will be happy help.

If you have any questions about the payment process, please contact us