

COMMERCIAL TERMS & CONDITIONS

The following terms and conditions shall be applied for tours and guided services offered and delivered by Rovaniemi Wellness Tours in Rovaniemi and in any other area where services are delivered.

Services and Prices: The prices and the services offered and to be delivered by Rovaniemi Wellness Tours under these Terms & Conditions are set out in the program descriptions for each program service / tour. The given prices include VAT according to the Taxation Laws and Regulations of Finland.

Rovaniemi Wellness Tours reserves the right to change the prices in case of any unforeseen increases in costs (including but not limited to taxes, fuel prices etc.) beyond the control of Rovaniemi Wellness Tours.

Reservation: Reservations received by Rovaniemi Wellness Tours are considered as confirmed upon receipt of full payment by Rovaniemi Wellness Tours. Online bookings are automatically confirmed with an email notification to the customer upon payment receipt. For reservations made on the spot, a confirmation and a payment receipt will be delivered to the customer.

Booking change: Any request to amend a booking must be sent in writing to info.wellnesshh(at)gmail.com at least 48 hours prior to the tour (time zone GMT+2). Rovaniemi Wellness Tours reserves the right to accept, or decline, any request to amend the booking.

Cancellation: For cancellations, please inform info.wellnesshh@gmail.com. The requested cancellations are subject to the approval of Rovaniemi Wellness Tours. Cancellation fees are calculated according to the date of receipt of the request by Rovaniemi Wellness Tours.

Cancellation terms: Cancellation fees apply as follows (time zone GMT+2):

- cancellation fee of 100% if booking is cancelled 24 hours or less before the event;
- cancellation fee of 50% if booking is cancelled 7 days or less before the event;
- cancellation fee of 10% if booking is cancelled 8 days or more before the event.

Child Policy: Child rate applies to children between the ages of 4 – 14 years old, unless otherwise mentioned in the description of the services. Young infants (under 4 years old) participating in the tour must be declared at the moment of booking and may be subject to a participation fee.

Service languages: English and Finnish are the official languages used in guiding and all other services. Specific languages may be offered but this option has to be expressly requested long enough before the tour. Specific language services may be subject to additional fees.

Travel Insurances: Participants are required to have their own insurances to take part on any tour provided by Rovaniemi Wellness Tours. The insurance should especially cover impossibility to travel, damages and harms caused to others, and any other unexpected costs. EU, EEA and Swiss citizens, who have a valid European Health Insurance Card (EHIC) are entitled to medical services in Finland while visiting here. It will be provided in accordance with the legislation of Finland.

Safety: All participants must follow the briefings carefully on all tours and obey all safety instructions given by the present guide. Anyone taking part in the tour is required to dress

appropriately according to the weather and actual conditions of the tour. Participation in all programs/tours is at one's own risk.

Use of image and digital content: All participants accept that photographs, videos and digital contents produced during the tour by the staff members of Rovaniemi Wellness Tours, including content that display their image, may be used for the marketing of Rovaniemi Wellness Tours and the promotion of their services. Rovaniemi Wellness Tours commits not to sell, or use for any other purposes than marketing of their own services, the digital contents that display the image of participants without their prior consent. Participants may contact Rovaniemi Wellness Tours (info.wellnesshh(at)gmail.com) to request that digital contents displaying their image are not used for marketing and promotional purposes; such requests must be made in writing before the start of the tour.

Applicable Law and Jurisdiction: These terms and conditions shall be governed by and construed in accordance with the Finnish Law. The Finnish Courts shall have the exclusive jurisdiction to settle any dispute, controversy claim related to such a demand. The District Court of Lappi (in Finnish: Lapin käräjäoikeus), placed in Rovaniemi, shall be the court of first instance.