



Polarguide and Logistics

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TERMS and CONDITIONS (1/2)

Àlex Simòn i Casanovas is in business to help people realise their dreams and goals.

To this end Àlex Simòn i Casanovas **strongly advise that all clients carefully read these Terms and Conditions**, as all rights and obligations between Àlex Simòn i Casanovas and each client will be governed by these as herewith describe.

DESCRIPTION OF THE ACTIVITIES

The program that Àlex Simòn i Casanovas is offering to the participants is described in the Program corresponding to each activity.

BOOKING CONDITIONS

The following booking conditions will apply for individuals in case of a regular booking and Tailor Made Expeditions. For groups, specific booking terms will have to be negotiated and agreed upon. The payment of a deposit of any part or full payment for a reservation on any activity shall constitute consent to all the provisions contained herein.

PRICES

Program prices are based on tariffs and exchange rates in effect at the time of booking and are subject to change prior to departure. Àlex Simòn i Casanovas reserves the right to modify the published rates without prior notice.

ADMITTANCE

These activities are intended for persons in good shape and reasonably good health. By making a reservation, the client confirms that they do not have any physical or medical conditions or disabilities that would create a hazard to him/her or other participants.

Àlex Simòn i Casanovas reserve the right to exclude participant from the activity, should the participant be considered by Àlex Simòn i Casanovas to be not physically able or prepared to participate safely.

Àlex Simòn i Casanovas decision to decline a client's participation in any activity shall be taken in its sole and absolute discretion.

PAYMENT CONDITIONS

Payment terms are specified in each program activity.

PRICES

Prices for all activities are in Euros. All prices are subject to change.

PAYMENTS

- Sorry I don't accept credit cards. Please send Euro funds to my bank account Polarguide and Logistics by bank transfer.
- Money sent by wire must include wiring fees.
- If payments are not received on the dates specified in the activity program Àlex Simòn i Casanovas reserve the right to cancel the booking and withhold return of all payments received, unless a change in the payment schedule has been agreed in writing (no e-mail) by Àlex Simòn i Casanovas.

TERMS and CONDITIONS (2/2)

CANCELLATION AND REFUND POLICIES

Cancellation and refund policies are specified in each program activity.

Àlex Simòn i Casanovas strongly recommend to purchase a trip cancellation and interruption insurance, at the time you pay your initial deposit, as protection against an emergency which may force you to cancel or leave an expedition or activity while it is in progress.

In case of cancellation by the customer, this should be done in writing (not by email).

Àlex Simòn i Casanovas reserves the right to cancel an activity prior to the scheduled date of departure for any reason whatsoever. In case of cancellation, all payments received by Àlex Simòn i Casanovas will be refunded to his clients of travel agencies, including booking fees.

Àlex Simòn i Casanovas not be responsible under any circumstances for any loss or damage resulting from expenditures tickets, hotel or similar expenses that the client or the travel agency has done in his name.

RESPONSIBILITY

Alex Simòn i Casanovas will do his utmost to ensure that any problems are solved for the benefit of the group and the activity as a whole. Participants accept Àlex Simòn i Casanovas authority (whether it be a Husky dogs Leader) to make decisions affecting the group or individuals. For instance, such leader may require an individual to be excluded from the expedition or activity if he believes that person's health is at risk, if an illegal act is committed or their behaviour becomes detrimental to safety enjoyment or wellbeing of the group. Should Àlex Simòn i Casanovas take such action, that person would not be entitled to any refund whatsoever. If the disturbing behaviour or damage should occur, all cost resulting from this shall be charged to the client or clients.

Àlex Simòn i Casanovas is not responsible for any expenses incurred by the client or clients booking agents in preparing for the voyage, including non-refundable or penalty-carrying airline tickets, special clothing, visa or passport fees or other voyage related expenses. That's why Àlex Simòn i Casanovas strongly urge participants to check with their insurance agent to make sure that they are adequately covered for all eventualities.

In no case is Àlex Simòn i Casanovas responsible for any expense or penalty incurred by the client or clients booking agents deriving from a change in the ending date of the Activity Program.

In case of a medical problem arising during the voyage which results in costs for evacuation or repatriation, the responsibility for payment of these costs belongs solely to the client. Àlex Simòn i Casanovas strongly advise that passengers ensure that such eventualities are covered by travel insurance. If not covered by travel insurance the responsibility still remains with the client and Àlex Simòn i Casanovas specifically declines any responsibility whatsoever.

Àlex Simòn i Casanovas collaborators are not entitled to promise refunds for whatever reasons and Àlex Simòn i Casanovas will not be bound by any such oral or written promises.

Participants should understand that there are certain known and unknown hazards involved in these activities, which they must accept voluntary at their own risk. Alex Simòn i Casanovas will not be liable for any illness, injury or death sustained during an activity, not will it be liable for any uninsured losses or property of any participant. Àlex Simòn i Casanovas shall not be responsible for any injury to persons (whether or not resulting in death) or damage to property arising out of any act of war, terrorism, insurrection, revolt or other civil or military uprising occurring in the countries of origin destination or passage.

Baggage is at the owner's risk entirely.

LAW AND JURISDICTION

This Agreement and any disputes hereunder shall be governed by and construed in accordance with the laws of the Republic of Finland.