

Please note that when booking/ making reservations through one of our agents different terms and conditions may apply

Booking/Reservations

A reservation is considered definite once it has been confirmed by LunaEvent either by mail or email and the agreed deposit has been paid by the customer within 5 days in confirmation of the reservation.

Terms of payment

Daytrip sled tour – Booking fee of 500 SEK per person to confirm the booking. Final payment of the trip is to be made at least 14 days prior to arrival. If a reservation is made less than 14 days prior to date of arrival we ask you to pay the whole amount as soon as possible to confirm your booking.

Package tours – Booking fee of 2500 SEK per person to confirm the booking. Final payment of the package tour is to be made at least 8 weeks prior to arrival. If a reservation is made less than 8 weeks prior to date of arrival we ask you to pay the whole amount as soon as possible to confirm your booking.

Cancellation

The customer has the right to cancel a reservation and it must be made in writing. The paid booking fee will not be refunded. The following applies to package tours:

Time for cancellation:

More than 8 weeks before arrival
8 – 4 weeks before arrival
Less than 4 weeks before arrival

Will be charged:

Booking fee
50%
100%

The following applies to daytrip tours:

Time for cancellation:

More than 14 days before the daytrip
14-7 days before the daytrip
Less than 7 days before the daytrip

Will be charged:

Booking fee
50%
100%

We recommend you to make sure you have insurance that sufficiently covers any cancellations! Cancellation due to illness is normally refundable from your travel insurance company. A cancellation fee will not be incurred if a replacement is found. However the customer is still responsible for ensuring that all obligations are fulfilled.

LunaEvent reserve the right to cancel any bookings/reservations up to 7 days prior to the agreed date should the number of reservations fall short of the minimum number of participants required.

Liability

LunaEvent is bound by the contract to fulfil its promises to the customer. Lack of snow, extreme weather conditions or other circumstances beyond LunaEvents control or ability to predict at the time the booking was made gives LunaEvent the right to cancel a booking/reservation without being required to pay damages in any form.

We reserve the right to cancel any reservation in case of disease (be it the dogs or staff) without being required to pay damages in any form. You will be offered to postpone your reservation/booking. If this should not be agreeable we will return any payments already made to us.

Own risk and liability

All activities engaged in LunaEvent are at your own risk and each participant is responsible for covering his/her own risks by, amongst other things ensuring they have sufficient health-,travel- and cancellation insurances.

As a participant you are required to use any outdoor equipment (such as dog sled, skiing and camping equipment and not at least dogs) made available to you by LunaEvent in a responsible manner. The customer will be charged for any costs arising from negligence or misconduct.

The participant is required to follow all guidelines and instructions given by the guide relating to safety, the environment and handling of dogs. Not following such instructions or guidelines can result in a participant being excluded from further activities without any right to compensation or a refund. Costs arising from exclusion are solely your own responsibility. The participant should make the guide aware of any complaint he or she may have immediately so that these issues can be effectively addressed.