



NORDX ADVENTURES OY - TERMS AND CONDITIONS OF SALE (TCS)

(To be signed and returned to NordX Adventures Oy with the registration form)

Y-tunnus (Business ID): 3543603-1

Registered in Finland as a Limited Liability Company (Oy)

These Terms and Conditions of Sale define the terms applicable to purchasing a trip from NordX Adventures Oy. Any booking implies full and unconditional acceptance of these terms.

1. Our Travel Offers

1.1 Guided Group Trips

- Accompanied by an experienced guide, with fixed dates set by us.
- Available on our website, including:
 - Practical information about the destination (physical fitness level, itinerary, etc.).
 - Conditions of participation (minimum number of participants, etc.).
 - A "Dates and Prices" section with the current rates.

Trips are open to minors accompanied by an adult, provided they meet the physical requirements.

1.2 Customized Trips

- Create your personalized adventure by selecting:
 - Your travel dates and companions.
 - Tailored itineraries crafted with our advisors.

Request a quote via our website, email, or phone.

2. Registration Terms

2.1 Registration Process

- You can express interest without financial commitment by submitting an inquiry via our website. However, this does not guarantee booking or price validity.
- Registration is confirmed upon receipt of:
 - A completed, dated, and signed registration form (RF).
 - A non-refundable deposit of 35% of the total amount or full payment if booking within 45 days of departure.

The group organizer is responsible for communicating all information to participants.

3. Payment Terms

3.1 Payment Schedules

- More than 45 days before departure: 35% deposit, balance due 45 days before departure.
- Within 45 days of departure: Full payment required at registration.
- Late payments may be treated as cancellations, with corresponding fees applied.

3.2 Payment Installments

- Available on request for trips exceeding €1,500.
 - Divided into three installments:
 - 35% at registration.
 - 35% 60 days before departure.
 - Balance 30 days before departure.
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4. Travel Documents and Insurance

4.1 Documents

Each participant must ensure their travel documents (passport, visas, etc.) comply with the destination's requirements. No refunds will be issued for non-compliance.

4.2 Insurance

NordX Adventures Oy does not provide insurance directly but can recommend reliable partners for:

- Medical and repatriation coverage.
- Trip cancellation and interruption.
- Specific activities (e.g., snowmobiling, hiking).

Important: Participants must secure adequate insurance before departure. Proof of insurance may be requested. NordX Adventures Oy reserves the right to deny participation in case of non-compliance.

5. Cancellation Terms

5.1 Cancellation by the Client

- Up to 31 days before departure: 35% of the total amount.
- 30 to 21 days before departure: 50%.
- 20 to 8 days before departure: 75%.
- Less than 7 days before departure: 100%.

External fees (transportation, visas, insurance, etc.) are non-refundable.

5.2 Cancellation by NordX Adventures Oy

In cases of force majeure (e.g., pandemics, severe weather) or insufficient participants:

- Clients may choose between an alternative offer or a full refund of payments made to NordX Adventures Oy.
- External fees (transportation, visas, insurance) are not reimbursed.

5.3 Modification by the Client

Changes (e.g., date or name changes) are possible based on availability, with the following fees:

- Up to 31 days before departure: €50 per change.
- Less than 31 days: €100 per change.

Major changes (e.g., itinerary adjustments) are subject to case-by-case evaluation and may incur additional fees.

6. Pricing

6.1 Guided Group Trips

Prices listed on our website are per trip and participant, based on the minimum number of participants specified in the offer.

6.2 Customized Trips

Prices are detailed in the personalized quote, valid for 15 days from issuance. After this period, quotes may be revised based on availability and market changes.

6.3 Excluded Services

Prices include and exclude specific services as detailed in the trip description. Participants are responsible for their flights and external costs (e.g., visas, insurance).

6.4 Price Adjustments

In cases of cost variations (e.g., fuel, exchange rates) exceeding 10%, adjustments may apply up to 20 days before departure, with 30 days' notice.

7. Special Conditions

7.1 Accommodation

- Details (e.g., tents, private cabins) are specified in the trip descriptions.

7.2 Group Sizes

- Trips are limited to 10 participants unless otherwise stated.
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8. Participant Responsibilities

8.1 Behavior

Participants must:

- Ensure their fitness for the trip and bring appropriate equipment.
- Follow safety rules and guides' instructions.
- Behave respectfully towards others.
- Respect the ecosystems and practice responsible tourism.
- Follow defined itineraries. Any deviations are at their own responsibility and expense.

NordX Adventures Oy reserves the right to exclude participants failing to meet these requirements.

8.2 Mandatory Liability Waiver

Participants must sign a liability waiver before departure. Refusal to sign will result in exclusion from the trip without refund.

9. NordX Adventures Oy' Responsibilities

9.1 Limitations

- NordX Adventures Oy is not liable for unforeseen events (e.g., weather, political unrest) or physical inability of participants to complete the trip.
- Certain activities are provided by independent contractors, and their terms apply.

9.2 Liability Cap

- Compensation is limited to amounts paid to NordX Adventures Oy. Indirect damages are not covered.

9.3 Jurisdiction

- Finnish law applies. Disputes will be settled in Finland.
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10. Complaints and Feedback

- Report issues immediately via the emergency number provided.
- Post-trip complaints must be submitted within 30 days, with supporting documents.

11. Privacy and Image Rights

- Personal data collected is protected in accordance with the GDPR and will never be shared without your consent.
- Unless otherwise specified in writing before departure (e.g., via email), you agree that NordX Adventures Oy may use photos and videos taken during the trips for promotional purposes.

12. Your Traveler Rights

As a customer, you are protected under the European Directive (EU) 2015/2302, including:

- Clear information provided before purchase.
 - Financial protection in the event of insolvency.
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13. Emergency Contacts

After your booking is confirmed, you will receive a travel guide that includes:

- The contact details of your guide.
 - NordX Adventures Oy' emergency number, available 24/7.
 - Contact information for local authorities and medical services (available in English).
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14. Quality Commitment and Customer Satisfaction

At NordX Adventures Oy, we are committed to providing services that meet both contractual obligations and your expectations.

- We encourage you to share feedback after your trip to help us improve.
 - Any complaint or suggestion will be addressed within a maximum of 10 business days.
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15. Definition of Terms

- **Force majeure:** Unforeseen events beyond our control, such as natural disasters, pandemics, or political unrest.
 - **Third-party provider:** Independent suppliers responsible for certain activities offered during the trip.
 - **Non-refundable deposit:** The 35% deposit paid at registration, which is not refunded in the event of cancellation by the client, except in cases of force majeure.
 - **Registration form (RF):** The official document to be completed, signed, and returned to confirm your booking.
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16. Legal and Contact Information

- **Company Name:** NordX Adventures Oy
- **Business ID:** 3543603-1
- **Registered Country:** Finland
- **Email:** info@nordx-adventures.com
- **Website:** nordx-adventures.com