

General terms and conditions for bookings and cancellations

When you book a guided tour with Kiruna Lappland Tourist Office you will receive confirmation with a unique reservation number. This confirmation is your agreement/ticket with Kiruna Lappland Tourist Office and contains the products, times and terms and conditions you have agreed with Kiruna Lappland Tourist Office.

The minimum age to book/enter an agreement with Kiruna Lappland Tourist Office is 18 years.

Payment

Payment can be made by credit and/or debit card via our homepage, www.lappland.se. We accept VISA, Mastercard and American Express among others.

Payment can also be made on location at Kiruna Lappland Tourist Office.

Preliminary bookings may not be made via the homepage. To confirm your booking, you must give your card details when making the booking. This means that the whole amount will be charged to your credit or debit card at the time of the purchase.

Cancellations can be made at no charge up to three days before departure for regular tours and up to seven days before departure for private tours.

Cancellations

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Changes to the booking

Bookings may be changed at no charge up to three days before departure for regular tours and up to seven days before departure for private tours. To change your booking via the homepage, log in using the login and password shown on your booking confirmation. For changes later than this, 100% of the total amount of the booking will be charged.

Cancellation due to serious illness/unforeseen events

Cancellations can be made outside the applicable cancellation rules if there are unforeseen events. This means that you can have up to 100% of the total amount refunded if you comply with the terms and conditions. Unforeseen events are:

- Death, illness or serious accident affecting you, your fellow passenger, husband/wife, live-in partner, or your or your partner's parents, children or siblings.
- Other serious event outside your control, e.g., major fire or flooding of your home, when it is not reasonable to expect you to carry out your trip.

You must be able to prove your impediment with a certificate from a doctor, authority or insurance company. A doctor's certificate shall include diagnosis, date of first visit to the doctor and the reason the doctor advises against travel. There shall have been contact with the issuer of the certificate before the trip should have started.

For a refund to be paid, the reason for the cancellation generally needs to be unforeseen, unexpected and of such a nature that you cannot reasonably carry out the trip. This means, for example, that lacking the necessary travel documents such as a passport, visa or similar before travel is not a valid reason for cancellation.

As the organiser, we undertake to ensure:

- You receive written confirmation of your booking.
- You receive documents and information in good time.
- Purchased services meet the description.
- You are informed of important changes affecting your booking.

Your undertakings:

- You are responsible for checking your booking confirmation as soon as you receive it. Any errors must be pointed out immediately. Promises of importance to you made by the booking staff must be noted in the confirmation if they are to be cited.
- You shall check your email and be available on the phone number you gave at the time of booking.
- You must comply with the rules and regulations.
- If you have any complaints regarding any of the tours, you must contact Kiruna Lappland Tourist Office immediately so that any uncertainties may be resolved during the visit.
- At the time of booking, you must state whether you suffer from any kind of physical or other disability, or food allergies. We ask you to be clear and specify your needs. Please contact Kiruna Lappland Tourist Office for more information.

Other information

- Alcohol/being under the influence of alcohol is prohibited. Persons under the influence of alcohol will be denied entrance. Tickets will not be refunded.
- We meet at Kiruna Lappland Tourist Office 20 minutes before departure. It is not possible to join the group after the stated departure time. Any unused places may be sold on. No compensation is payable.
- By paying, you agree, according to the Personal Data Act, to your personal details being processed by Kiruna Lappland Tourist Office for the purpose of normal guest administration and to ensure that Kiruna Lappland Tourist Office has access to reliable personal documentation in the event of an accident.

LKAB InfoMine

- LKAB InfoMine is located at a level of 540 m in Kirunavaara. Transport to and from LKAB InfoMine/Kiruna Lappland Tourist Office will be by coach. Transport is included in the price.
- As LKAB InfoMine is located in a working mine, LKAB has the right, at short notice, to cancel/delay tours due to activity. Kiruna Lappland Tourist Office therefore does not take responsibility for delayed/cancelled tours, though the ticket will be refunded in full. No other compensation is payable.
- The temperature in LKAB InfoMine is +8 to +12°C. Bring a long-sleeved top and trousers. No special clothing or boots are required. All visitors will be provided with a helmet during their visit.
- Toilets are available during most of the tour.
- Disabled persons are asked to contact Kiruna Lappland Tourist Office for more information.

For safety reasons it is

- prohibited to leave the group during the guided tour,
- very important to comply with all LKAB's safety regulations, which are given by the guide,
- not permitted to join a tour on which you do not understand the language.
- not permitted for children under the age of six to take part in the tour.

Failure to comply with the above, may lead to the person(s) being denied participation on the tour or immediate dismissal from the tour and transport back to Kiruna Lappland Tourist Office.