

We all have been adjusting to this exceptional situation with COVID-19 these past months. We have been desperately waiting for a change, hoping for the opening of the borders and a recovery for safe global tourism.

In Finland the corona infection rates have remained among Europe's lowest over the summer. Finnish government is now easing border restrictions to allow more people to travel to Finland. This is a step to the right direction but unfortunately places still difficult challenges for tourism. It seems that this winter we are not capable of operating as usual here in Kemi and therefore we have had to make a really difficult decision. With heavy hearts we are forced to cancel Icebreaker Sampo Cruises for December 2020 and January 2021. We are still hoping that there will be enough demand to cruise in February and March 2021. Rest of the services stay open and we still offer guided tours to the Icebreaker Sampo and the SnowExperience365, and ice floating in the SnowCastle Resort, as the resort remains open year round. Seaside Glass Villas, activities and restaurant services are available and we welcome all guests with open arms. We have plenty of tranquility and room to roam, great outdoors and pure, fresh air. We tend to keep our distance - it's in our nature.

We promise you that we operate in a responsible way considering the experience by our guests as well as the health of both guests and staff. We have analyzed the risks, hygiene and safety procedures have been developed and put into action. Our priority is the guests' and personnel's health and safety.

Please do not hesitate to contact us, let's maintain open communication. If you have a booking with us, we can offer you a substitute programme, postpone or cancel your service, as you wish. You do not have to make the decision right now. You can reach our management and staff by phone or via email Monday to Saturday 10AM to 6PM. We want to thank you for understanding. Stay safe and healthy!

Best regards,

Experience365 management & sales team

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