

Bookings during the Covid-19 situation

New terms and conditions for consumers until further notice (COVID-19)

We understand that you may have doubts when booking your next trip due to the COVID-19. Do not worry, book safely with us in our web shop. If you will not be able to travel because of the COVID-19, we will rearrange your services with us. Please check our updated terms and conditions here. These terms and conditions are only valid for new bookings.

In case you cannot travel due to restrictions caused by COVID-19, we will postpone your services with us. If the restrictions are still valid when our seasonal services are no longer available e.g. Icebreaker Cruise, you can change your service to another service or you will get your money back. The cancellation is always assessed based on valid official restrictions and will require documentation proof. We aim to rearrange the services with us, because we want to believe that we can welcome you as our guests later on. If we cannot provide the same service within the season due to the weather conditions/seasonal changes in services/restrictions by officials to our operations or to your travelling, we will refund your money back to you. Please notice that we will hold only the processing fee of 20 € / person.

You can postpone or get refund of your service if:

- you have booked directly from our web shop and paid fully or made a booking via email to our sales office.
- you rearrange your reservation with us if your trip is cancelled because of the border crossing is restricted by government of the origin departure destination country national border or regional border, at the moment of originally scheduled departure for your trip
- you rearrange because your trip is cancelled due to the rule of min 14 days quarantine upon return to home destination is set before the date of departure from your home destination
- you can provide documentation proof for us: travel documents / flight tickets
- you make rearrangements with us as soon as your trip is cancelled not later than one day before the scheduled departure from the origin destination. Information has to be sent in written to sales@experience365.fi. Please include all necessary documents to your email in order to handle your request in the most efficient way. We might have to request more information in order to proceed with the arrangements.
- these terms and conditions are valid for individual bookings for consumers due to COVID-19 situation. (Separate terms and conditions for resellers, please contact our sales office.)



We will not rearrange/postpone/refund

- if a customer voluntarily decides not to travel because of fear of COVID-19
- if the customer is not capable to travel for being diagnosed with COVID-19 or any other medical condition. These cases have to be claimed from personal travel insurance.
- Please notice that the reservations cancelled on a same day or after the service will be considered as no shows and will not be processed.
- any other services than services provided and booked by Experience365.
- cancellations due to any other than Covid-19 restrictions reason

Please notice that Kemi Tourism Ltd. withholds the rights for changes in time tables or service content. We have the right to cancel the service 28 days or more before the scheduled date, if there are not enough bookings for that specific time or for other significant reason. We hold the right to cancel or rearrange the service due to the COVID-19 restrictions by the officials until one day before the service date. Notice that the Icebreaker cruise/ Winter SnowCastle are always weather permitting. Please contact our sales department for more information sales@experience365.fi.

Thank you!

