BOOKING AND CANCELLATION TERMS FOR SAFARIS AND ACTIVITIES

These terms apply to safaris and activities, not accommodation.

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1. Service provider and scope of the terms

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These terms apply to safaris and activities sold by Ivalo River Camping to individual consumer customers.

Product-specific special terms are provided to the customer before the booking is confirmed. If a product-specific term differs from these general terms, the special term disclosed before booking applies to that matter. This concerns, for example, a husky excursion produced by a partner, a private excursion or an individually tailored programme. The booking confirmation identifies the applicable terms.

2. Booking and payment

The person making the booking must be at least 18 years old. The person making the booking is responsible for the accuracy of the information they provide and must also give the participation instructions and booking terms to the other participants included in the same booking.

Online bookings are paid in full at the time of booking. The booking is confirmed by email after successful payment. For bookings made by email or telephone, the confirmation procedure and payment schedule are stated in the written offer or confirmation. An availability enquiry becomes a booking only after the agreed confirmation procedure.

Prices are stated in euros and include the applicable value added tax. The total price, number of participants, selected additional services and any additional charges are presented before the booking is confirmed.

The customer must check the date, departure time, number of participants, price options and pickup or meeting point in the confirmation and report any errors without delay.

Failure to pay an invoice does not constitute cancellation. If payment is delayed, we will contact the customer and may cancel the booking after the additional payment period notified in writing has expired. Any cancellation charges are determined by the applicable terms and law.

3. Cancellation by the customer

Cancellations must be made in writing to anssi@ivalorivervillage.com. Include the booking number, the name of the person who made the booking, the excursion date and the participants to be cancelled. For bookings made through another sales channel, also follow the cancellation instructions in the booking confirmation.

The time of cancellation is determined by when the cancellation notice reaches us or the cancellation service specified in the booking channel's instructions. We will confirm receipt of the cancellation. Waiting for our response does not change the time the cancellation was received.

Unless product-specific special terms have been disclosed before booking, the cancellation fee is determined as follows.

- More than 168 hours before the excursion's confirmed start time — free cancellation and a full refund.
- At least 48 hours but no more than 168 hours before the start time — a cancellation fee of 50 % of the price of the cancelled services.
- Less than 48 hours before the start time — a cancellation fee of 100 % of the price of the cancelled services.
- Failure to attend — a cancellation fee of 100 %.

All deadlines are calculated according to local time in Finland. For partial cancellations, the fee applies to the cancelled portion. The content and price of the remaining booking will be confirmed with the customer if, for example, the sharing of snowmobiles changes.

Cancellation fees take into account the reasonableness requirements of applicable law. The fee will be reduced if, for example, resale of the place and saved costs substantially reduce the loss caused by the cancellation.

4. Sudden illness and medical certificates

For our own programmes covered by our normal safari terms, we refund in full the payment of a participant who becomes suddenly ill or is injured in an accident, provided all the following conditions are met.

- The illness or injury occurred after the booking was made and prevents participation in the programme concerned.
- We receive the written cancellation notice no later than 14:00 Finnish time on the day before the excursion.
- A personal medical certificate is submitted within two working days of the cancellation notice. Working days mean Monday to Friday, excluding public holidays in Finland.
- The medical certificate shows the participant's name, the date of issue and the doctor's assessment that the participant's state of health prevents participation at the time of the booked programme.

The certificate may be issued by a licensed doctor practising in Finland or abroad. The certificate must be provided in Finnish, Swedish or English, or accompanied by a comprehensible translation into one of these languages. Send the medical certificate to info@ivalorivervillage.com. You may redact unnecessary diagnoses, personal identity codes and other health information, provided the information required for processing, listed above, remains legible.

The refund applies to the participant who is ill. In addition, the payment of one necessary accompanying person on the same booking will be refunded if, for example, an ill minor needs care from a guardian and this prevents the guardian from participating in the programme. Under this illness exception, the refund covers no more than two people per case of illness. The ordinary cancellation terms apply to cancellations by other participants. Independent illnesses of several participants are assessed on the basis of each person's individual certificate.

Normal cancellation fees apply to cancellations made after 14:00 on the preceding day or on the excursion day, including in cases of illness. We recommend travel insurance; you should check its

coverage for illness and interruption of travel with your insurer.

Any different illness and cancellation policy for a programme produced by a partner is disclosed with that product before booking.

5. Booking changes and late arrival

Changes to the date, departure time or participant must be agreed in writing in advance. We make changes subject to availability and the product's terms. We will submit any price difference or amendment fee for approval before confirming the change. Postponing the date does not automatically remove a cancellation fee that has already arisen.

The customer must be at the agreed pickup or meeting point at the time stated in the confirmation. A late customer may join only if the programme's schedule and safety allow it. If participation is prevented by the customer's late arrival, the cancellation fee is 100 %. Normal cancellation terms apply to delays to an individual customer's flight, other transport or travel plans.

6. Weather, safety and cancellation by the company

Winter programmes take place when snow, ice and weather conditions permit. The guide may change the route, stopping places and method of delivery as required for safety. We will notify customers of material changes as soon as possible. If a change materially affects the agreed content, we will ask the customer to approve an alternative. If the customer does not approve the alternative and the booked service cannot be delivered, we will refund the price paid for that service in full.

If we cancel a programme, for example because of dangerous weather, insufficient snow or ice, or another reason preventing its delivery, we will offer a new time or a replacement programme where possible. The customer may also choose a full refund for the cancelled service.

Any minimum number of participants and the latest time for notifying cancellation on that basis are stated for the product before booking. If the minimum is not reached and we cancel the excursion, we will refund the payment in full.

7. Participation and safety instructions

Participants must meet the age, driving licence and other participation requirements stated in the product description. Before booking, tell us about functional limitations affecting participation so that we can assess suitability together. Notify us in advance of allergies and special dietary requirements relating to meals.

Participants must follow the guide's instructions, use the protective equipment provided and dress appropriately for the conditions. Participation while intoxicated is prohibited. The guide may prevent or stop participation if a participant's conduct endangers their own safety or that of others.

If participation is prevented by a breach attributable to the customer of participation requirements disclosed in advance, intoxication or failure to follow safety instructions, the payment will not be refunded to the extent that the cancellation fee is justified under applicable law. Service defects for which the provider is responsible and the illness exception are assessed under the terms governing them.

8. Snowmobile safaris and liability for damage

8.1 Driver requirements

On our own guided safaris, drivers must be at least 18 years old. This is our company's participation requirement. Drivers must hold a valid driving licence accepted in Finland for the driving concerned. The original driving licence and any required international driving permit or official translation must be carried. An international driving permit supplements the national driving licence. If the licence was issued outside the EU or EEA, its validity must be established before booking.

Entitlement to drive is checked before driving. Every driver, including anyone taking over as driver during the excursion, must meet the same requirements and take part in the briefing. Drivers may be changed only with the guide's permission at an agreed place. Not having a driving licence, or having a licence that is not valid for the driving concerned, may prevent participation as a driver. A possible passenger or sleigh seat will be arranged subject to availability and safety. A failure attributable to the customer to meet the driving licence requirement is handled under the participation and cancellation terms disclosed in advance.

8.2 What the price includes and forms of participation

The shared snowmobile price means two people on the same snowmobile. A snowmobile for one person's exclusive use requires booking and paying for the single-driving option. Taking turns as driver requires both people to be entitled to drive and the guide's approval. Participation as a passenger without a driving licence or as a sleigh passenger does not include permission to drive a snowmobile.

The product description specifies whether the stated duration includes transfers, changing equipment, the briefing and breaks, and gives the estimated driving time. The actual driving distance and time depend on conditions and the group's progress. Material changes to content are handled under section 6.

8.3 Briefing and driving

Before departure, the guide explains the controls, braking, safe distances, hand signals, stopping and action in exceptional situations. Participants must understand the safety instructions and immediately say if an instruction is unclear or driving feels too difficult. The guide checks the necessary skills during practice and may restrict or prevent driving for safety reasons. If necessary, we will explore the possibility of participation as a passenger or in a sleigh pulled by the guide. Situations for which the customer and the service provider are responsible are assessed separately. The guide's safety assessment alone does not automatically determine the customer's payment obligation.

Drivers must follow the route, speed and safe distances specified by the guide and exercise the caution required by conditions. Do not overtake the person in front or leave the agreed route on your own. Do not try to catch up with the group by accelerating dangerously. In an uncertain situation, slow down, stop in a safe place and wait for the guide's instructions.

The driver and snowmobile passenger must wear properly fastened helmets. Equipment and safety instructions for the sleigh are given according to the equipment and excursion concerned. Our company's zero-tolerance policy for alcohol and other intoxicants applies to driving and participation. Medication that impairs driving ability or another functional limitation may also prevent driving. Notify us in advance of anything affecting your ability to participate, without unnecessary health information.

8.4 Passengers, children and health restrictions

A snowmobile passenger must be able to sit safely in the designated seat, hold the handgrips and support their feet on the footrests. Children's placement on a snowmobile or in a sleigh and age and size limits are confirmed for each product based on the equipment, conditions and safety assessment. Before departure, the child must be in an approved seat. A young child travelling in a sleigh may need an accompanying guardian. Pregnancy prevents participation in our own snowmobile and snowmobile sleigh excursions under our company's safety policy.

8.5 Liability for snowmobile damage and the EUR 1 200 maximum

The driver is responsible for damage to the snowmobile caused negligently or intentionally to the extent that they are liable for compensation under the contract and applicable law. For damage caused by ordinary negligence, the maximum compensation payable by the customer to our company is EUR 1 200 per damaged snowmobile and damage incident.

This is a contractual maximum for the customer's liability. The deductible under the insurance between the insurer and our company may differ. The charge is based on established damage and liability. If the damage to be compensated is less than EUR 1 200, the lower amount is charged.

Multiple items of damage to the same snowmobile in one incident are covered by the same maximum. If the customer is liable for damage to several of our company's snowmobiles in the same incident, the maximum is determined separately for each snowmobile. For example, compensable damage to two snowmobiles may result in total liability of up to EUR 2 400. The number of incidents and the extent of liability are assessed according to the actual circumstances and applicable law.

On a shared snowmobile, the liability of the driver at the time of the damage is assessed on the basis of their conduct. Merely making the booking or travelling on the same snowmobile does not create liability for damage caused by another person. Any liability arising from a passenger's own conduct is assessed separately.

Customers are not charged for normal wear, damage that existed before the excursion or a technical fault that the customer did not contribute to in a manner giving rise to liability. The effect of any shortcomings attributable to the company, guide, equipment or instructions on the incident is investigated and taken into account when assessing liability.

In cases of ordinary negligence, our company's own compensation claims relating to the same snowmobile damage are included in the maximum stated above. No separate handling, downtime or towing charges are added to it. This contractual limit applies to our company's own claims. The rights of the insurer or an injured third party are determined by applicable law.

8.6 Intent and gross negligence

If damage is caused intentionally or through gross negligence, the contractual EUR 1 200 maximum may cease to apply, and liability will be determined under applicable law. Grounds for such an assessment may include, for example, driving while intoxicated or a conscious, serious breach of safety instructions that is causally connected to the damage. Gross negligence is assessed according to the circumstances of the incident. A single driving error, overturning or unintentional failure to follow an instruction does not in itself automatically constitute gross negligence.

8.7 Handling damage incidents

Report damage, overturning or a detected fault to the guide as soon as safety permits. Driving may continue only with the guide's permission. We act first to ensure people's safety and arrange the necessary assistance.

We record the snowmobile's identifying details, the driver, the time of the incident, the sequence of events and the damage observed. The customer is given an opportunity to provide their own account and obtain a copy of the damage report. Where possible, the snowmobile's condition is inspected with the customer before departure and on return.

The compensation claim is itemised in writing and supported, for example, by photographs, a repair estimate or an invoice. The customer may submit comments. A preliminary estimate is corrected on the basis of the final findings. Signing a damage report confirms the information recorded in it to the extent accepted by the customer. Liability and the amount of compensation are assessed separately.

Insurance and other compensation paid to the company for the same damage are taken into account so that the damage is compensated only once. The company's right to deduct value added tax is taken into account when calculating the damage to the extent that it reduces the company's loss. Any insurer's right of recourse is determined by law.

8.8 Insurance and personal injury

Snowmobiles must have the motor liability insurance required by law. Coverage under motor liability insurance is determined by law and the damage concerned. Motor liability insurance does not cover damage to the snowmobile that caused the damage. Insurance coverage for our own equipment is determined by separate insurance contracts.

The EUR 1 200 limit described above concerns snowmobile damage for which the customer must compensate our company. Liability for personal injury and damage caused to third parties, and any rights of the insurer, are determined under applicable law. Our company's responsibility for safety, appropriate guidance, equipment and service defects is determined by law.

We recommend travel insurance. Check separately whether your insurance covers snowmobiling, possible medical and rescue costs, and the deductible for damage to a rented snowmobile or one provided for your use. The scope of insurance coverage is determined by your own insurance contract.

9. Northern lights and other natural phenomena

The northern lights are a natural phenomenon whose visibility is affected by factors including cloud cover and solar activity. Their visibility cannot be guaranteed. When the excursion has been delivered according to the agreed content, the absence of northern lights does not in itself entitle the customer to a refund. The same applies to other natural phenomena and sightings of wild animals whose appearance has not been expressly promised.

10. Refunds

We refund payments refundable under these terms without delay and no later than 14 days after the cancellation and the information required for any illness refund have been received. As a rule, refunds are made to the original payment method. The payment service's or bank's processing time may affect when the refund appears in the customer's account. No separate administration fee is deducted from a refund made under these terms.

11. Feedback, applicable law and consumer rights

Report any shortcoming you notice to the guide or our customer service as soon as possible so that we can investigate and remedy the situation. Written feedback should include the booking number, a description of what happened and the desired resolution. This instruction does not restrict statutory complaint periods or rights.

Finnish law applies to the contract. Customers retain the mandatory consumer protection otherwise applicable to them. As a rule, leisure services booked for a specific time are not subject to the general 14-day right of withdrawal for distance sales. Cancellations are handled under the terms applicable to the booking and mandatory law.

We first seek to resolve any disagreements with our customer service. Consumers may seek advice from the Finnish Competition and Consumer Authority's Consumer Advisory Services at www.kkv.fi/kuluttajaneuvonta and refer the matter to the Consumer Disputes Board at www.kuluttajariita.fi. Customers retain the right to bring the matter before a competent court.

The terms version accepted when the booking was made applies to that booking. Later changes to the terms apply to new bookings.

12. Special terms for dog programmes produced by Happy Huskies

This section is used for dog programmes produced by Happy Huskies and identified as such on the product page. The following schedule applies to cancellations by the customer.

- At least 30 days before the programme starts — free cancellation and a full refund.
- At least 7 days but less than 30 days before the start — a cancellation fee of 50 %.
- Less than 7 days before the start or failure to attend — a cancellation fee of 100 %.

The voluntary illness refund described in section 4 for our own safaris applies to these dog programmes only if this has been separately stated in writing before booking. Otherwise, the cancellation schedule in this section also applies to customer cancellations due to illness. Mandatory consumer rights remain unaffected.

The date or time may be changed free of charge subject to availability if the change is agreed at least 7 days before the original programme and the new time falls within the same season. The new time is confirmed in writing.

Animal welfare and customer safety may require changes to or cancellation of the programme. Material changes and cancellations by the producer are handled under section 6. Participation requirements are stated on the product page. Any special arrangements concerning weight or functional ability are agreed with the producer in advance.

Language versions

These terms are originally drafted in Finnish. The Finnish, English and German versions are intended to have the same meaning. If there is a discrepancy between the translations, the Finnish version will be used as the reference for determining the intended meaning, to the extent permitted by mandatory consumer protection law. This does not limit any mandatory rights of the consumer.