



COMMERCIAL TERMS FOR EDUCATIONAL TRIPS AND SCHOOL CAMPS

The following terms and conditions apply to package services offered and delivered by Wild About Lapland in the context of their school camps and educational trips.

Services and Prices: The prices and the services offered and to be delivered by Wild About Lapland under these Terms & Conditions are agreed with the traveller or the representative of the traveller (usually school representatives, lead teachers, parents and legal representatives) prior to the delivery of the services. Conditions and services are usually set out in the electronic exchanges between the parties and in the programme descriptions attached to the invoice or in the programme documentation provided to the traveller beforehand.

The given prices include VAT according to the Taxation Laws and Regulations of Finland.

Wild About Lapland reserves the right to change the prices in case of any unforeseen increases in costs (including but not limited to taxes, fuel prices, sub-contractor costs etc.) beyond the control of Wild About Lapland.

Changes in Services: Wild About Lapland reserves the right to amend the program schedule and/or the services agreed upon, to the extent that it only introduces minor changes to the travel contract. Minor changes include changes that the traveller can reasonably be expected to have foreseen due to the nature of the destination or the trip, such as the cancellation of one excursion, the replacement of certain services by equivalent services, adaptation of the program due to weather conditions or because of organization reasons.

The traveller is not entitled to cancel their contract or to receive a price reduction or compensation in the event that Wild About Lapland introduces minor changes to the package travel contract. In the case that, in the organizer's opinion, a suitable alternative is not possible or that Wild About Lapland introduces a major change in the program, the traveller is entitled to full refund of the cancelled program and/or a compensation (that cannot exceed 10% of course price per person) unless the change is due to circumstances beyond reasonable control of the organizer, including but not limited to war, the threat of war, riot, actual or threatened terrorist activity, act of God, industrial dispute, governmental action, epidemic, disease, adverse weather, natural or nuclear disaster, or new strict sanitary regulations.

Reservation: Reservations received by Wild About Lapland are considered as confirmed upon receipt of full payment by Wild About Lapland or, when applicable, upon receipt of payment of the partial deposit for each paying participant. Payment are to be made by bank transfer or credit/debit card in due time. Online bookings are automatically confirmed with an email notification to the customer upon payment receipt.

If the deposit and/or balance is not paid in time, Wild About Lapland reserves the right to cancel the travel arrangements. If the balance is not paid in time, Wild About Lapland shall retain the deposits received.

Booking change: Any request to amend a reservation must be sent in writing to sales@wildaboutlapland.com at least 48 hours prior to the services delivery. Wild About Lapland reserves the right to accept, or decline, any request to amend the booking. Booking changes may be subject to additional administrative fees.

Cancellation: For cancellations, the travellers should immediately inform sales@wildaboutlapland.com. The requested cancellations are subject to the approval of Wild About Lapland. Cancellation fees shall be calculated according to the date of receipt of the request by Wild About Lapland.

Cancellation terms: unless otherwise agreed by the parties, cancellation fees shall apply as follows:

- cancellation fee of 100% if booking is cancelled seven days or less before the event;
- cancellation fee of 50% if booking is cancelled 8 weeks or less before the event;
- cancellation fee of 20% if booking is cancelled 8 weeks or more before the event.

In case that subcontractor's or third-party supplier's cancellation terms are stricter, their cancellation terms will be followed for their services.

Organizer's Right to Cancel: The organizer has the right to cancel a trip if not enough participants have signed up for the trip and the organizer has specified that the performance of the trip is subject to demand in the documentation provided to the traveller beforehand (e.g. the programme or other documentation). A minimum number of participants can be set for individual trips or series of trips to a particular destination. Travellers must be informed of such cancellations at least 30 days before the trip.

In case of unilateral cancellation by the organizer, a full refund will be issued within 14 days after cancellation.

Child Policy: Standard child rate applies to participants between the ages of 0 – 18 years old, unless otherwise mentioned in the description of the services. Infants and young children (under 7 years old) are not recommended for our school groups trips. Wild About Lapland reserves the right to refuse the participation of any young child for safety reasons or for the comfort of the rest of the group.

Teachers/Accompanying Adults: Teachers and/or accompanying adults may take part in the travel arrangements at a very low rate, that is to cover the costs of their participation (food, visits...).

Teachers and accompanying adults are in charge of their groups at all time. It is especially their responsibility to ensure that no participants under 18 years old consumes alcoholic beverages, cigarettes or other prohibited substances, that all participants wear the safety belts when on journey, that no one breaks local law.

By participating in the school groups, teachers and other accompanying adults agree to act 'in loco parentis'. They should make themselves available to the staff of Wild About Lapland when needed and in particular contribute to the supervision of the groups. It is recommended that at least one teacher/accompanying adult joins the school trip per group of 15 children.

Service Language: English is the official language used in all services provided. Specific languages may be offered but this option has to be expressly requested long enough before the trip and agreed by Wild About Lapland. Specific language services may be subject to additional fees.

Visa & Immigration Requirements: passport and visa and other immigration requirements are the responsibility of the traveller. Wild About Lapland does not hold any responsibility if any participant cannot travel because they have not complied with immigration requirements.

Travel Insurances: Participants are required to have their own insurances to take part on the school trips, excursions or activities arranged by Wild About Lapland. The insurance should especially cover snow adventure sports, impossibility to travel, damages and harms caused to others, and any other unexpected costs. EU, EEA and Swiss citizens, who have a valid European

Health Insurance Card (EHIC) are entitled to medical services in Finland while visiting here. It will be provided in accordance with the legislation of Finland.

Safety: All participants must carefully follow the rules at all times and obey all safety instructions given by the present guides and/or staff of Wild About Lapland. Any participant is required to dress appropriately according to the weather and actual conditions of the tour. Participation is at one's own risk.

Special requirements: If participants have additional requirements, relating for example to disability, culture, dietary restrictions, they should inform Wild About Lapland and provide full details at the time of booking. The organiser and staff members will gladly undertake a fair assessment of service provision and identify appropriate resources with reference to such considerations as access, successful participation, health and safety.

Personal Belongings and Property: Personal property, including baggage, mobile phones and valuable belongings, is the participant's own responsibility at all times, unless any loss or damage is due to the negligence of Wild About Lapland staff or their failure to carry out responsibility.

Third-party supplier: in order to provide the best experiences, Wild About Lapland may have recourse to services delivered by third-party suppliers. In addition to the present terms and conditions, the terms and conditions of the third-party shall apply.

Use of image and digital content: All participants accept that photographs, videos and digital contents produced during the tour by the staff members of Wild About Lapland, including content that display their image, may be used for the marketing of Wild About Lapland and the promotion of their services. Wild About Lapland commits not to sell, share with third-parties, or use for any other purposes than marketing of their own services, the digital contents that display the image of participants without their prior consent. Participants, or their legal representatives, may contact Wild About Lapland (sales@wildaboutlapland.com) to request that digital contents displaying their image are not used for marketing and promotional purposes.

Applicable Law and Jurisdiction: These terms and conditions shall be governed by and construed in accordance with the Finnish Law. The Finnish Courts shall have the exclusive jurisdiction to settle any dispute, controversy claim related to such a demand. The District Court of Lappi (in Finnish: Lapin käräjäoikeus), placed in Rovaniemi, shall be the court of first instance. Severability if any part, term or provision of these terms and conditions are partly or wholly held invalid, illegal or unenforceable, the validity or enforceability of other provisions, extent part and remainder of these terms and conditions shall remain in full force and effect.

Last updated: July 2020.