**Terms and conditions**

Bookings

Multi-day tours: Bookings are made via email. A booking is considered confirmed when a deposit payment has been made

Package tours: Bookings are made directly on the website or via email

Payments

Multi-day tours: Around 30% deposit of the estimated total amount is required in order to confirm the services. Final payment is required at least two weeks before the tour starts. Payment is made via payment link, payable with VISA and

Mastercard

Cancelation policy

Multi-day tours:

* 70% is refundable if canceled at least 14 days before the tour starts

Package tours:

* 100% is refundable if canceled at least 7 days before the tour starts

Cancellations / alterations

Due to forces of nature, for example extreme weather conditions, alterations to the itinerary might be necessary, in which case there are no refunds. If however the tour needst be canceled due to such circumstances and it is not possible to do the tour another time, you will get a full refund.

Personal belongings

Passengers are responsible for their belongings on tours. Agent Anna does not take any responsibility for lost items on tours.