

Winter Journey – Terms & Conditions

Introduction

These Terms & Conditions apply to all bookings for Winter Journey, operated by Wild Lapland.

By confirming a booking, participants acknowledge that they have read, understood and accepted these Terms & Conditions.

Winter Journey is a guided multi-day Arctic wilderness expedition. While Wild Lapland is committed to providing a safe, professional and memorable experience, participation involves inherent risks associated with outdoor winter activities in remote environments.

These Terms & Conditions are intended to ensure a safe, enjoyable and fair experience for all participants while protecting the wellbeing of our dogs and preserving the high standards of our expeditions.

1. Booking & Payment

To secure your place on Winter Journey, a 20% non-refundable booking deposit is required at the time of booking.

Once the booking deposit has been received, participants will receive the **Wild Lapland Winter Journey Handbook**, including practical information, packing recommendations and other material to help prepare for the expedition.

The remaining balance is due no later than 45 days before the scheduled departure date.

For bookings made within 45 days of departure, full payment is required at the time of booking.

If the remaining balance has not been received by the due date, Wild Lapland reserves the right to cancel the booking. In such cases, the booking deposit remains non-refundable.

By confirming a booking, participants acknowledge that they have read and accepted these Terms & Conditions.

2. Cancellation Policy

If a participant wishes to cancel their booking, the following cancellation terms apply:

- The 20% booking deposit is non-refundable.
- Cancellations made before the final payment due date: no further payment is required beyond the booking deposit.
- If a booking is cancelled after the final payment due date, no refund will be issued.

Participants who choose to leave the tour after it has commenced, or who are unable to continue due to personal reasons, illness, injury or failure to follow the guide's instructions, are not entitled to any refund or compensation for the unused part of the tour.

Transfer of Booking

Participants who are unable to attend may transfer their booking to another person, provided that:

- Wild Lapland is notified no later than 14 days before departure.
- The replacement participant meets the physical, medical and practical requirements of the expedition.
- The replacement participant has read and accepted these Terms & Conditions.
- Wild Lapland receives all required participant information before departure.
- The transfer is approved by Wild Lapland.

Wild Lapland reserves the right to decline a transfer if the replacement participant is considered unsuitable for the physical or practical demands of the expedition, or if sufficient information cannot be provided before departure.

Wild Lapland reserves the right to charge a reasonable administration fee for processing a booking transfer.

Travel Insurance

Wild Lapland strongly recommends that all participants purchase comprehensive travel insurance covering cancellation, medical expenses, personal belongings and travel disruption.

3. Changes by Wild Lapland

Winter Journey is designed as a personal and genuine Arctic wilderness expedition.

The expedition will depart regardless of the number of participants booked.

Wild Lapland reserves the right to make reasonable changes to the itinerary, accommodation, transportation, route, daily schedule or guide when necessary due to safety

considerations, weather, snow or ice conditions, animal welfare, operational requirements, or other circumstances beyond our control that make it impossible or unreasonable to operate the expedition safely and responsibly.

Such changes are made to ensure the safest and best possible experience for both guests and dogs. They do not constitute a material change to the expedition and do not entitle participants to any refund or compensation.

In the unlikely event that Wild Lapland is unable to operate the expedition safely or responsibly, participants will be offered either an alternative departure date or a full refund of all payments made to Wild Lapland.

4. Participant Requirements

To ensure the safety and enjoyment of all participants, Winter Journey is intended for guests who are prepared for the physical and practical demands of a multi-day Arctic wilderness expedition.

Participants must:

- Be at least 15 years of age at the time of departure.
- Be in good physical health and able to participate in several consecutive days of outdoor activities in winter conditions.
- Inform Wild Lapland before booking, or as soon as possible thereafter, of any medical conditions, injuries, allergies, dietary requirements or other circumstances that may affect their participation or require special consideration.
- Ensure that the information provided to Wild Lapland is complete and accurate.
- Be medically fit to participate in the expedition.
- Bring any personal medication required for the duration of the expedition.
- Not participate in the expedition while under the influence of alcohol or illegal drugs.
- Have sufficient language skills in English, German or Swedish to understand safety instructions and communicate effectively with the guide throughout the expedition.

Pregnancy

Winter Journey is not specifically designed for pregnant participants. Although the expedition is not intended to be extreme, it involves physical activity, prolonged exposure to winter conditions and remote wilderness travel.

Anyone who is pregnant, or who may be pregnant at the time of the expedition, is strongly encouraged to consult their physician before booking and to contact Wild Lapland in advance to discuss whether the tour is suitable for their individual circumstances.

The final decision to participate rests with the participant, but Wild Lapland reserves the right to decline participation if we believe that doing so would present an unacceptable risk to the participant, the group or the safe operation of the expedition.

5. Safety & Guide Authority

The safety of our guests, the wellbeing of our dogs and respect for the natural environment are the highest priorities throughout the expedition.

The guide has overall responsibility for the safe operation of the expedition. However, a safe and successful expedition depends on cooperation, communication and responsible behaviour from everyone taking part.

The guide's decisions regarding safety, route selection, pace, daily activities and the overall management of the expedition are final.

To ensure the safest and best possible experience, the guide may, at any time, adjust or modify:

- The route and daily itinerary.
- The pace of travel.
- The number of dogs assigned to each sled.
- Planned activities.
- Rest stops and meal breaks.
- Departure and arrival times.
- Campsites or accommodation when necessary.

Participants are expected to follow the guide's instructions at all times and to act in a manner that contributes to the safety, wellbeing and enjoyment of the entire group.

Failure to follow safety instructions, behaviour that compromises safety, animal welfare or the experience of other participants may result in a participant being removed from the expedition without refund or compensation.

The guide's decisions are based on experience, local knowledge and the conditions encountered at the time. They are always made in the best interests of the guests, the dogs and the expedition as a whole.

6. Animal Welfare

The wellbeing of our dogs is fundamental to every expedition.

Our dogs are valued teammates, not equipment, and their health, safety and welfare will always take priority over the planned itinerary or any individual expectations.

No itinerary, destination or schedule is more important than the wellbeing of our dogs.

The guide continuously monitors the condition of the dogs throughout the expedition and may adjust the number of dogs assigned to each sled, the route, the pace, rest periods or daily plans whenever necessary.

Participants are expected to treat the dogs with respect and to follow the guide's instructions whenever interacting with them.

Participants must not feed the dogs or give them treats without the guide's permission.

Participants must never intentionally or negligently place a dog in a situation that may cause unnecessary stress, discomfort or risk of injury. This includes following the guide's instructions regarding safe sled handling and maintaining a safe distance between dog teams at all times.

Wild Lapland reserves the right to make any decision necessary to safeguard the welfare of the dogs, even if this results in changes to the itinerary or planned activities.

7. Equipment & Clothing

Wild Lapland provides all essential Arctic outdoor equipment required for the expedition, including insulated outer clothing, winter boots and other safety equipment as specified in the pre-departure information.

Participants are responsible for bringing appropriate personal clothing and equipment as outlined in the **Wild Lapland Winter Journey Handbook**.

Participants are responsible for ensuring that their personal clothing and equipment are suitable for the expected weather conditions and for informing the guide if any essential equipment is missing or unsuitable before departure.

Participants are expected to take reasonable care of all equipment provided by Wild Lapland throughout the expedition.

All equipment provided by Wild Lapland must be used according to the guide's instructions and returned in the same condition as received, allowing for normal wear and tear.

Participants may be held responsible for damage resulting from misuse, negligence or failure to follow the guide's instructions.

8. Insurance

Wild Lapland maintains all insurance required to operate its guided wilderness expeditions in accordance with applicable Swedish laws and regulations.

Participants are strongly recommended to have valid travel insurance covering:

- Participation in dog sledding and other winter wilderness activities.
- Trip cancellation and interruption.
- Medical expenses.
- Emergency medical evacuation or transportation where applicable.
- Personal accident.
- Personal belongings and luggage.
- Travel delays and missed connections.

Participants are responsible for ensuring that their insurance provides adequate cover for their individual travel arrangements, personal circumstances and participation in the activities included in Winter Journey.

9. Liability

Wild Lapland takes all reasonable precautions to plan and operate its expeditions in a safe and responsible manner. However, Winter Journey is an adventure travel experience conducted in a remote Arctic environment where inherent risks cannot be completely eliminated.

Participants acknowledge that they are voluntarily taking part in an outdoor wilderness expedition involving activities such as dog sledding, winter camping, snowshoeing and travel in remote winter conditions.

Wild Lapland accepts responsibility for delivering the services included in the booked expedition in accordance with the booking confirmation and applicable Swedish law.

Unless otherwise required by mandatory law, Wild Lapland shall not be liable for:

- Travel arrangements, accommodation or other services booked independently by the participant before or after the expedition.
- Delays, missed connections or additional expenses arising from independently arranged transportation.
- Loss, theft or damage to personal belongings.
- Costs incurred as a result of circumstances beyond Wild Lapland's control.
- Consequences resulting from a participant's failure to follow the guide's instructions or to provide accurate medical or other relevant information prior to the expedition.

Participants are responsible for arriving at the agreed meeting point at the specified time. If independently arranged travel delays prevent a participant from joining the expedition as scheduled, Wild Lapland cannot guarantee that the departure can be postponed or rearranged.

Nothing in these Terms & Conditions excludes or limits Wild Lapland's liability where such limitation is prohibited under applicable Swedish law, including the Swedish Package Travel Act (2018:1217).

10. Force Majeure

Wild Lapland shall not be held liable for any delay, alteration or cancellation of the expedition resulting from extraordinary circumstances beyond our reasonable control that could not have been avoided even if all reasonable measures had been taken.

Such circumstances may include, but are not limited to:

- Severe weather or snow conditions.
- Unsafe ice conditions.
- Natural disasters, wildfires or flooding.
- Avalanches or other environmental hazards.
- Epidemics, pandemics or public health emergencies.
- Acts of war, terrorism or civil unrest.
- Government actions, travel restrictions or decisions by public authorities.
- Major transport disruptions or road closures.
- Power failures, communication failures or other critical infrastructure disruptions.
- Serious illness or injury affecting the guide or other key personnel where no suitable replacement can reasonably be arranged.
- Any other extraordinary circumstance beyond Wild Lapland's reasonable control that makes it impossible or unreasonable to operate the expedition safely and responsibly.

In the event of such circumstances, Wild Lapland will make every reasonable effort to offer participants an alternative departure date or another suitable solution. If this is not possible, any refunds or other remedies will be provided in accordance with applicable Swedish law.

11. Privacy, Photography & Personal Data

Wild Lapland collects and processes personal data necessary to manage bookings, communicate with participants, operate the expedition safely and fulfil its legal obligations.

This may include personal contact details, emergency contact information, dietary requirements, medical information voluntarily provided by participants and any other information necessary for the safe operation of the expedition.

Personal data will be handled confidentially and processed in accordance with applicable data protection legislation, including the General Data Protection Regulation (GDPR). Further information about how personal data is processed is available in Wild Lapland's Privacy Policy.

Wild Lapland may take photographs or video recordings during the expedition for documentation and promotional purposes. Wherever reasonably possible, participants will be informed and asked for their consent before identifiable photographs or recordings are used for marketing or published on Wild Lapland's website, social media channels or other promotional material.

Participants are welcome to take photographs and videos during the expedition but are expected to respect the privacy of fellow participants and to obtain their permission before sharing identifiable images or recordings publicly.

12. Governing Law & Dispute Resolution

These Terms & Conditions and any agreement between the participant and Wild Lapland shall be governed by and interpreted in accordance with the laws of Sweden.

Wild Lapland is committed to resolving any questions, concerns or disputes through open communication and mutual agreement whenever possible. Participants are encouraged to contact Wild Lapland directly so that any issue may be addressed promptly and fairly.

If a dispute cannot be resolved by mutual agreement, it shall be subject to the jurisdiction of the Swedish courts, unless otherwise required by mandatory consumer protection legislation.

Nothing in these Terms & Conditions limits or excludes any rights granted to consumers under mandatory applicable law.