

TERMS AND CONDITIONS FOR SVALBARD ADVENTURE TRIPS

Last update: September 2024

REGISTRATION

By registering for one of our cruises, you acknowledge and accept these general conditions.

This is a cruise onboard with embarkation and disembarkation in Longyearbyen. Please note, this is not a trip organized by an agency. You remain the organizer of your own travel arrangements to and from the boat, including any necessary hotel stays. **Escales Polaires** is solely responsible for the maritime cruise service. The captain has full authority over the daily itinerary.

Accommodation is provided in double cabins, and the maximum number of participants is 12.

ITINERARY

First Day (J): Embarkation begins early afternoon, no later than 3:00 p.m. Please note that if you arrive earlier, we cannot store luggage or provide assistance.

Days J+1 to N-1: Explore the wonders of Spitsbergen.

Last Day (N): The final day of your charter is typically reserved for exploring Longyearbyen, creating a time buffer in case of any weather or technical delays, ensuring you don't miss your return flight. Disembarkation is scheduled for 10:00 p.m.

If your flight requires it, you may stay aboard an additional night, disembarking at 9:00 a.m. after breakfast.

PHYSICAL FITNESS

For the safety of all passengers and to ensure the success of shore excursions, it is important not to underestimate the physical demands of this trip. Given the remote nature of the trip, participants must possess the necessary physical fitness (e.g., being able to climb a 3-meter vertical ladder). Seasickness is possible, and participants must be able to manage it without additional medical support.

This trip is not suitable for people with physical disabilities, pregnant women, or children under 10 years old. If you have any medical conditions, allergies, or require special treatment, please contact us prior to registration. A medical certificate may be required to confirm your fitness to participate.

The captain has the right to refuse boarding to any individual deemed unfit for the trip, without refund.

In case of epidemic risks, **Escales Polaires**, the captain, or local health authorities may require health screenings or questionnaires. Anyone testing positive will be denied boarding without refund.

BOOKING

Since **Escales Polaires** is not a travel agency, we cannot arrange anything beyond our own services. You are responsible for booking flights, hotels, and transfers to the boat. We are happy to advise if needed.

To secure your reservation, you must sign the registration form and provide a 30% deposit of the total trip cost.

PAYMENT

Payment Schedule:

- 1st deposit: 30% upon booking.
- 2nd deposit: 40% three months before departure.
- Remaining balance: due one month before departure.

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

Failure to meet payment deadlines will be treated as a cancellation.

Payments can be made via bank transfer or credit card (through a secure online portal).

CANCELLATION POLICY

If you cancel:

- More than 12 months before departure: 100% refund minus a €100 administrative fee per passenger.
- Between 12 months and 91 days before departure: 70% refund.
- Between 90 days and 31 days before departure: 30% refund.
- Less than 31 days before departure: no refund.

Cancellations are effective from the date we receive your email notification.

If we cancel: If we cancel the trip, all payments will be refunded. No additional compensation will be provided, including expenses incurred for trip preparation.

If changes are required after embarkation due to unforeseen circumstances, refunds will be provided for unfulfilled services. If the Isbjornen II is unavailable, a replacement boat of equal comfort and capacity will be arranged, with no additional compensation.

RESPONSIBILITIES

Escales Polaires operates under the Transport Code (L-5421-2 and following) and is insured through the Shipowners Club of London and Transmer Assurances.

Given the nature of our expeditions, **Escales Polaires** cannot be held responsible for changes to dates, itineraries, or weather conditions, or for the failure to observe wildlife.

All participants must follow the crew's instructions. The crew is not responsible for any incidents or injuries resulting from reckless behavior.

The information provided in our technical sheets or on our website is for guidance only and is non-contractual.

PRICES / DATES

Prices are per person and do not include airfare, cancellation insurance, museum visits, or on-land accommodations.

Ensure your flight dates align with your cruise dates. Example: If your cruise is from Tuesday, August 10, 2021, to Friday, August 20, 2021, your flights should be booked for Monday, August 9, and Saturday, August 21.

SAFETY

For safety reasons in Spitsbergen, passengers are not permitted to leave the boat without an armed crew member, except in Longyearbyen.

INSURANCE

Participants are covered for civil liability and search-and-rescue costs during the cruise. You are responsible for ensuring you have adequate travel cancellation insurance. Medical treatment and medication on land are at your expense.

ADDITIONAL INFORMATION

We advise booking your flights as soon as possible to avoid unavailability. Before purchasing flights, please confirm the details with us. If you miss boarding, the boat will not wait.

After registration, a technical sheet with detailed trip information will be sent to you.