

TERMS & CONDITIONS - ORCA & WHALE SAFARI CRUISE

Last update: September 2024

REGISTRATION

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

This is a cruise with embarkation and disembarkation in Tromsø. Please note that this is not a trip organized by an agency. You are responsible for arranging your own transportation to and from the boat, including any necessary hotel stays. **Escales Polaires** is only responsible for providing 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 in the late afternoon, starting at 7:00 p.m. Please note that if you arrive earlier, we cannot store your luggage or provide assistance.

Days J+1 to N-1: Orca and Whales observations. We will return to Tromsø the day before your departure around 4:00 p.m.

Last day (N): Disembarkation is scheduled for no later than 9:00 a.m., after breakfast.

PHYSICAL FITNESS

For the safety of all passengers and to ensure the success of land or sea excursions, it is important not to underestimate the physical demands of this trip. Participants must have adequate physical fitness (for example, 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 mobility issues, pregnant women, or children under 10 years old. If you have medical conditions, allergies, or require special treatments, please contact us before registration. A medical certificate may be required to confirm your fitness to participate.

The captain reserves the right to deny boarding to anyone deemed unfit for the trip, without refund.

In the event of epidemic risks, **Escales Polaires**, the captain, or local health authorities may require health checks or questionnaires. Anyone who tests positive will be denied boarding without a refund.

BOOKING

As **Escales Polaires** is not a travel agency, we cannot arrange services beyond our own. You are responsible for booking your 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.
- 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 considered a cancellation on your part.

Payments can be made via bank transfer or by 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 for expenses incurred in trip preparation.

If changes are necessary after embarkation due to unforeseen circumstances, refunds will be issued for unfulfilled services. If the scheduled boat is unavailable, a replacement boat of equivalent comfort and capacity will be provided, without additional compensation.

RESPONSIBILITIES

Escales Polaires operates under the Transport Code (L-5421-2 and following) and is insured by 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, nor for the absence of wildlife sightings.

All participants must follow the crew's instructions. The crew will not be held 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.

INSURANCE

Participants are covered for civil liability as well as search and rescue costs during the cruise. You are responsible for obtaining adequate cancellation insurance. Medical consultations and medications on land are at your own expense.

ADDITIONAL INFORMATION

We recommend booking your flights as early as possible to avoid unavailability. Before purchasing tickets, please confirm the details with us.

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