

Terms & Conditions with Blue Ice Explorer

The following terms and conditions constitute the basis of an agreement between you as the customer and Blue Ice Explorer as the tour operator (hereafter referred to as BIE).

1. General Information

The company name and contact information:

Blue Ice Explorer
 P. O. Box 58
 3923 Narsarsuaq
 Greenland
 Mobile +299 497371
 www.blueice.gl
 info@blueice.gl
 CVR / GER no: 12001363

2. Terms of payment and cancellations made by the customer

The terms for package tours (accommodation + transportation), boat charter, accommodation, day trips and boat tickets are in some cases different from one another, and therefore treated separately.

2.1 BIE package tours

BIE offer more than 10 standard package tours (accommodation and transportation) on our website.

Payment

Payment must be confirmed to our account no later than 60 days prior to the arrival date.

Cancellation

Cancellations made by the customer:

Cancellation between 59 days and 31 day prior to arrival date: 50% refund

Cancellation between 30 and 0 days prior to arrival date: 0% refund

Booking change, Fee

If a customer requires changes to the travel program in a confirmed BIE booking a fee of 250 DKK will apply to the new invoice/travel confirmation.

No show clients will be charged the full price. **This also apply in the case of helicopter and flight cancellations and delays.**

Note! Credit card transaction fees will not be refunded in any case of cancellation.

We strongly recommend that the customers buy **travel insurance including flight cancellation insurance** for the trip to Greenland.

If the customers are delayed (e.g., due to delayed/cancelled flights or delayed arrival of cruise ship) before the start of a package, we will always try to organize the trip as close as possible to the original plan. BIE do not refund any missed accommodation, transfers, trips etc. due to flight delays/cancellation.

2.2 Boat Charter

BIE uses fast and comfortable Targa boats (6 or 12 passengers), approved by the Danish Maritime Authority, to sail with passengers in Greenland year-round.

When you charter a boat with BIE, you pay a fixed hourly rate depending on the boat's size. Additionally, you pay for eventual waiting time (the first hour is free). The price list can be requested at info@blueice.gl

Boats can be booked all year round.

Payment

Payment of a boat charter must be completed latest 60 days prior to charter date.

Cancellation

Cancellations made by the customer:

Cancellation at least 8 days prior to charter date: 100% refund of the amount of the trip. Minus a handling fee of DKK 150.

Cancellation between 2 and 7 days prior to charter date: 75% refund

Cancellation between 24 hours and 48 hours prior to departure: 50% refund

Cancellation after 24 hours prior to departure: no refund

No show customers will be charged the full charter price. This also apply in the case of helicopter and flight cancellations and delays.

Note! Credit card transaction fees will not be refunded in any case of cancellation.

Cancellation made by BIE, due to weather or technical problems:

Full refund, except credit card transaction fees.

2.3 Accommodation and day trips

Payment of accommodation or day trips must be completed latest 30 days prior to arrival date.

Cancellation made by the customer:

Cancellation between 0 and 30 days prior to arrival date: 0% refund

No show customers will be charged the full price. This also apply in the case of helicopter and flight cancellations and delays.

Note! Credit card transaction fees will not be refunded in any case of cancellation.

2.4 Boat tickets

Boat tickets must be paid no later than the valid date of the issued boat ticket.

Cancellations made by the customer:

Cancellation at least 48 hours prior to departure: 100% refund (excl. DKK 50 handling fee)

Cancellation after 48 hours prior to departure: no refund

These rules also apply to changing tickets.

If the customers are delayed due to a delayed flight, the boat ticket will be valid on a rescheduled/later departure with our boats. If the customers do not want to travel on this rescheduled boat, there is no refund.

3. Methods of payment

Payment can either be made by bank transfer or online payment with a credit card. (If you prefer online payment, please send us a request for the payment link). When making a payment by bank transfer, please provide a name and date of arrival as a reference.

3.1 Bank transfer

For Danish and Greenlandic customers:

GrønlandsBANKEN
Registration no: 6471
Account no: 2013832

For foreign customers:

GrønlandsBANKEN
Imanek 33
3900 NUUK
GREENLAND
Swift code/BIC: GRENLGX
IBAN: GL5864710002013832

Please note that payment must include all bank charges (fees).

3.2 Online payment

If you prefer to pay online, you can send us a request for a payment link. BIE then sends you an order confirmation including a payment link in your email. When you click on the link, a payment window opens, where you must accept the terms and conditions before you can select which credit card will be used for the transaction. We accept Visa, MasterCard and JCB. Payment is made with a secure payment solution through Epay/Bambora. When using a credit card, a fee is charged by the bank, and added to the total amount of the purchase. You can see the specific fees in the payment window when you select your credit card.

Credit card transaction fees will not be refunded in case of any cancellation.

4. Cancellations made by BIE

4.1 Package tours

If there are parts of a package tour (e.g., an excursion) that must be cancelled because of bad weather, BIE will always try to complete the excursion at a later stage of the trip. If this is not possible, the customer will receive a refund that corresponds to the value of the missing excursion.

In any event, BIE is not liable for any missed onward connections and/or accommodation.

4.2 Boat transfers

If there are technical problems, BIE will always do its best to find alternative boats/means of transport. There may be slight delays, but we will strive to keep them as minimal as possible.

In the event of bad weather, BIE will, in some cases, opt to move up a departure time in order to complete the journey. If the customer does not wish to accept this offer, BIE will refund the ticket (the full amount).

In any event, BIE is not liable for any missed onward connections and/or accommodation.

4.3 Day trips

If BIE cancels a day trip due to bad weather conditions, and the customer cannot participate at a later date, BIE will refund the full amount of the trip.

5. Insurance

We **strongly** recommend that all customers buy a travel insurance that will cover them in case of illness/injury including flight cancellation, luggage, and evacuation insurance.

(Air Greenland flights are often challenged by changing weather in Greenland. Hence, flight cancellations and delays are often occurring in Greenland)

BIE's boats are all approved by the Danish Maritime Administration to sail with passengers in Greenlandic waters. When travelling on board BIE's boats, you are covered by our liability insurance, wherever applicable.

6. Dismantling times

We reserve the right to change the written times on our boat ticket/itinerary (due to weather change, flight delays, SAR etc.). We therefore recommend that your customers contact BIE staff or any of our accommodation partners 24 hours in advance of the boat transfer to get an updated program for the coming day.

7. Terms of kayak rental

When renting kayaks from BIE, the customer signs a statement stating that he/she accepts full liability for the kayaking trip.

8. Rights and liabilities

BIE reserves the right to make changes to schedules, prices etc., and accepts no liability for any printing errors.

9. Complaints

If the customers have a complaint, we ask them to submit it to the BIE staff during or immediately after the trip so we can try to rectify the situation before they depart from South Greenland. Written complaints should be sent within 3 weeks of the return. All legal proceedings against BIE are to be brought to court in accordance with the Greenlandic judicial system.