

TERMS & CONDITIONS OF RAITOLA REINDEER AND HUSKY FARM AURORA OY FOR INDIVIDUALS

Confirmation and payment:

Reservation is considered confirmed when the reservation is fully paid. In case the payment is not received by the due date, we withhold the right to cancel the reservation. Payments are made either through our webshop or by payment link sent via email.

Cancellation of the reservation:

More than 48 hours before the safari starts – 20€ cancellation fee will be charged.

Less than 48 hours before the safari starts – 100% from the total amount is charged.

Changes:

All changes/cancellations to be received by e-mail within the office hours in Finland (Mon-Fri at 9-17, GMT +2).

In case of illness:

The reservation will be totally refunded in case the illness is being mentioned as a reason for cancellation. Medical certificate needs to be sent to Raitola within two working days from the cancellation date.

For groups 4 persons or more, if person under 18 years cant participate to the activity due to illness, one adult can also get refund if the medical certification is sent to Raitola.

Child rates in Rovaniemi:

If not otherwise stated in the offer, children of 0-3 years are free of charge. Children are considered as 4-12 years.

Others:

Raitola withholds the right

- To change the prices in the event of a general change of taxes or similar prices beyond our control
- To change the timetables or contents due to snow or weather conditions or similar reasons
- Force Majeure: Raitola has right to charge maximum 250 € office fee.
- No alcohol beverages included. All beverages must be paid on the spot.

