

LAPLAND CANCELLATION CONDITIONS

Valid for all Lapland Travel trips with a departure date between December and March.

I can no longer join. What now?

As an organization, we try to be as flexible as possible when it comes to cancellations. We know it is never pleasant when you can no longer join the trip, but it becomes even less pleasant if you cannot recover your registration fee.

We recommend everyone to take cancellation **insurance when registering**. It is inexpensive and can save you a lot of money.

Below we explain the cancellation rules.

#1 – Replacement

Did you find someone who wants to join the trip in your place? Great!

Replacing yourself is completely free, and you do not need cancellation insurance for this.

Conditions:

This must be communicated by e-mail no later than 2 days before departure.

If the flight tickets have already been confirmed, it is still possible to change the name, but an administrative fee of €50 per name change will apply.

Please note that the replacement traveler will take over the options of the original travel companion.

#2 – Cancelling with cancellation insurance

A. The entire group cancels

You can no longer join, cannot find a replacement, but luckily you selected the optional **cancellation insurance when registering**. In that case, the following rules apply:

- If you cancel **at least 80 days before departure**, you will receive **100% of the amount paid back** (excluding the cost of the cancellation insurance).
- If you cancel **less than 80 days before departure**, you will also receive **100% of the amount paid back** (excluding the cancellation insurance, flight tickets and the glass cabin/igloo) **if you can present a valid reason for cancellation** (see valid cancellation reasons, last page), provided you cancel **no later than one day before departure**.
- If you cancel **less than 80 days before departure** and **cannot provide a valid reason** (see valid cancellation reasons, last page), you will still receive **60% of the amount paid back**, excluding the cancellation insurance, the glass cabin/igloo and the flight tickets, provided you cancel **no later than one day before departure** and the **full travel amount has already been paid**.

B. One of the travel companions cancels

Did you make a booking for two or more people, and one (or more) travelers cancels? The costs for the booked accommodation remain applicable, since the remaining travelers will still use it. The remaining travelers will therefore have to cover the accommodation costs of the cancelling traveler(s). The other costs can still be refunded to the cancelling traveler according to the deadlines explained in point A.

Do not forget that it is also possible to find a replacement if one of your travel companions cancels.

C. Cancellation during your trip

This is not covered by this cancellation insurance, but it may be covered by your personal insurance or travel assistance insurance.

What should I do exactly?

Send us an e-mail to info@laplandtravel.com stating the reason for the cancellation.

This must be done no later than 2 days before departure.

If you cancel less than 80 days before departure and want to claim a full refund (excluding the cancellation insurance and flight tickets), we ask you to attach proof (doctor's certificate, new employment contract, court summons, etc.).

How & when will I receive my money back?

If you are entitled to a refund, it will take place **no later than 60 days after the planned departure date**.

The refund will automatically be transferred to the account number used for the payment.

#3 – Cancelling without cancellation insurance

You can no longer join, but you **did not select the optional cancellation insurance when registering**, and you really cannot find anyone to replace you? Unfortunately!

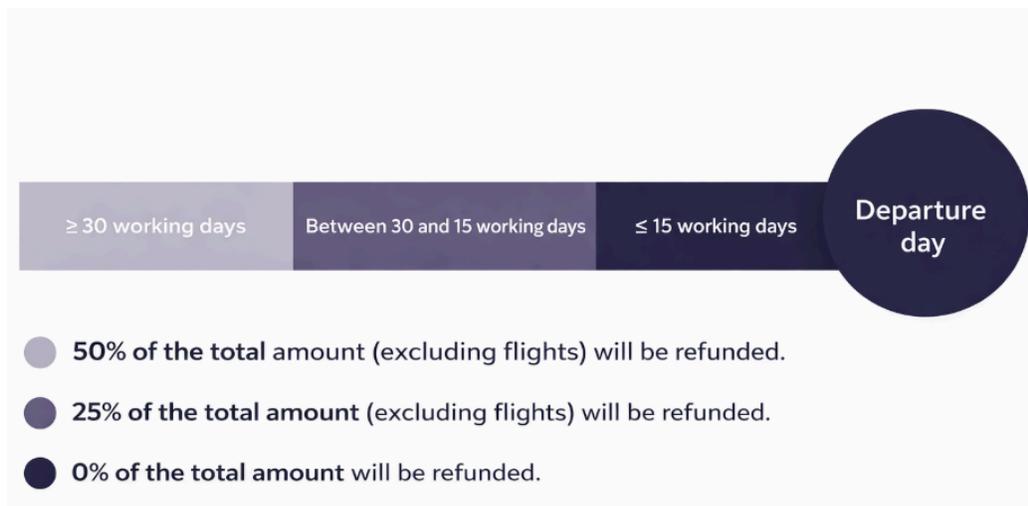
If you **already paid the full travel amount**, you may still receive a partial refund if you cancel early enough (see schedule below).

If the **total amount has not yet been paid**, no refund will take place.

If you booked a **trip with flights**, the **price of the flight tickets is excluded from the partial refund**.

A **glass cabin/igloo is also non-refundable**.

Please note: if you are part of a **group of two or more travelers and you are the only one cancelling**, the remaining travelers will have to **cover the accommodation costs linked to your booking**. In that case, **there will be no refund for these costs**, and this must be arranged between the travelers themselves.



#4 - The trip is cancelled by us. What now?

A trip will only be cancelled due to force majeure in the following cases:

- The government of the country from which you depart prohibits travel to the destination at the moment of departure.
- The destination country (or region) prohibits travel there.

If you took our cancellation insurance when registering:

- You can move your trip to a later date free of charge.
You can request a full refund (excluding the cancellation insurance) if you already paid the full travel amount. The refund will automatically be transferred to the account used to pay for the trip.

If you did not take cancellation insurance when registering:

- You can rebook your trip to a later date free of charge, or choose a Travelbase travel voucher (with the value of the amount already paid), valid for 2 years.

#5 Cancelling optional activities

During booking you have the possibility to add optional activities to your booking. These activities can be cancelled or added up to 45 days before departure. After this deadline it is no longer possible to cancel an activity. **An activity that is cancelled on site or less than 45 days before departure will be charged.**

#6 Cancelling the glass cabin / igloo

Once the glass igloo or cabin has been definitively requested and confirmed, it can no longer be changed.

If you cancel the trip and selected cancellation insurance when booking:

- The cost can only be refunded if you cancel more than 80 days before departure.
- If you cancel within 80 days before departure, no refund is possible.

If you did not select cancellation insurance, the glass igloo or cabin is never refundable.

#7 Superflex booking conditions

The Superflex booking conditions are temporarily offered when bookings open.

Because we understand that plans can change and we want to remain as flexible as possible, the Superflex conditions allow you to cancel or move your trip to another date free of charge until 1 September 2026 (depending on availability).

If you book before 17 June 2026, you can select the Superflex booking conditions during the booking process.

After 17 June 2026, these conditions will no longer be offered.

Valid cancellation reasons

This only applies if you have chosen a cancellation insurance:

- Illness, death or accident of the insured person. The impossibility of travelling must be demonstrated with a hand-signed doctor's or police certificate. A control doctor appointed by the insurer may be engaged.
- If the insured is obliged to take a resit examination at the time of or within 20 days after the departure date and postponement of the resit examination is not possible. The condition is that it concerns a resit examination for the completion of a multi-year educational programme.
- Death, illness, a life-threatening accident or hospitalisation (minimum 48 hours) of a family member up to the second degree, where the presence of the insured person is required.
- If a first-degree family member of the insured, due to an accident or a sudden (worsening of an existing) illness, urgently requires care from the insured and no one else can provide this care.

- If a non-travelling family member of the insured must unexpectedly undergo a medically necessary operation. This event is not insured if the family member concerned is already on a waiting list for the operation.
- In the event of an operation in which the insured is involved as an organ donor.
- Death, illness, a life-threatening accident or hospitalisation (minimum 48 hours) of the only travel companion of the insured.
- A new employment contract of indefinite duration concluded after the date of registration for the trip.
- If the insured has become involuntarily unemployed after a contract of indefinite duration and can present a dismissal permit issued for economic reasons.
- In the event of a definitive breakdown of the marriage of the insured, for which divorce proceedings have been initiated after booking the trip. The dissolution of a notarial cohabitation agreement that was valid at the time the insurance was taken out is considered equivalent to a definitive breakdown of the marriage. The request for divorce or dissolution must be submitted no later than 4 weeks after the cancellation.
- In the event of complications in the development of the insured's pregnancy, provided this has been medically confirmed by the attending doctor or specialist.
- If the authorities at the destination or in the country of origin prohibit travel to the destination, making travel impossible.