

# CANCELLATION CONDITIONS LAPLAND

Valid for all Lapland Travel trips with a departure date between **18 December 2026 and 11 March 2027**.

## I can no longer join. What now?

We strive to be as flexible as possible with cancellations, as we understand how disappointing it can be if you're unable to join your trip. However, it can be even more frustrating if your registration fee is non-refundable. For this reason, we strongly recommend taking out cancellation insurance when booking. It is affordable and can provide valuable financial protection.

Below, you will find a clear explanation of our cancellation policy.

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### #1 – Replacement

Have you found someone who could take your place? Fantastic! Being replaced is completely free of charge, and you do not need cancellation insurance in this case.

Conditions: This must be communicated by email no later than **2 days before departure**. If the flight tickets have already been confirmed, a name change is possible, but an administrative fee of **£50 per name change** will apply. Please note that the replacement traveller will take over the options of the original travel companion.

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### #2 – Cancellation with cancellation insurance

#### A. The entire group cancels

You can no longer join and you can't find a replacement, but luckily you chose the optional cancellation insurance when you registered? In that case, the rules below 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 cost of the cancellation insurance and the flight tickets), provided you can present a valid reason for cancellation (see valid reasons for

cancellation, last page) and you cancel no later than one day before departure.

- If you cancel less than 80 days before departure and cannot present a valid reason (see valid reasons for cancellation, last page), you will still receive 60% of the amount paid back, excluding the cost of the cancellation insurance 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**

You made a booking for two or more people and one (or more) traveller cancels? The costs for the booked accommodation will remain applicable, as the remaining travel companion(s) will still make use of it. The remaining traveller(s) will therefore cover the accommodation costs of the canceling travel companion(s). The canceling travel companion can, however, recover the other costs in accordance with the deadlines explained in section A.

Don't forget that it is also possible to find a replacement if one of your travel companions drops out (see conditions above).

## **C. Cancellation during your trip**

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

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### **What exactly do I need to do?**

You must send us an email at [info@laplandtravel.com](mailto:info@laplandtravel.com) stating the reason for cancellation. This must be done no later than one day before departure. If you cancel less than 80 days before departure and wish to claim a full refund (excluding the cost of the cancellation insurance and the flight tickets), we ask that you also attach your supporting document (doctor's certificate, new employment contract, court summons, etc.).

### **How & when will I receive my refund?**

If you are entitled to a refund, it will be processed no later than 60 days after the scheduled departure date. The refund will be made automatically to the bank account from which the original payment was made.

## #3 – Cancellation without cancellation insurance

You can no longer join, but you did not choose the optional cancellation insurance when registering and you truly cannot find anyone to replace you? Unfortunate!

If you have 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 fully paid, no refund will be granted.

If you booked a trip including flights, the cost of the flight tickets is excluded from the partial refund.

Please note: if you are part of a group of two or more travellers and you are the only one cancelling, the remaining travellers will have to cover the accommodation-related costs. In that case, no refund will be made for these costs, and this must be arranged among yourselves.



- 50% of the total amount (excluding flights) will be refunded.
- 25% of the total amount (excluding flights) will be refunded.
- 0% of the total amount will be refunded.

## #4 - What if the trip is cancelled by us?

A trip will only be cancelled by us in case of force majeure, including:

- The government of your departure country prohibits travel to the destination at the time of departure.
- The destination country (or region) prohibits travel to or within its territory.

If you took out our cancellation insurance when registering:

- You can reschedule your trip free of charge to a later date.
- You can request a full refund (excluding the cost of the cancellation insurance) if you have already paid the full travel amount.

The refund will be made automatically to the bank account used to pay for the trip.

If you did not take out cancellation insurance when registering:

- You can rebook free of charge to a later date
- You can opt for a Travelbase travel voucher (equal in value to the amount already paid), which is valid for 2 years

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## #5 Cancellation of optional activities

During the booking process, you can 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. Any activity that is cancelled on site or less than 45 days before departure will therefore still be charged.

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## #6 Superflex booking conditions

The Superflex booking conditions are temporarily offered when bookings open. Because we understand that plans can change and we want to be as flexible as possible, the Superflex booking conditions allow you to **cancel your trip free of charge or reschedule it to another date up to and including 1 September 2026** (subject to availability).

If you book before 12 June 2026, you can select these Superflex booking conditions during the booking process. After 12 June 2026, these conditions will no longer be offered.

## Valid reasons for cancellation

*This only applies if you have taken out a cancellation insurance:*

- Illness, death, or accident of the insured. The inability to travel must be proven by a hand-signed medical or police certificate. A control doctor appointed by the insurer may be consulted.
- If the insured is required to take a resit exam at the time of departure or within 20 days after the departure date, and postponement of the resit is not possible. This only applies if the resit is required to complete a multi-year educational program.
- Death, illness, a life-threatening accident, or hospitalization (minimum 48 hours) of a family member up to the second degree, where the presence of the insured is required.
- If a first-degree family member of the insured urgently requires care due to an accident or a sudden illness (or sudden worsening of an existing condition), and no one other than the insured can provide this care.
- If a non-traveling household member of the insured unexpectedly has to undergo a medically necessary operation. This event is not insured if the family member was already on a waiting list for surgery.
- In the event of an operation in which the insured is involved as an organ donor.
- Death, illness, a life-threatening accident, or hospitalization (minimum 48 hours) of the insured's only travel companion.
- A new permanent employment contract concluded after the date of registration for the trip.
- If the insured becomes involuntarily unemployed after having a permanent employment contract and can present a dismissal permit issued for economic reasons.
- In the event of irretrievable breakdown of the insured's marriage, for which divorce proceedings were initiated after the trip was booked. Irretrievable breakdown is also considered to include the dissolution of a notarially registered cohabitation agreement that was valid at the time the insurance was taken out. The request for divorce or dissolution must be submitted no later than 4 weeks after cancellation.
- In the event of complications during the insured's pregnancy, provided this is medically confirmed by the treating physician or specialist.
- If the authorities at the destination or in the country of origin prohibit travel to the destination, making travel impossible.