

Terms and conditions - FURU Hostel package reservations

FURU Hostel is a small company that receives many inquiries from individuals and groups. For our own safety and risk management and that customers will have the opportunity to change their reservations, we have some guidelines for group and package reservations. In addition, we ask you to read the general terms and conditions available on our website. The mentioned documents must be read by everyone who participates in events organized by FURU.

Feel free to contact us, to plan your stay at FURU that will fit all your needs. We are very flexible and want to help you with all your questions.

Package reservations:

This applies to package tours where the stay with us also includes meals and activities at FURU. Package reservations can apply to a single person and groups.

Reservations by phone and email from individuals and groups are binding, the size of the deposit depends on the size of the group and the chosen package.

Deposit:

We ask for a deposit because we have to plan in advance the capacity of FURU Hostel and the availability of guides. The deposit is 50% of the reservation must be paid no later than 8 weeks before arrival. You will receive a deposit invoice. If you book a stay with us that starts in less than 8 weeks, we will send you a deposit invoice within a week. The final invoice is sent after the stay.

We fully understand that sometimes the number of participants or dates need to be changed. Whatever changes needed, feel free to contact us and we will help you as best as we can.

We always encourage to book flexible flight tickets that can be changed.

Any changes or cancellations must be sent in writing to islandlife@furuhostel.com

Cancellations or downgrade of group size: (This applies to accommodation, meals and activities.)

- Up to 8 weeks before arrival: The entire booking can be canceled free of charge.
- Up to 4 weeks before arrival: The entire booking can be canceled, the cost is 50% of the reservation (deposit). The reservation may be moved though to another time within 12 months of the original arrival date.
- Up to 1 week before arrival: The entire reservation can be canceled, the cost is 75% of the reservation.
- If canceled later than 1 week before arrival, the cost will be 100%

Contact person (organizer):

The communication takes place between the group's contact person and FURU. The contact person is responsible for informing the others in the group about the details and for ensuring that all bills are being paid.

Co-responsibility:

When participating in outdoor activities, there will always be a risk of accidents and injuries. It is therefore important that the participants take into account that they themselves are fit to participate in the trip (physical fitness, skills, experience, equipment, etc.). All participants are obliged to inform about health problems in advance, that may be relevant to safety during the activity.

In order for the guide to be responsible for the safety of the group, all participants must be co-responsible and:

- Follow the guide's instructions throughout the activity
- Stay with the group as long as nothing else is agreed

If this is not complied with, the guide can end the trip and the agreement between FURU and the participant can be terminated.

Weather:

We keep ourselves constantly updated on the weather forecasts, if the weather forecast is very bad before arrival, we try to find a good solution. Contact us early if you are in doubt regarding the weather forecasts.

If bad weather occurs during your stay at FURU and the activity has to be canceled, we will try to find other activity options, but unfortunately there is no refund available.

Insurance:

FURU Hostel and our guides do not take financial responsibility for accidents that occur in connection with our activities.

You must have a travel insurance that covers all activities you participate with FURU. This is also for your own safety during the entire trip and any cancellations. Please send in a proof of your insurance before your arrival,

Number of participants in open groups:

If participating in an open group, where costs are shared with the other participants, we reserve the right to cancel the reservation if not have enough participants signed up 4 weeks prior to the trip. Please check under the open week description on our website for details. You will of course be

refunded 100% of your stay or the reservation can be changed to another date during another open group trip within the next 12 months.

We always encourage to book flexible flight tickets that can be changed.

Sickness / injury of guide:

We reserve the right to cancel the guiding trip if our guides become sick or injured during your stay at FURU. We will always try to organize a different guide but if there is none available, you will of course be refunded 100% of your guiding reservation.

If the guides become sick or injured prior to your arrival. The complete reservation at FURU can be cancelled with a 100% refund or changed to another date within the next 12 months. For open group reservations the change of date must be changed to another open group trip.

We always encourage to book flexible flight tickets that can be changed.