

Terms & Conditions covering all aspects of Visit Abisko:

It is important that you read our terms and conditions, and that you contact us if anything is unclear. It also requested that you read carefully what is written about the trip you will be attending, as this information is crucial to what the trip entails.

1. Where two or more people are included on the same booking, or a booking is being made on behalf of a third party, the person making the booking (the Client/Tour Operator) shall be deemed to be acting as an agent for all members of the party travelling (the Passenger/s), and accepts the Visit Abisko Terms and Conditions on behalf of each member of the party.
2. Where a booking is made by telephone, the booking is subject to the client's acceptance of the Visit Abisko Terms and Conditions.
3. Payment by an individual is to be made on booking through the Visit Abisko booking site. Tour operators will be invoiced at the end of every month and will have 14 days to make the payment.
4. Cancellations must be made by tour operators on the Visit Abisko booking site or by private guests via email: info@visitabisko.com, and will be confirmed by email. If no confirmation of cancellation has been received it is the responsibility of the Client or Tour operator to contact Visit Abisko on info@visitabisko.com. Cancellations must be made more than 14 days in advance of the outbound date of travel. In the event of a cancellation within 14 days of travel, Visit Abisko will not give any refunds.
5. Visit Abisko maintains the right to cancel bookings at any time if it feels it will be unable to supply the service requested in a correct manner for example severe weather conditions. The driver will make the decision on the day and Visit Abisko will make every effort to contact the client/tour operator.
6. Delays may occur. The cost for such delays are not included if we are late because of traffic, roadworks, accidents, bad weather, avalanche, sudden illness or other unexpected events.
7. If a day trip is cancelled the client/tour operator has the right to full reimbursement or to accept another tour that is comparable. Visit Abisko will always try to offer an alternative where possible.
8. Any complaint or request for refund must be made by email to info@visitabisko.com, within one calendar month of the return date of travel.
9. Private Transfers are deemed to be those which the Client has paid for the full maximum capacity of the minibus. Otherwise transfers are deemed to be a Shared Transfer and will be subject to sharing with other Clients. Shared transfers service two flights and therefore the client may need to wait for further arriving passengers.
10. Where a transfer is shared, the expected wait time is approximately 30 minutes, in the event of delays passengers may be asked to wait up to a maximum of 90 minutes or a wait time at the drivers discretion for the arrival of other passengers. If this time frame is exceeded due to other

Clients being delayed, the transfer will depart without the other Clients. In this circumstance no refund is available to delayed passengers. Visit Abisko will endeavour to contact all Clients (or tour operators) on the contact numbers provided, to inform of any last minute changes.

11. Passengers on transfers are limited to two items of luggage (hold bags), such as a suitcase or similar item, and also a snowboard or set of skis per person (must be pre-booked). Any excess baggage must be declared at the time of booking. Visit Abisko reserves the right to charge a supplement for excess baggage, or to refuse to transport excess items.

12. Visit Abisko only offers its services to people over the age of 12 years. Any child over 12 years travelling who is under the height of 1m35cm must have a booster seat. All children under the age of 18 must be accompanied by an adult.

13. All items of luggage must be clearly labelled with the owner's name and destination address.

14. Visit Abisko will endeavour to honour special requests made, but are under no obligation to do so.

15. All Visit Abisko vehicles are fully insured for passenger and third party claims, as required under Swedish law. However, whilst every care is always taken, a customer's property is carried entirely at the clients own risk and no responsibility can be accepted for loss or damage. Passengers are advised to check their own travel insurance.

16. It is the responsibility of the Client/Tour Operator to fully inform Visit Abisko of all travel details for the transfer at the time booking.

17. It is the responsibility of the Client/Tour Operator to provide a full and valid mobile phone number for the Passenger(s) and/or operator, including the International Dialling Code. It is the responsibility of the Client/tour operator to check for messages left on this contact number during the final 24 hours prior to their journey. Hotel to airport pick-up times can vary due to weather or high levels of traffic, etc. Any notification of changes to pick-up times will be notified by SMS text or by calling the contact number provided. Visit Abisko will endeavour to take every possible route to contact the client and/or tour operator to inform of any last minute changes but takes no responsibility if the client/operator is not obtainable.

18. Any changes to booking details must be made by tour operators through the Visit Abisko booking site or by private customers by email directly with Visit Abisko at info@visitabisko.com, at least 3 days prior to the date of outbound travel. All changes are subject to availability and may be subject to an administration charge. Any modifications are made at the discretion of Visit Abisko.

19. Passengers are not permitted to carry alcoholic beverages onto Visit Abisko vehicles for the purposes of consuming them therein.

20. Visit Abisko reserves the right to refuse to carry any person who is thought to be under the influence of alcohol or drugs and/ or whose behaviour is consider to pose a threat to the driver, the vehicle and/ or other passengers or road users.

21. Smoking is not permitted in Visit Abisko vehicles.

22. The Visit Abisko transfer bus only services flights arriving and departing between 12:00 and 14:00 from/to Stockholm Arlanda airport. These times are fixed, so, if the Passenger(s) is subject to delay, or misses their specified departure time the transfer will leave without them. In this instance Visit Abisko will make effort to contact the Passenger(s)/tour operator, however they will have missed their scheduled service and no refund will be available.

23. Visit Abisko will endeavour to carry the Passenger(s) with the minimum of discomfort and inconvenience to their destination at the time shown on their confirmation email. However, Visit Abisko will not incur any liability whatsoever if circumstances beyond its control prevent the achievement of this responsibility. The following are examples of circumstances that are not within our control (this list is not exhaustive):

Accidents causing delays to the vehicle.

Restricted vehicular access.

Exceptional or severe weather conditions

Compliance with requests of the police or government officials

Unforeseen traffic delays

Problems caused by other clients

Other circumstances affecting passenger safety

24. Force Majeure: Visit Abisko is not liable for failure to perform our transfer obligations if such failure is as a result of Acts of God (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, terrorist activities, nationalisation, government sanction, blockage, strike, lockout or interruption or failure of electricity or telephone service.

25. For daytrips clients are asked to arrive at the reception of their hotel 10 minutes before the specified departure time. Visit Abisko reserves the right to depart without all booked customers if they are not there on time. In this case a refund will not be available.

26. It is the responsibility of the passenger to ensure that they have the correct travel documents to cross borders. Passengers must all be responsible for checking they are not carrying any illegal or prohibited goods. Visit Abisko takes no responsibility for problems occurring at the border.

27. Nothing can affect the consumers' statutory rights.

28. Swedish Law will govern these conditions, in all respects.