



2026 TERMS & CONDITIONS

Our Terms & Conditions are standard in the adventure guiding industry. Due to the costs involved with preparing these programs we have strict payment and refund policies. We also require guests to purchase travel insurance as our terms and conditions are absolute. Please familiarize yourself with our cancellation and refund policies prior to booking a program with us.

Management / Organizer

Bergmenn ehf. is the organizer of the ski packages described on our websites. Any travel agent or individual representing Bergmenn ehf. is acting only as an agent authorized for encashment.

Note: The term "ski touring" shall include splitboarding, telemark skiing and heli access ski touring.

REGISTRATION POLICIES AND CONDITIONS

By submitting a registration form online and paying a deposit, the client has entered into an agreement with Bergmenn ehf. The completed registration form along with the terms and conditions, ski packages or quote and the rates and dates constitute a legally binding agreement between Bergmenn ehf. and the guest.

PRICES, DEPOSITS AND PAYMENTS

Each guest should familiarize themselves with these terms and conditions and our website. This will ensure that you pick the best package for your needs and that you have a full understanding of what a package entails.

Price

The stated price for the Service includes all fees (fees and/or taxes the Icelandic authorities may impose on the Service covered by the agreement). Furthermore, the price shall include any additions stated in the Service description on the Bergmenn website.

Some down day activities come as an extra cost and guests will be made aware of this prior to participating in any such activities. All non-touring travelers shall pay all extra costs not included in the description for the Service.

The price for any cancellation protection and/or travel insurance comes in addition to the Service price and is not covered by the provisions of this paragraph. The same applies to any connecting journey or land arrangements that are not part of the Service.



Deposits

Please contact us by email to reserve a space on one of our ski packages, courses, or guiding services.

A non-refundable deposit and a completed registration form are required within 1 week of the reservation date to confirm your reservation.

The deposit is 30% of your total package price, or as requested by your travel agent. The exact amount will be calculated and sent back to the guest in the reply to his initial booking request.

Balance Payments

Final payment is required 90 days prior to commencement of your package or as required by your travel agent. If a booking is made less than 90 days prior to the start of the ski package full payment is due to confirm and secure the space.

CANCELLATIONS

All ski packages start and finish on the specified dates and have been offered as a complete package. There are no refunds, partial or full for any of the following reasons.

- Late arrival or early departure for any reason
- Sickness or injury
- Lack of skier ability or fitness

Cancellations must be made by email. If you are unable to attend your ski package after the final payment date then the ski package is transferable to another person. If Bergmenn ehf. is able to find a replacement for your space then your package payment can be deferred to a ski package in the next season. Please note that rebooking is subject to availability.

Cancellation more than 90 days prior to the start date of the package will result in loss of the deposit. If cancellation is received 90 days or less to the start of the confirmed package, the entire trip price is owed and non refundable.

Bergmenn ehf. reserves the right to cancel any touring package at any time. Should this occur a full refund of payments, including deposit, will be given. Bergmenn ehf. is not responsible for any costs outside of your touring package (e.g. pre/post program travel expenses including flights and accommodation)

REFUNDS

No refunds are given in whole or in part for unused days within the package due to a late arrival or early departure. Should the entire group not be able to tour for a day due to conditions no refund will be given. We require guests to purchase [trip cancellation / interruption insurance](#) to be covered for these risks.



REFUNDS FOR HELI-ASSIST SKI TOURING PROGRAMS:

No refunds are given in whole or in part for unused days within the package due to a late arrival or early departure. Should the entire group not be able to tour for a day due to conditions no refund will be given. Should the entire group not reach the guaranteed flight time included in our heli assist programs due to weather, a mechanical breakdown or conditions, unused time is averaged over the group and refunded at a rate of €2,860/hour of unused time. In place of a refund we also offer non-transferrable credits at the rate of €3,790 per hour (averaged over the group), to be applied to a program within the next 2 seasons.

We require guests to purchase [trip cancellation / interruption insurance](#) to be covered for these risks.

CANCELLATION AND REFUNDS FOR SINGLE DAY(S) PRIVATE GUIDING

Bergmenn ehf reserve the right to change the itinerary, objective, or activity booked should we believe that continuing with the proposed itinerary would place you, any group member and/or guides at undue risk due to unfavorable weather, conditions and/or client ability. This applies to all courses and activities. If Bergmenn ehf. cancels the activity then a full refund is offered.

Private guiding will run regardless of weather conditions. However, if, upon mutual agreement between yourself and the guide at least 24 hours prior to the start of your program, it is decided to cancel the activity altogether, guests will receive a full refund.

If the individual/group booking the private guided program decides to cancel the following terms apply:

Notice of cancellation must be provided via email to Bergmenn ehf. The following cancellation charges apply (percentage of total price):

- More than 4 weeks before start date : Loss of deposit (30% of total price)
- 4 weeks to 2 weeks before start date : 70% of total price
- Less than 2 weeks before start date : 100% of total price

If you wish to change the date of your activity we will do our best to accommodate this change, however if we are not able to make the change and you cancel then the cancellation charges above will apply.



LIABILITY

Each guest will be required to sign a RELEASE FROM LIABILITY, WAIVER OF CLAIMS ASSUMPTION OF RISKS AND INDEMNITY AGREEMENT. By signing this agreement/waiver you are giving up certain legal rights. This agreement/ waiver must be signed and witnessed at our lodge before the guest is allowed to participate in the chosen activity. This is part of our safety briefing upon your arrival. Refusal to sign this waiver will result in cancellation of that guests package with no refund of any sort.

INSURANCE

Because of the costs involved in our multi-day packages we require that each guest purchase trip or holiday cancellation insurance in addition to medical, personal and travel insurance. This insurance should cover emergency helicopter evacuation. Bergmenn ehf. has partnered up with Global Rescue in offering insurance to our guests. Please visit our Insurance page for further information.