



Tupilak Travel

Terms and conditions for excursions - cruise ships

Below is a description of the terms and conditions for collaboration between cruise ships and Tupilak Travel (TT). TT offers to organize your stay in any port in Greenland as we have a continuous working relationship with local providers of tours and accommodation throughout the country.

Tupilak Travel guarantees that every effort will be made in order for your stay in Nuuk and other destinations in Greenland to be a success.

Insurance and security

TT has a product insurance at CODAN-insurance. This does not however cover insurance of participant's personal belongings. Should personal belongings be damaged or lost on the excursion it is the participant's own responsibility. It is therefore recommended that visitors have personal insurance that covers these instances.

All boats, helicopters, planes, busses and other vehicles are approved for passengers. The vehicles have all necessary security equipment and insurances.

Reservations, payments, cancellations and complaints

The cruise ship must report the number of participants on tours as early as possible in order for TT to organize the sufficient capacity. Latest registration is normally 4 days prior to arrival, but remaining seats on tour boats and busses can be sold until time of departure. Excursions/services must be paid in two parts – the first half of the total booking 14. days prior to arrival and the second half/final payment 14. days after the visit. Cancellation fees for the cruise ship are:

- Up to 7 days prior to arrival – 10 percent of total booking
- From 6 to 1 day prior to arrival – 25 percent of total booking

TT can cancel arrangements on the following conditions: Severe weather or ice conditions, technical problems on boats, busses, helicopters and/or airplanes. Should a cancellation be necessary the full amount paid will be refunded. Should cancellations affect other tours with TT, TT will try to adjust the program and if this is not possible, refund the full amount. TT does not undertake responsibility for other operators excursions if changes in the program affect these.

TT has the right to shorten or change excursions due to weather or other unforeseeable events. In these cases alternative routes or experiences will be offered. No compensation is given if this occurs. TT renounces any responsibility in connection with cancelled excursions.