



**GENERAL INFORMATION &
TERMS & CONDITIONS DOSSIER
FOR MULTI DAY SAFARIS**



INTRODUCTION

We have three key downloadable documents for you to look at ahead of time in addition to our [FAQ page](#) about multiday safaris.

This is a general information booklet which includes terms and conditions of payments as well as facts about Finland, the seasons, your tour, your equipment etc. More detailed information about clothing and equipment can be found in our 'FAQ' website page. Each product also has a detailed day-by-day tour itinerary to download and 'client information forms' that you can complete and return to us so that we can understand your equipment, dietary and medical needs. If returning the client information forms electronically is challenging for you, don't worry. So long as you have no specific needs that we need to be aware of ahead of time, we can complete them when you arrive.

YOUR TOUR ORGANISER

CAPE Lapland Oy organises the necessary logistics and equipment for this tour. Headed up by Pasi Ikonen, the first Finn to ski unsupported to the South Pole, you are sure to be in good hands. If you would like to learn a little about some of our dogs or farm – or to get an insight into our tours, please visit our [website](#) or [YouTube](#) channel.

CONTACT DETAILS

Pasi Ikonen +358-505-772-762 (mobile)

Anna McCormack +358-403-532-076 (mobile)

Landline +358-16-641-590

Address: Hetta Huskies, Hetantie 211, 99400 Enontekiö, Finland.



FYI: If you enter 'Hetantie 211' into Google Maps you will find the location of the homestead. Please note we are busy year-round and - maybe not surprisingly - spend more time working outside with the dogs, conducting tours or developing the off-grid properties in the short timeframe available between safari seasons than on our computers. Hence, if we are not responding to your email enquiries immediately, please either give us a few days to respond or try to reach us by phone.

YOUR GUIDES

As a rule of thumb, we always have at least 1 guide with our multiday client groups. The norm is two: ie. a guiding ration of 1:3 on most tours. 1 guide will be on the lead sleigh and 1 will be accompanying the group on a snowmobile. The second, snowmobile guide, will become increasingly distant as the tour progresses.

We believe that the snowmobile is invaluable in terms of safety since it will be present for all challenging route crossings, will facilitate dog swaps as and when needed and also reduce the weight in the sleigh which otherwise, you and the dogs would have to propel under your own power. Of course, there will be at least two guides working 'behind the scenes' to support your program who will be helping with food and kit preparation, communications, dog medical care etc. In other words, everything necessary to ensure that you and your dogs are kept as happy and healthy as possible.

YOUR SAFETY

We have guided over 6000 clients, annually, without major incident. To date, we have only recommended that two bumped heads and three cold-related injuries (two, using another company's kit and clothing) be followed up by a doctor. However, accidents can and may happen since animals are unpredictable and arctic conditions challenging. Hence, it is impossible to predict every scenario that may arise. Although our guides are trained to respond appropriately and to take care of you in all predictable circumstances, you also need to communicate when you are cold or if you are struggling in any way. This is REALLY IMPORTANT and can't be stressed enough (although we will certainly try to communicate it again and again at the start of your time with us).

If you take personal medications which our guides are unlikely to carry, please ensure that you have sufficient with you to get you through the journey. And do tell us of any issues you are having – we will have heard it all before but we can't help you if we don't know your needs! Please also make sure that you talk to the guide about anything that might be bothering you on safari. This is important not only from a safety point of view but also as a means of ensuring that you have a great time.

Our experienced safari guides alternate with Pasi and Anna in running the safaris and running the logistics at base. Hence, our safari team are always backed up by a reliable base-camp team accessible by phone from most points along your route. This is important, should an extraction of you (or any of your dogs) be necessary for genuine health-related reasons. Extractions for non-medical / non-emergency reasons (for instance, that you just decide that you don't like the cold, after all), are charged at cost. Extracting people from remote locations can require a lot of time and resources.

Although the safari guides will have three phones with them, phones are notoriously unreliable in Arctic conditions. Hence, one client within your group will be asked to keep a phone fully charged and switched off (as opposed to in use) so that it is available for use in case of an emergency. Whilst this event is highly unlikely, it is best to be prepared for all scenarios so if you have an older working phone with a good battery life which can be used for this purpose, please bring it with you. We also have a form about what to do in case of emergencies (should your guide be incapacitated) which can be downloaded from the website and which should be printed off and carried by the clients with guidelines about what you can do in an emergency scenario.

Please note: when it comes to working with dogs, there is always a chance that you may get bitten. Hence, although it is extremely rare for a husky to bite a human except in instances of pain or aggression (eg, during separation of a dog fight or when a dog has become inadvertently tangled in the running line), it is always advised to treat any bite wound with a tetanus shot so please check that this is up to date prior to visiting.

HOW PHYSICALLY DEMANDING WILL THE JOURNEY BE?

The multiday safaris do not require an exceptionally high level of physical fitness. However, you will be outside in the cold for many hours each day and will enjoy the tour more if you can help the dogs on the up-hills (and the hills might go on for quite a while on the 5-day safari tundra days!) and be agile enough to both brake and steer appropriately on down-hills. Hence, being at least 'reasonably' fit will stand you in good stead.

NB: Despite trying to clearly say this in many places in our website, we still get clients who expect to be able to stay on the runners of the sleigh throughout the journey and not to help the dogs on the hills. Please note that unless you weigh 40kg, this is fairly unrealistic and that the heavier you are, or the longer the tour that you are participating in, the more that you will probably end up having to help the dogs! Hence, please come prepared to both expend bursts of energy by running and pushing the sleigh up short sharp hills and to be able to walk / jog up longer hills holding onto the sleigh bar, to reduce the weight the dogs need to constantly pull. Please note too, that our extreme sleeping bags only come in standard sizes so if you are unusually large in build, the longer tours may not be for you. The only XL sleeping bag option that we have is in our summer range of bags used in the heated kota during our 2-day safari.



If you are at all worried about your fitness, you can of course try to work on this ahead of time. Another option would be to choose a shorter safari with less fells to climb. Alternatively, think carefully about the time when you want to participate in the safari since that can have a drastic impact on your safari experience. Whilst we can never promise what conditions are going to be like on any given week, it is clear that you are more likely to have far more challenging conditions in all ways (temperature, daylight, cold) during the periods we refer to in our [current availability](#) pages as 'Early Season Trailblazing'

(weeks 2-5) or 'Mid-Winter weeks' (weeks 6-9) than in the time period when the trails start to consolidate underfoot (weeks 10-12) or when 'Spring Awakens' (weeks 13-16).

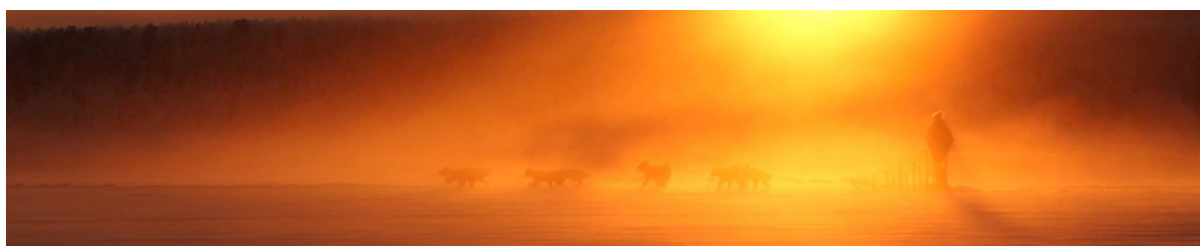
Just to reiterate this point, clients who have returned year on year for the multiday packages have expressed complete surprise by how different the safari experience - on the same tracks – can be just because of visiting in a different part of the [season](#). Hence, this is definitely worth considering when making the booking. Early in the season, you may encounter temperatures that drop below -40C pre wind chill and even the guides will find the conditions challenging. Alternatively, you could have reasonable temperatures but be dealing with completely obliterated tracks after a huge fall of snow – meaning that progress is extremely hard work. By the end of the season, by comparison, you may encounter a week of temperatures hovering between zero and -10C and fast trails or you may have icy trails or trails with overflow in sections which mean that you are dealing with a combination of potentially wet feet and overheating dogs. The only thing that we can say about the conditions with certainty is that no 2 weeks are ever the same.

We, therefore, need to be fairly flexible with how we run the safari and this is why we reserve the right to change course at the last moment in order to, for instance, spend less time on the high plateau when the conditions are too extreme early in the season, or to avoid a lake that has too much overflow late in the season. Whichever scenario unfolds, our aim is to run a safe journey which leaves you with incredible memories.

In order to help us to do so, please communicate how you are truly feeling and coping whenever you are asked. By the end of your time with us you will no doubt be surprised by how easily you cope with cold conditions in general and you may also have extended your perception of your own limits.

Please be aware too, that if you come to the arctic in the dead of winter, as opposed to in late spring, the daylight hours are fairly limited. Hence, you need to be prepared to spend a portion of your day sledging in the dark. Whilst this should be obvious, and whilst most clients love the chance to sledge under potential northern lights, we have had quite a number of clients over the years who have actually been scared of being outdoors in the wilderness in the dark. Investing in a good head-torch will clearly help – and you can also let us know if you are a bit hesitant and we can then put you in the sleigh directly behind the guide.

Finally: when it comes to dealing with the cold, it is worth remembering that the approach that you take in your mind is also critical. For most visitors, the Arctic world is a foreign and hostile environment but it is also somewhere where many people live and work year-round without problem. People pop to the supermarket, for instance, in jeans and slip-on shoes irrespective of the temperature and babies are put to outside to sleep in temperatures down to c. -20C. People here are not any physiologically different, they are just a bit more used to feeling cold and they have a different mental approach to it. If you remember that, then it will help you, too, to approach the cold with a positive mind-set and this will enable you to thrive vs just survive in the arctic conditions.



THE ARCTIC SEASONS

Choosing when to visit might just be a question of picking the weeks when you have holiday possibilities. However, it is worth understanding that your experience will likely be very different should you choose to come in January vs in April since the weather, trail conditions and daylight hours change enormously from one end of the arctic winter to the other.

We try to reflect this in our [current availability](#) pages by listing weeks 2 to 5 as 'Early Winter Trail Blazing'; weeks 6 to 9 as the 'Frosty Depths of the Arctic Winter'; weeks 10-12 as the time when 'Crystalizing Snow causes the trails to solidify' (become easier) and weeks 13-16 as the time when *Spring Awakens* and our capacity to offer additional customized tours, increases. Learn more about the 8 distinct arctic seasons and how this impacts upon, for instance, the likely level of difficulty of your tour, [here](#).

THE WEATHER & NORTHERN LIGHTS

[Foreca](#) is one site to check out for the weather in Enontekiö. Please note that in the high Arctic - c. 300km within the Arctic Circle in Finnish Lapland - temperatures can plummet from zero to -40C within a day so we need to be well equipped to be able to enjoy our arctic journey. Having said that, you might have a tour which hovers around a balmy -10C – in which case, very different kit and clothing is appropriate. Hence, we need to be ready for anything.

The northern lights exist pretty much all the time, but to varying degrees of intensity. Sometime they are a glow on the horizon. At other times, they are truly majestic. We essentially see them when the nights get dark so from September through until April, you can find good activity if you just wait for the night to fall. Sun rise and moon rise is very peculiar this far north – you can check out the [sunrise map](#) for details. Similarly, Northern lights are influenced by the sun's activity and you can learn more about this from the [space weather](#) site.



EQUIPMENT

We operate in a part of the world where it is essential to have the correct equipment. For that reason, we would prefer for you to use the outerwear we provide since we are familiar with how it performs in this environment and that will help us to ensure that you have a trip without a cold injury. We are unlikely to let you use your own kit in the early or mid-winter safaris but in Spring, your own ski kit might be fine.

Please have a look at our personal [kit list](#) suggestions for more information as to the type of base clothing and other items that we advise you to bring with you for personal comfort. It is important that you go through this list carefully since the advice is based both upon personal experience from living and working outdoors daily in the Arctic and on a lifetime of experience in choosing high performance equipment for extreme conditions and challenges. For instance, you might want to consider one-day contact lenses or, at minimum, having a spare pair of glasses at hand if you are reliant upon eyewear, and it is worth remembering that batteries do not last long in the cold. However, please do not feel like you have to go out and buy a lot of new gear. Most people who book our safaris generally find that they have most of the base clothing they will need from previous ski or winter walking holidays. And, if anything, most people bring too much and end up leaving a lot of it behind in the farm kota hence try to keep your luggage to a minimum!

FYI: if you are desperate to catch that optimal Northern Lights image, you will have to have battery chargers, travel adapters (Finland has standard European electricity plugs), spare batteries etc. (and you will not be able to recharge in the final two cabins of the tour). NiCad and Li ion perform better in cold than alkaline batteries but there are some restrictions on carrying certain Li ion batteries onboard aircraft. People often ask us to recommend camera equipment but from our perspective it is important that you remember that this is a dog-sledding journey rather than a photography tour and it is important that you do not go overboard on camera equipment since the dogs don't want to pull unnecessary weight.

When mushing you will see a large sign on your handlebars reminding you to 'never to let go' (selfie sticks / go-pros don't, therefore, work, unless attached to your body) and each time we stop with a group of 8, we lose c. half an hour and potentially (in the early season, at least), put you at risk of frost bite. For these reasons, something truly spectacular would have to be happening for us to stop for photographs outside of designated coffee and lunch breaks. Hence, do not go overboard on camera equipment which you are not very likely to use!

Anyway, don't worry too much is the key thing...we will check through your kit and clothing with you upon arrival to ensure that we believe that you will be not only safe when out on safari, but also able to function comfortably. If it turns out that you have forgotten small items like gloves or hats, you can either purchase good quality ones from our souvenir shop or we can loan items to you for the duration of the tour.

LOCAL FOOD

The food in Finland is generally good and, depending on the length of your safari, you may get to sample local dishes such as reindeer stew, salmon, arctic char, squeaky cheese, hand-picked cloudberry and lingonberry jam and possibly home-cured elk, during your stay. You should not expect Michelin star cuisine (you are in the Arctic after all, and our guides are cooking on open fires or in limited space) but we can guarantee that the food will be filling and exactly what you need after your adventures outdoors.



It is vital that we are informed of any special dietary requirements at the time of booking. Vegetarians can be catered for and allergy free meals are generally no problem as long as we know in advance. If dinner is included on the first night of your holiday and your flight arrival time is late in the evening you may arrive after the kitchen closes. In such circumstances a meal (typically a cold platter) is provided for you on arrival and will either be served in your rooms or in the restaurant.

SAUNAS, HOT TUBS & ICE-SWIMMING HOLES

Saunas are an everyday part of life in Finland and nearly all of the cabins and hotels you will use during your stay (except for the farm kota) include access to a sauna. Swimwear is not typically worn but it is possible (although not recommended) to wear swimwear in the saunas or to use a towel as an alternative, should you not wish to go without. Try to bring as lightweight a travel towel as possible, though!

LOCAL COSTS & TIPPING GUIDELINES

Costs in Scandinavia are generally higher than in the UK especially when it comes to alcoholic drinks, so you should budget accordingly. At your discretion you may wish to tip your guides at the end of your stay as a gesture of appreciation for their efforts during your holiday.

SNOWMOBILES

If you think that you will want to either rent a snowmobile or take part in a guided tour whilst in Hetta, please note that you will need to have a current driving licence with you. Old style paper licences are accepted but if you have a new photo card licence you must take both parts with you. Safari organisers hold the driver of a snowmobile responsible in case of any damage to the vehicle so extra care when driving is advised. For major damages (eg, £500 and over) you will be covered by the owner's insurance and will only be charged the policy excess. In some cases, safari organisers may require credit card details to be kept on file to cover this. Please note that we cannot be held responsible for any injury or loss that occurs through any activities that are booked with a third party.

In-house northern lights snowmobile tours of 20km / c.1 hour are offered at a discounted price of €70pp to our multi-day husky clients if their package includes a night spent either before the tour or after the first day of the tour, back at the farm. If you feel like this is of interest to you, please let us know beforehand. The tours will run with a minimum of 3 participants.

USEFUL WORDS AND PHRASES IN FINNISH

Please: Ole hyvä (but it doesn't really exist; Finns are pretty direct), **Thank you:** Kiitos, **Yes:** kyllä, **No:** Ei, **Good Morning:** Hyvää huomenta, **Good Afternoon:** Hyvää päivää, **Good night:** Hyvää yötä, **Goodbye:** Näkemiin, **How are you?:** Mitä kuuluu?, **Fine thanks and you?:** Hyvää, kiitos. entä sinua? **Do you speak English?** Puhutteko sinä englantia? **Sit:** Istu (for the dogs), **Down:** Alas (for the dogs)

MISCELLANEOUS

Finland is on GMT + 2 hours in summer and winter. Euros are the currency used. There is a cash point in Hetta but there is a limit on the amount of currency you can withdraw in one day. Most places, including Hetta Huskies and the bus, accept major credit cards (but do not rely on American Express or Diner's Club cards). Traveller's Cheques and Cheques in general are an unknown currency here.

Since 15 June 2007 new legislation on the controls of cash entering or leaving the EU applies in all Member States. Any person entering or leaving the EU will have to declare the cash that they are carrying if this amounts to 10,000Euros or more; this includes cheques, travellers' cheques, money orders, etc. This will not apply to anyone travelling via the EU to a non-EU country, as long as the original journey started outside of the EU or to those travelling within the EU. We recommend that you tell your bank or card issuer where you're going abroad and what dates you will be travelling. This avoids the embarrassment of having your card refused because your bank thinks you could be a fraudster yourself!



GENERAL CONDITIONS FOR THOSE BOOKING WITH US DIRECTLY

Please note that the following conditions form part of your agreement with **CAPE LAPLAND OY** when you join one of our multi-day safaris. Hence, please read them through prior to arrival.

1. CONCLUSION OF CONTRACT

Agreement between the parties shall be deemed to have been concluded upon receipt of the customer's deposit for the trip. This payment shall be made on an agreed date due. The balance of the payment is also made to an agreed schedule. Where payment is not made by the date due, **CAPE LAPLAND OY** shall not be bound by the contract.

2. WHAT IS INCLUDED IN THE CONTRACT

The contract covers the trip as described in this trip booklet or on the website www.hettahuskies.com and in the standard conditions. **CAPE LAPLAND OY** reserves the right to make alterations in the program in response to external factors such as weather, reindeer movements, availability of cabins, snow conditions, changes in access rights on Sami lands etc. We will always endeavor to inform clients as to any program changes ahead of time, when reasonably possible. However, in some circumstances, we will simply need to react to the conditions around us, and change plans as and when we judge that it is necessary for the safety of the clients, dogs or guides.

3. PRICE CHANGES

CAPE LAPLAND OY retains the right to adjust prices in the event of fluctuations in government taxes and/or transport costs and/or relevant currencies (although we have never exercised this standard right, to date). Any price alterations shall be announced no later than 20 days prior to departure. Should a price increase exceed 10% the customer shall have the right to terminate the agreement at no cost to him/her. The customer shall have a minimum of 3 days to terminate the agreement after notice of such a price increase.

4. PAYMENT TERMS

Our tours fill up pretty quickly and we turn many people away. However, on a number of occasions we have had clients drop out last minute and then we have not only found it hard to fill the places but we have had to pay cancellation fees to other local companies with whom we have made advance rental agreements (for instance, for cabins). Since we rely on these places for income with which to feed the dogs through the year, please understand that our cancellation policy is designed to guard against this.

CAPE LAPLAND OY.

You will be sent an invoice detailing how and what to pay to ensure your place on this safari.

The following terms of payment have been stipulated for those paying to us direct:

1. A 30% (non-refundable) deposit, to be paid at the time of reservation. (It is also possible to pay the full amount if you prefer to just make one bank transfer and then the refund terms and timings displayed below will apply to the balance).
2. The balance to be paid at least 1 month prior to departure (Please note, we understand that paying into a European banking system can be challenging for US, Asian & Antipodean clients so please contact us if you are having trouble / it is going to cost you an unreasonable amount. It may be possible to agree to pay by PayPal).
3. If a booking is made between 7 and 30 days of departure, the full sum is due at the time of reservation.
4. If a booking is made within 5 days of departure, customers be asked to simply pay the full amount in cash or card upon arrival since it will likely be too late for bank transfers to come through.

5. THE CUSTOMER'S RIGHT TO CANCEL THE TOUR

5.1 Cancellation protection

We recommend that insurance is taken out against the cancellation costs of this agreement. All insurances shall be paid for by the customer. Please be aware that most of the cheaper airline tickets available for sale on the internet or from low cost carriers are non-refundable in the case of cancellation. For this reason, we strongly advise you check the rules of the ticket when you make a flight booking and check the limitations of any cancellation insurance policy you have. We cannot be held liable, in the unlikely eventuality that we should be forced to cancel your trip, for losses incurred relating to any flight booking you have made yourself.

5.2 Cancellation charges

The customer has the right to transfer the package to an alternative customer, free of charge.

Cancellation over 30 days prior to departure: If the full sum has been paid, all but the 30% deposit will be refunded.

Cancellation 30 to 20 days prior to departure: 50% of the full cost of the tour shall be refunded.

Cancellation 20 to 0 days prior to the tour's departure (or failure to meet up for departure): no refund.

5.3 Travel and accident insurance

You are personally responsible for the insurances you require (travel, cancellation, accident, medical insurance etc.) for participating in one of our multiday tours. Should you fail to obtain valid insurance, the operator cannot be expected to assume responsibility for injury, death or illness suffered during the journey. Participation within standard conditions is at your own risk and neither CAPE Lapland Oy nor their guides will be held liable for loss of property, injuries, illness or death during participation in this journey.

Please make sure that your insurance policy is both adequate and appropriate and will cover your entire trip - including medical evacuation in case of an injury. FYI If you intend on trying additional arctic activities (eg skiing or snowmobiling) when here, your insurance should name these in addition to dog sledding. We will not check that your insurance is adequate so please read your policy carefully and take it with you not only on holiday but on the tour itself.

For those visiting us from EU countries you should also carry with you your free [European Health Insurance card](#). The EHIC is not a substitute for medical and travel insurance, but it entitles you to state-provided medical treatment that may become necessary during your trip. Any treatment provided is on the same terms as for Finnish nationals, so if a Finnish national is required to pay a fee towards their treatment, you would also have to pay the same fee. The EHIC will not cover medical repatriation, ongoing medical treatment or non-urgent treatment, so you should make sure you have adequate travel insurance and accessible funds to cover the cost of any medical treatment and repatriation.

Please note, also, that the tour as a whole might need to be altered if just one participant is 'at risk' (for instance from a cold injury) since we cannot separate the group in the wilderness and have to ensure the safety of all (please see the note about personal responsibility for communication about health and cold issues, below). We will repatriate people to Hetta without charge in case of emergency and facilitate access to medical care under the Finnish system. Additional hotel nights at base will still need to be covered privately. (NB: Please make sure that you have a valid European Health Insurance card and Insurance details accessible since medical help can often involve a subsidized (if with the European health insurance card) taxi transfer to a larger hospital in central Lapland!).

Should someone wish to be repatriated to base in a non-emergency situation, and should it prove possible to transfer them without impact on the others in the group, they will be required to cover any costs incurred (for instance transfer costs and hotel nights). FYI: Cold is not deemed an emergency in the arctic unless someone is at risk from a cold injury.

5.4 Travel Restrictions for Finland

Finally, please make sure that your passport is valid for entry into Finland – it would be a shame to miss out on a tour because of a simple logistics error! If you are travelling from within the EU, visas are not required to enter Finland. If you are travelling from abroad, we can help with visa travel vouchers.

5.5 Have you considered offsetting the carbon footprint of your journey?

Buying carbon offsets won't stop global warming, but if you're traveling, it's your best individual option for reducing your carbon footprint. The [Smithsonian magazine](#) did a nice article on this recently and there are numerous [websites](#) like the one linked, that will not only help you to calculate either the ecological footprint of your journey or will suggest projects that help to offset the carbon used. If you decide to offset the carbon footprint of your journey with us, please do let us know!

5.6 Privacy Statement

We collect Personally Identifiable Information (PII) from our clients in order to plan for, and safely execute, our products. This information is used, stored and disposed of, in accordance with 2018 GDPR guidelines. Medically relevant information and contact details are retained for 3 years to allow time for any cases pertaining to the safaris to have been closed. Email addresses are the only exception and are kept on file indefinitely, (subject to client agreement – opt out is possible), so that sporadic doggy updates can be sent out through newsletters.

6. CAPE LAPLAND'S RIGHT TO CANCEL OR ALTER THE TOUR

6.1. Too few participants

CAPE LAPLAND OY retains the right to cancel the tour prior to departure if there are too few participants to make the excursion viable. However, we **CAPE LAPLAND OY**, will make every effort to still run the tour. We may, for instance, try to consolidate bookings into one tour, by modifying tour dates or start times of tours, where possible. Alternatively, the price may be increased to cover costs which would otherwise be shared amongst a greater number of clients. Such changes shall be made in consultation with the participants. If it proves impossible to run the tour due to a lack of demand, all monies paid shall be refunded.

6.2. Force majeure, circumstances beyond the operator's control

CAPE LAPLAND OY reserves the right to cancel the tour without liability for compensation if the tour cannot be completed because of circumstances beyond CAPE Lapland Oy's control, so long as these circumstances could not reasonably have been expected to be foreseen when the agreement was entered into, and the consequences of which **CAPE LAPLAND OY** could not avoid or prevent. Likewise, **CAPE LAPLAND OY** will not be liable for compensation if the circumstances mentioned above affect the quality of the trip.

In the case of exceptionally challenging weather or trail conditions, we may choose to shorten a tour or choose an alternative route so as to make it safer for the participants, guides and dogs. In such circumstances, **CAPE LAPLAND OY** will neither be held liable for compensation nor refund since the customer understands that this is an inherent risk when travelling in the arctic.

7. DEFECTS AND CLAIMS

Should the customer wish to make a claim for defects, he/she undertakes to inform CAPE Lapland Oy within a reasonable period. Where the defect is discovered after the start of the tour, the customer shall, as far as is practical, address the issue of the complaint on the spot. Notwithstanding, the complaint must reach **CAPE LAPLAND OY** no later than 2 weeks after the end of the tour, unless special circumstances justify an extension of the time limit.

8. DISPUTE RESOLUTION

All disputes shall be tried under Finnish law. The place of jurisdiction shall be Rovaniemi.

9. SIGNING WAIVER

It is important to emphasize that this trip takes place in the high Arctic and that, therefore, special conditions apply. It is also important to make clear that accidents and injuries can occur despite the best efforts of the guides. Hence, all parties must join at their own risk, must participate in the full knowledge of these facts and must also make a commitment to looking after themselves and their own safety in the manner communicated by the guides. All participants must sign a waiver stating that they fully understand that they are responsible for this and that they participate in this trip at their own risk.

10. COMMUNICATION RESPONSIBILITY

For the enjoyment and safety of all, we hope that you understand that you have a responsibility to follow the instructions and directions given to you by your tour guides during the trip. It is important that each individual refrain from behaving in a manner that might cause danger or embarrassment to their fellow travelers.

If you grossly neglect your responsibilities, we may feel obliged to remove you from the remainder of the tour and, in such instance, we would clearly not refund the tour.



FYI You also have a responsibility to tell us if you are suffering from the cold or any other illnesses or issues since we can only advise you as to what we consider the best action in any situation when we have full knowledge with which to make best judgements and we cannot fully understand how you are feeling, unless you tell us..

11. USE OF PHOTOGRAPHS, VIDEOS & BLOGS

CAPE LAPLAND OY reserves the right to advertise their tours on the Internet and in the media. You may, therefore, find an image or video being used that was taken by us during one of your tours. We may also reference you in feedback unless you let us know that you do not wish for your image or name to be used.

If you are happy for us to use your photographs (for instance of the guides in action!) and you have a cool blog post or video about your journey with the dogs, then let us know and we will post it on our social media or [blog](#) page and also on our [youtube channel](#). Clients sometimes capture things that we, ourselves, do not see or have time to photograph!

12. GUIDE RESPONSIBILITIES

Please be aware that our guides have responsibility for both you and our dogs. Hence, please be understanding if they have to leave you to entertain yourselves at times in order to take care of the needs of the animals. Whilst they will appreciate the help – and whilst we definitely recommend that you join in as much as you can, since it is part of the joy of the journey to really get to know your dogs – we understand that there will be times when you are simply too tired or too cold to go back outside. They, however, have no choice, so please be understanding.

Following the tour, I am sure that you will want to just relax and enjoy the feeling of your tired muscles. However, if you can spare the time to provide any **FEEDBACK** which would help us to improve your product in the future, that would be very much appreciated. Please tell us what you particularly liked as well as what you would like to see changed.

FINAL CHECK LIST

Have you read through your detailed tour itinerary?

Have you completed and sent back to us your 'client information form'?

Have you downloaded and had a look through the 'Emergency guidelines'?



If so, you are probably fully prepared for you adventure to come and we can't wait to meet you!

HAPPY TRAVELS FROM THE HETTA HUSKIES TEAM!

