

# Terms & Conditions with Blue Ice Explorer

The following terms and conditions constitute the basis of an agreement between you as the customer and us as the tour operator (hereafter referred to as BIE).

## 1. General Information

The company name and contact information:

Blue Ice Explorer  
 P. O. Box 58  
 3923 Narsarsuaq  
 Greenland  
 Mobile +299 497371  
[www.blueice.gl](http://www.blueice.gl)  
[info@blueice.gl](mailto:info@blueice.gl)  
 CVR / GER no: 12001363

## 2. Terms of payment and cancellations made by the customer

The terms for package tours (accommodation + transportation), boat charter, accommodation, day trips and boat tickets are in some cases different from one another, and therefore treated separately:

### 2.1 Package tours

A package tour (accommodation + transportation) must be paid at least 60 days prior to arrival.

Cancellations made by the customer:

Cancellation between 30 and 59 days prior to arrival date: 50% refund

Cancellation between 0 and 30 days prior to arrival date: 0% refund

Note! Credit card transaction fees will not be refunded in any case of cancellation.

We recommend that you buy travel insurance including flight cancellation insurance for your trip to Greenland. If you are delayed (e.g., due to delayed flights or delayed arrival of cruise ship) before the start of a package, we will always try to organize the trip as close as possible to the original plan. We will generally not be able to refund missed accommodation dates, trips etc.

### 2.2 Boat Charter

BIE uses fast and comfortable Targa boats (6 or 12 passengers), approved by the Danish Maritime Authority, to sail with passengers in Greenland year round.

When you charter a boat with BIE, you pay a fixed hourly rate depending on the boat's size. Additionally, you pay for eventual waiting time (the first hour is free).

Boats can be booked all year round

Price per hour 1750 DKK – 6 person Targa boat

Price per hour 3500 DKK – 12 person Targa boat



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The boat charter must be paid latest 60 days prior to charter date.

Cancellations made by the customer:

Cancellation at least 8 days prior to charter date: 100% refund of the amount of the trip. Minus a handling fee DKK 150.

Cancellation between 2 and 7 days prior to charter date: 75% refund

Cancellation between 24 hours and 48 hours prior to departure: 50% refund

Cancellation after 24 hours prior to departure: no refund

Note! Credit card transaction fees will not be refunded in any case of cancellation.

Cancellation made by BIE, due to weather or technical problems:

Full refund, except credit card transaction fees.

### 2.3 Accommodation and day trips

Accommodation and/or day trips booked at BIE must be paid 30 days prior to arrival.

Cancellation made by the customer:

Cancellation between 0 and 30 days prior to arrival date: 0% refund

Note! Credit card transaction fees will not be refunded in any case of cancellation.

### 2.4 Boat tickets

Boat tickets must be paid upon booking. The customer is not guaranteed a seat until the ticket is paid.

Cancellations made by the customer:

Cancellation at least 48 hours prior to departure: 100% refund (excl. DKK 50 handling fee)

Cancellation after 48 hours prior to departure: no refund

These rules also apply to changing tickets.

If you are delayed due to a delayed flight, your ticket will be valid on a rescheduled/later departure with our boats. If you do not want to travel on this rescheduled boat, there is no refund.

## 3. Methods of payment

Payment can either be made by bank transfer or online payment with a credit card. When making a payment by bank transfer, please provide a name and date of arrival as a reference.

If you have booked individual boat transfers, your tickets will be sent to you by email when payment is received. Please print these e-tickets and bring them along with you so you can present them when you board the vessel.

### 3.1 Bank transfer

For Danish and Greenlandic customers:

GrønlandsBANKEN

Registration no: 6471

Account no: 2013832



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For foreign customers:

GrønlandsBANKEN

Imanek 33

3900 NUUK

GREENLAND

Swift code/BIC: GRENLGX

IBAN: GL5864710002013832

Please note that payment must include all bank charges (fees).

### 3.2 Online payment

BIE sends you an order confirmation including a payment link in your email. When you click on the link, a payment window opens, where you must accept the terms and conditions before you can select which credit card will be used for the transaction. We accept Visa, MasterCard and JCB. Payment is made with a secure payment solution through Epay/Bambora. When using a credit card, a fee is charged by the bank, and we may add this fee to the total amount of the purchase. You can see the specific fees in the payment window when you select your credit card. Credit card transaction fees will not be refunded in case of cancellation.

## 4. Cancellations made by BIE

### 4.1 Package tours

If there are parts of a package tour (e.g., an excursion) that have to be cancelled because of bad weather, BIE will always try to complete the excursion at a later stage of the trip. If this is not possible, the customer will receive a refund that corresponds to the value of the missing excursion.

### 4.2 Boat transfers

If there are technical problems, BIE will always do its best to find alternative boats/means of transport. There may be slight delays, but we will strive to keep them as minimal as possible.

In the event of bad weather, BIE will, in some cases, opt to move up a departure time in order to complete the journey. If a customer does not wish to accept this offer, BIE will refund the ticket (the full amount).

In any event, BIE is not liable for any missed onward connections and/or accommodation.

### 4.3 Day trips

If BIE cancels a day trip due to bad weather conditions, and the customer cannot participate at a later date, BIE will refund the full amount of the trip. Credit card transaction fees will not be refunded in case of cancellation. If the trip was purchased through a travel agency, the customer must take up the matter with the agency after his/her return home.

## 5. Insurance

We always recommend that you take out travel insurance that will cover you in case of illness or injury. Please also consider whether to include flight cancellation, luggage and evacuation insurance.

BIE's boats are all approved by the Danish Maritime Administration to sail with passengers in Greenlandic waters. When travelling on board BIE's boats, you are covered by our liability insurance,



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wherever applicable.

## **6. Dismantling times**

We reserve the right to change the written times on the ticket. We therefore recommend that you contact BIE staff or any of our partners 24 hours in advance of your boat transfer to get an updated program for the day.

## **7. Terms of kayak rental**

When renting kayaks from BIE, the customer signs a statement stating that he/she accepts full liability for the kayaking trip.

## **8. Rights and liabilities**

BIE reserves the right to make changes to schedules, prices etc., and accepts no liability for any printing errors.

## **9. Complaints**

If you have a complaint, please submit it to the BIE staff during or immediately after your trip so we can try to rectify the situation before your departure. Written complaints should be sent within 3 weeks of your return. All legal proceedings against BIE are to be brought to court in accordance with the Greenlandic judicial system.

