Booking & Payment Terms

The terms on which we design and arrange your private journey.

These terms govern every journey designed and arranged by Unforgettable Nordic LLC. Paying a deposit confirms that you have read, understood and accepted them on behalf of all travellers in your party. We have kept them plain, because the relationship matters more than the fine print.

1 Who you are contracting with

These terms form the agreement between Unforgettable Nordic LLC ("we", "us", "Unforgettable Nordic"), a company registered in the State of Wyoming, United States, and the person or party confirming a journey ("you", "the Client").

We design private journeys and coordinate them with independent suppliers: lodges, hotels, guides, charter and helicopter operators, restaurants and experience providers. We act as the designer and coordinator of your journey. Each supplier delivers its own service under its own terms, which sit alongside these.

2 Quotations and what holds the price

Every journey is quoted individually and all-in. A quotation is an estimate of a journey we can build, not a held booking.

- A quotation is valid for 14 days unless we tell you otherwise in writing.
- Prices, availability and currency rates are not guaranteed until a deposit is received and we have issued written confirmation. Premium high-season supply moves quickly; rooms, charters and guides are released to whoever confirms first.
- Some elements, such as private charters, signature properties and specialist guides, carry short supplier confirmation windows, sometimes 24 hours. Where that applies we will tell you, and the price holds only within that window.

3 Confirming your journey: the deposit

To move a journey from design into a confirmed booking, we require a confirmation deposit of 30% of the total journey price, or an amount equal to the non-refundable supplier costs we must commit on your behalf, whichever is greater.

- Where your journey includes elements with non-refundable supplier deposits, the deposit will reflect those committed costs and is itself non-refundable from the moment we commit them on your behalf.
- Your booking is confirmed only once the deposit has cleared into our account and we have sent written confirmation. We do not hold or commit supplier space against an unpaid deposit.

4 Balance and payment schedule

When	What is due
At confirmation	Confirmation deposit (Section 3)
90 days before departure	Full remaining balance
Bookings made within 90 days of departure	Full payment at confirmation

If the balance is not received by the due date, we may treat the journey as cancelled by you and apply the cancellation terms in Section 6. Late balances put your supplier space at risk, and we cannot guarantee its return.

5 How to pay

- Payment is by bank transfer (ACH or wire) to the business account of Unforgettable Nordic LLC, as named on your invoice. Your payments are made to the LLC only and are used for your journey and the LLC's own business. We do not accept card payment.
- Journeys are priced and invoiced in US dollars (USD) unless agreed otherwise in writing.
- Any bank, transfer or intermediary fees are borne by the Client. Please instruct your bank that we are to receive the full invoiced amount net of charges.
- Payment instructions will always be provided in writing by Unforgettable Nordic LLC, and any payment is recorded against your Unforgettable Nordic LLC invoice. If anything about a payment instruction looks inconsistent, please contact us directly on our known number before sending funds.

6 If you cancel

Cancellations must reach us in writing. Because we commit real money to suppliers on your behalf, often months ahead and often non-refundable, the following applies from the date we receive your written notice:

Notice before departure	Cancellation charge
More than 90 days	Deposit forfeited, or committed non-refundable supplier costs, whichever is greater
90 to 60 days	50% of total journey price, or committed non-refundable supplier costs, whichever is greater
Inside 60 days	100% of total journey price

In every case, any non-refundable supplier costs already committed on your behalf are payable in full, even where higher than the band above. Equally, where a cancellation falls within a supplier's own cancellation window and we are able to recover a refund from that supplier, we pass that refund back to you in full. This is why we ask every traveller to hold comprehensive travel insurance (Section 9).

7 If you change your journey

Once confirmed, changes are subject to availability and re-pricing at current supplier rates. We will tell you the cost of any change before we action it. A change that materially reduces the journey, including a reduction in the number of travellers, may be treated in part as a cancellation under Section 6.

8 If we or a supplier must change something

We design with care, but the North has its own conditions. Weather, light, sea state, supplier availability and events beyond reasonable control can require us to adjust a journey. We watch conditions closely before and throughout your trip, and where a change is needed we act ahead of time: reshaping the day, moving an experience earlier or later, or substituting one of equal standard, and cancelling any element early enough to protect your wider arrangements wherever possible.

9 Travel insurance: required

Comprehensive travel insurance is a condition of travelling with us, covering at minimum trip cancellation and interruption, medical and evacuation cover, and your personal belongings. Given the value of these journeys and the remoteness of some destinations, “cancel for any reason” cover is strongly recommended, and most plans need to be bought within a few weeks of your first payment for the fullest cover. We are happy to suggest providers; arranging adequate cover remains your responsibility.

10 Medical evacuation membership: included

Every journey includes a medical evacuation membership for each traveller, for the length of the journey, arranged by us at no extra cost. If anyone needs hospital care while travelling, it arranges the medical transfer home to the hospital of your choice. It sits alongside, and does not replace, your own travel insurance. Membership terms are set by the provider, and we send you the details once your journey is confirmed.

11 Our insurance

Unforgettable Nordic LLC holds general liability insurance with Hiscox Insurance Company Inc. A certificate of insurance is available on request.

12 Passports, visas, health and entry

You are responsible for ensuring every traveller holds a valid passport, any required visas and travel authorisations, and meets all entry and health requirements for each country on the journey. We will share what we know, but we cannot be held responsible for denied entry or costs arising from incomplete documentation.

13 Our role and the limits of our responsibility

Unforgettable Nordic designs your journey and coordinates independent suppliers on your behalf. We select our suppliers with care and stay close throughout your trip. However:

- Where we must change an element, we will arrange the closest equivalent of the same standard at no extra cost to you, or, where that is not possible, refund the value of the affected element less any non-recoverable supplier costs.
- Force majeure: neither party is liable for failure to perform caused by events beyond reasonable control, including severe weather, natural events, strikes, supplier insolvency, illness, or government or travel restrictions. In such cases we will recover and return what we reasonably can, but supplier terms govern what is refundable.
- Each supplier provides its service under its own terms and is responsible for the delivery and safety of that service.
- Our total liability to you in connection with a journey is limited to the total price you paid us for that journey, and we are not liable for indirect or consequential loss.
- Nothing in these terms limits liability that cannot lawfully be limited.

14 Confidentiality

We treat every client relationship as private. We will not disclose your identity, your travel plans or any personal details to third parties except as strictly necessary to arrange your journey, or as required by law. We ask the same discretion of our suppliers.

15 Governing law

These terms are governed by the laws of the State of Wyoming, United States, and any dispute will be subject to the courts of that jurisdiction.

16 Acceptance

Payment of your deposit confirms your acceptance of these Booking & Payment Terms on behalf of all travellers in your party.

Unforgettable Nordic LLC
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Private travel design across Iceland & Scandinavia