

Booking and Cancellation Terms

North Frontier / North Fundament

Please read these General Terms and Conditions and payment terms carefully. By making a reservation, you agree to the following rules and conditions unless otherwise agreed in writing.

North Frontier reserves the right to change room rates, payment terms, and other conditions at any time.

All reservations are non-refundable by default unless otherwise stated below.

1. Booking and Confirmation

Bookings can be made in writing, through our booking system, or by email.

The following information is required when making a booking:

- Names of all travellers
- Nationality
- Date of birth
- Phone number
- Email address
- Payment method
- Arrival and departure dates and estimated time of arrival

A booking is confirmed only after full payment has been received. North Frontier reserves the right to reject a booking if payment has not been received. All bookings are subject to availability and are not confirmed until written confirmation has been provided.

2. Children

Children staying in the same cabin with their parents or guardians (2 persons) and sleeping on an extra sofa bed are charged the extra person rate in all cabin categories.

3. Check-in and Check-out

- **Check-in:** from 16:00 on the day of arrival
- **Check-out:** by 12:00 on the day of departure

The same times apply in the case of a room or cabin change.

Late Arrival

If you arrive after 20:00, please inform us well in advance. Otherwise, late check-in cannot be guaranteed.

For safety reasons, only registered guests are allowed on North Frontier premises, and maximum room capacity must not be exceeded. Please inform us of your estimated arrival time at least a few days in advance.

4. Payment Terms

The reservation is confirmed upon full prepayment.

North Frontier accepts major credit and debit cards as well as bank transfers. Additional services or expenses during the stay can be paid by card on-site.

5. Accommodation and Holiday Package Cancellation and No-Show Policy

The following terms apply to accommodation bookings and accommodation-based holiday packages unless otherwise stated for activities under section 6.

All cancellations must be made in writing by email. Name changes are not permitted.

In case of a no-show on the scheduled arrival date, no refunds will be issued.

Christmas Season (19 December 2026 – 9 January 2027)

All bookings for this period are non-refundable. In case of cancellation or no-show, **100% of the total booking price will be charged.**

Winter Season (1 December 2026 – 19 December 2026 and 9 January 2027 – 30 April 2027)

- Free cancellation up to **90 days before arrival**
- Cancellation **60–89 days before arrival: 50% of the total booking price will be charged**
- Cancellation **less than 60 days before arrival** or no-show: **100% of the total booking price will be charged**

Other Periods (1 May 2026 – 30 November 2026)

- Free cancellation up to **30 days before arrival**
- Cancellation after this period or no-show: **100% of the reservation value will be charged**

For holiday packages, the same cancellation terms apply to all services included in the package.

6. Activities – Booking and Cancellation Terms

The following terms apply specifically to activities and guided experiences and are separate from accommodation cancellation terms.

All activity bookings are non-refundable by default unless otherwise stated below.

Activities can be booked in advance or on-site subject to availability. All activity bookings are binding and require full prepayment unless otherwise agreed in writing.

All activity cancellations must be made in writing by email.

- Cancellation **less than 14 days before the activity start date (counted from the activity start date): 100% of the activity price will be charged**
- Cancellation **14 days or more before the activity start date:** refund or rescheduling may be offered **at North Frontier's discretion**
- **No-show:** no refund

If an activity is cancelled by North Frontier due to weather conditions, safety reasons, or force majeure, North Frontier reserves the right to offer an alternative activity, reschedule the activity, or refund the paid amount partially or in full at its discretion.

Participants must follow all safety instructions given by guides. North Frontier is not responsible for damages caused by failure to follow instructions or by the participant's own actions.

7. Insurance

Guests are strongly advised to obtain travel insurance. North Frontier does not accept cancellations without applicable cancellation fees even if a medical certificate or other documentation is provided, unless otherwise stated in the cancellation policy.

8. Force Majeure

Neither North Frontier nor the Guest shall be liable for failure or delay in performance caused by force majeure events, including but not limited to war, strikes, terrorism, natural disasters, epidemics or pandemics, or weather conditions that make it impossible or unsafe to provide services.

9. Guest Conduct and Liability

Guests must behave in a respectful and appropriate manner. North Frontier reserves the right to remove any guest from the premises without refund in case of violation of these terms.

Guests are responsible for any damage caused by themselves, their children, pets, or visitors. North Frontier is not responsible for loss or damage of personal belongings.

10. Complaints

Any complaints or concerns must be reported to reception immediately so that the issue can be addressed promptly.

11. Applicable Law and Jurisdiction

These terms are governed by the laws of Finland.

Any disputes shall be settled exclusively in the District Court of Lapland in Rovaniemi.

Contact Information

North Frontier

Laanilantie 8, 99830 Saariselkä, Finland

Phone: +358 40 158 7492

Email: info@north-frontier.fi