Terms and conditions for participation in visits to Sólorka - valid for visits from August 1st 2025

(See also our payment terms on our website)

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1. SUBSCRIPTION

The subscription - and thus the information and conditions, which it is based on and which are announced on our website, in brochures and similar information material as well as in this document - is binding on both Sólorka and the customer, when the customer has paid at least the booking fee on time. The payment means that the customer has accepted these terms and conditions.

2. POSSIBLE CHANGES IN PRICES

Our prices are based on applicable taxes and exchange rates. Sólorka reserves the right, prior to the day of departure, to make price changes resulting from changes in transport costs (including fuel prices), taxes, levies, service charges (e.g. airport, departure or landing charges) or exchange rates, which are used to calculate the original price. This also applies even if the customer has paid for the entire trip.

If the price increases in this way by more than 10 percent, the customer has the right to cancel the visit and receive a refund of all deposits. However, the condition is that the customer notifies Sólorka of the cancellation immediately after being informed of the price increase.

If, on the other hand, taxes or levies, etc. which are imposed directly on Sólorka, and which are included in the price, are reduced or abolished, Sólorka is obliged to make this benefit the customer, if the total reduction is 500 DKK or higher per visitor.

Sólorka shall inform customers of a possible price increase as soon as possible and no later than 20 days before the departure date. This shall be done by e-mail to the e-mail address provided by the customer in connection with the subscription or later.

3. CANCELLATION PRIOR TO DEPARTURE

A. Changes or cancellations made by Sólorka

Sólorka reserves the right to change or cancel a visit abroad according to the following conditions:

If Sólorka cancels the visit before departure, the customer shall be informed as soon as possible. At the same time as Sólorka informs the customer of the cancellation, the company shall inform the person concerned of what rights he has and how he must behave in order to exercise these rights.

If Sólorka chooses to cancel a visit, without this being due to the customer's own circumstances, the customer is entitled to a refund of all his fees to Sólorka for the visit.

In case of a cancellation not asked for by the customer but still due to reasons outside Sólorka's control (force majeure), Sólorka will strive to provide full refunds but might have to deduct reasonable costs that have already incurred for services like pre-booked accommodations or transportation that Sólorka cannot itself get refunds for.

Sólorka never pays back more in compensation than the customer has paid to Sólorka. It is therefore not possible to make a claim against Sólorka for an economic loss due to a cancellation.

B. Cancellation by Customer

Unless Sólorka has already informed the customer in connection with the original agreement on the visit that a cancellation will lead to a loss of the deposit due to circumstances relating to one or more subcontractors (such as airlines, hotels etc.), the customer has the right to cancel the visit in accordance with the following conditions:

a) If the customer cancels the visit no later than 90 days before the agreed departure, the customer will receive a refund of the remaining fee, but not the original booking fee.
b) If the customer cancels later than 90 days before and no later than 45 days before departure, the customer is entitled to a refund of 50% of the remaining fare.
c) If the customer cancels later than 45 days prior to departure, or arrives late or not at all for the departure without an agreed cancellation, the customer is not entitled to any refund. Arriving late or not at all will be considered a cancellation.

The customer may take out a cancellation insurance policy with his insurance company, which under certain circumstances guarantees the customer a compensation from the insurance company in connection with the concerned person's cancellation. We strongly recommend that everyone take out both travel insurance and cancellation insurance and at the same time become familiar with the relevant conditions, rights, etc. at their insurance company.

The customer may give or sell the visit to another person (make a name change), if this other person meets the conditions for visiting Sólorka. Unlike many other companies, Sólorka does not charge a change fee, unless it is charged by a subcontractor. Both the giving/selling and receiving/buying customers are liable to Sólorka for the timely payment of the order fee and/or balance fee.

Please note that it is not possible to make a name change later than one week before departure without special permission from Sólorka and then with an additional fee of 2000 (two thousand) DKK.

4. DUTIES AND RESPONSIBILITIES OF SÓLORKU DURING THE VISIT

Sólorka is obliged to carry out visits and provide the services described in the company's public materials, in accordance with the conditions described in this document. Because Sólorka provides such extensive services with many individual features, which are also made public some time in advance of the visits, Sólorka reserves the right to make certain changes in the content without compensation, provided that these cannot be considered to significantly reduce the overall value of the offer.

Sólorka cannot be held responsible for circumstances beyond the company's control for obvious reasons – for example, if the weather and temperature deviate from what is normal in the place of visit. Nor can the company be held liable for circumstances that are largely due to negligence on the part of the customer.

If a visit deviates significantly from what is stated about it in advance, in a way that can be considered to reduce its value, Sólorka has both the right and the obligation to have the difference reduced as soon as possible. The customer is therefore obliged to notify Sólorka immediately and on the spot if there is anything that the person concerned is dissatisfied with. See the section on 'Information and complaints of dissatisfaction' below.

If a deficiency in the services from Sólorka causes a direct economic loss to the visitor, the visitor is entitled to compensation from Sólorka, unless the deficiency is caused by an unrelated third party and could not reasonably have been expected

when the visit was arranged, or in advance of the action of Sólorka or someone from Sólorka. Nor can Sólorka be held liable if a cancellation or non-performance is caused by external circumstances that Sólorka, or someone for whom Sólorka is responsible, could not have expected or avoided (force majeure).

Compensation for personal injury or damage to property is limited in accordance with the rules of international conventions. Regarding aviation, reference is made to the section on aviation below.

All departure and arrival times described in Sólorka's general material shall be regarded as indicative and expected. Sólorka cannot be held liable for losses resulting from deviations from these times, unless the deviations can be considered to be so significant that the indicative times can be regarded as directly misleading.

Sólorka does not pay compensation for damage and inconvenience caused by supply failures in accommodation establishments – including temporary failures of hot water, heating and air conditioning. Nor will compensation be paid if swimming pools and other facilities are temporarily closed for renovation or maintenance. Sólorka also disclaims all responsibility for information that the company's subcontractors present in their own material, without Sólorka reproducing it directly in its material.

The visitor is responsible for all valuables and money during the visit. Sólorka does not take responsibility for valuables if they disappear from storage boxes or other storage.

5. AIR COMPANY RESPONSIBILITIES

Regarding responsibilities and conditions of airlines with which Sólorka cooperates, reference is made to the information published by the airlines themselves, such as on their websites.

6. DUTIES AND RESPONSIBILITIES OF THE VISITOR (CUSTOMER)

The visitor is obliged to follow the instructions for the visit, given by Sólorka or a representative of the company or of the airline company. He shall also respect the rules applicable to transport to and from the place of visit as well as accommodation at the hotel. Serious or repeated violations of the rules may lead to expulsion from a plane, bus or hotel with the result that the visitor must arrange alternative accommodation and return home at his own expense.

The visitor must be able to take care of himself or herself or visit together with another person who can help if necessary. The visitor is liable for compensation in accordance with normal rules for such an obligation, if he causes damage to the property of other visitors, Sólorka, employees, airline, hotel, etc.

The visitor is responsible for having a valid passport or other relevant travel document as well as a visa and documentation of vaccinations, if required. Sólorka is not responsible for the personal data of visitors and cannot therefore be met with claims arising from incorrect, missing or incomplete information received by the guests.

Visitors can inquire at their relevant authorities whether they need a visa or special vaccinations. Sólorka cannot be held responsible for expenses caused by visitors not being fully informed.

The visitor may bear the possible additional costs that may arise from deficiencies in the above-mentioned formalities, such as transportation home as a result of lack of a passport, unless the deficiency is caused by incorrect information from Sólorka.

The visitor is also responsible for the possible consequences of illness, accident, etc. during the visit, and the visitor may pay for medical care, hospital stay, private transport home, etc. It is, however, easy to take out travel insurance against

this, and Sólorka strongly recommends all its guests to do so.

The visitor should seek information from Sólorka representatives and/or posters about return times, including possible changes in these times. Sólorka recommends that all its guests contact the company's local representative 24 hours before returning home to confirm the return time.

If a customer does not arrive on time for departure from Faroe Islands without having made an agreement with Sólorka in advance, he or she loses the right to the return journey.

If the visitor does not arrive on time for the return trip, he loses the right to it and must arrange his own return trip at his own expense. Sólorka is also not responsible for ensuring that the visitor checks in for the return trip at the foreign airport in time, if the person concerned chooses his own transport and not Sólorka's shared transport to the airport.

The customer is responsible for ensuring that the person concerned as well as his/her luggage are suitable for flights or bus transport. Sólorka reminds that women who are pregnant in the eighth or ninth month should not travel by plane.

The pilot/bus driver may decide to expel a person whom he considers to be unfit for transport or a nuisance to other passengers due to illness, intoxication or other reason.

Sólorka does not pay compensation for any parts of a visit that the visitor does not attend or use.

7. NOTICE AND COMPLAINTS OF DISSATISFACTION

Any complaints about Sólorka's service during a visit should be submitted to Sólorka's local representatives as soon as the visitor has discovered the deficiencies in the service, so that Sólorka has an opportunity to take steps to improve what is complained about.

It is not possible to report dissatisfaction and/or demand compensation after the visit, when Sólorka can no longer improve the service. However, the visitor does not lose this right to complain later if Sólorka has shown clear negligence and/or a dishonest behavior.

Complaints about errors or deficiencies that have not been able to be corrected on site must be submitted to Sólorka in writing no later than 4 weeks after the visit has ended.

8. INSURANCE / ILLNESS / THEFT

When traveling abroad, it is important that you have insurance that is also valid in the country you are visiting. It is the visitor's responsibility to obtain documentary evidence on site for possible illness, damage or theft. After returning home, it can be very difficult to obtain police reports, medical certificates or other documentary evidence. However, the local Sólorka representatives are always ready to help if they are informed of the problems in time.

9. THE "OWNER" OF THE VISIT

The person listed as number 1 for the visit, or the person to whom confirmations and invoices are to be sent via e-mail, is considered the "owner" of the visit. Only this person can change and/or cancel the visit. If this person books on behalf of several people, he or she will be considered the "owner" of all booking confirmations.

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GG! We disclaim responsibility for unintended typographical errors.

July 31st 2025