

# General Terms & Conditions

## 1. Area of Application

These General Terms & Conditions are binding for all guests that visit Úlfjótssvafn Scout Centre (ÚSÚ).

## 2. Behaviour

Groups staying at ÚSÚ must always have at least one adult (18 years or older) present that is responsible for the group. Scouts and Guides visiting Úlfjótssvafn should always respect the Scout/Guide law. All guests must respect rules and guidelines given by ÚSÚ, as well as relevant Icelandic law and regulations. Failure to comply with the above can result in termination of service and access to the site and/or accommodation. In such a case, ÚSÚ retains its right to payment of any services already booked and not used.

Guests are responsible for the equipment, accommodation, and facilities they use during their stay, including cleaning the facilities at the end of the stay. In case of misuse of facilities additional charges may apply.

## 3. Pricing

All prices are as advertised on the ÚSÚ website ([www.ulfjotsvatn.is](http://www.ulfjotsvatn.is)) and include VAT (VSK). Prices for each year are posted in the autumn of the year before. Any quotes given prior to that are based on prices at the time and will be updated as new prices have been posted.

## 4. Prepayment & Confirming a Booking

To confirm a booking, ÚSÚ will require a booking confirmation fee. This must be paid before the due date to confirm the booking. Bank charges are borne by the guest.

Bookings made through external suppliers follow their respective rules.

Once the booking has been confirmed, catering, activities, rentals and transfers can be booked using a CART form provided by ÚSÚ.

## 5. Cancellations

The guests are obliged to inform ÚSÚ immediately about any changes to the agreed contract in writing.

In case of reduction in number of guests, nights/days or participants in activities/excursions, or booking cancellation, either complete or partial, the following policy applies:

- **From booking confirmation until 2 months prior to stay:** Full refund, except for the booking confirmation fee.
- **From 2 months until 2 weeks prior to stay:** 50% refund of full invoice.  
(If the group has not made payment for at least 50% of the booking, an invoice will be issued.)
- **From 2 weeks prior to stay, until end of stay:** No refund.  
(If the group has not made full payment, an invoice will be issued.)

In the case of reduction or partial cancellation, this policy applies only to the affected parts of the booking. In the case of third-party services, such as excursions or activities, other cancellation policies may apply.

## 6. Payment

Currency of settlement is Icelandic krona (ISK) and should be paid by bank transfer. In the case of international transfers, all bank charges are paid by the guest.

### **For international groups:**

To confirm booking:

- If more than 3 months to arrival: 20% of the overnight fee (indoor accommodation or camping)
- If less than 3 months to arrival: Full payment.

The final invoice should be paid 3 months prior to arrival.

### **For local groups:**

To confirm booking:

- 20% off the overnight fee (indoor accommodation or camping)

The final invoice should be paid 2 weeks prior to arrival.

School camp groups receive invoices after their stay.

## 7. Check-in and check-out times

### **For summer (June, July, August):**

- Check-in is from 14.00. Late arrivals (after 18:00) need to be announced in advance, so we can make sure a member of staff is available to assist with your check-in, and extra charges may be applied.
- Check-out is by 10:00 from all indoor accommodation and 13:00 from campsite.

### **For other seasons:**

- Subject to agreement.

## 8. Catering and Dietary requirements

For all ÚSÚ catered meals, the mealtimes are binding. This needs to be considered for any meals on arrival/departure days and any lateness to one of the meals needs to be announced to ÚSÚ staff in advance. Due to the limited services provided outside of mealtimes, a late meal might not be possible.

Mealtimes are: Breakfast at 08.30, lunch at 12.00, afternoon refreshments at 15.30, dinner at 18.30.

All dietary and allergic requirements are catered to, to the best of our ability.

Certain diets, such as gluten free, dairy free, or any food allergies need to be booked no later than 14 days in advance. If dietary requirements are not communicated in time, ÚSÚ cannot necessarily cater for the required diet or allergy. In case of specific requirements, price differences may occur.

## 9. Insurance and liability

Any damage caused by a guest, group member or a visitor of the group in question is fully payable by the guest, including false call outs of emergency services or activation of fire alarm without a legitimate reason.

ÚSÚ accepts no responsibility for the loss or damage of personal property when staying at ÚSÚ. Damage claims against ÚSÚ are excluded as far as damage/injury was not caused by negligence or intentionally. ÚSÚ will not be held responsible for damages which are caused by the actions or neglect of Staff should this conduct not fall under their responsibility; as cause of actions of third parties, other guests, the guest, acts of God, natural occurrences, or official regulations.

Should the group leader and/or group members not follow the instructions of ÚSÚ Staff then all liability of the ÚSÚ is dropped.

ÚSÚ works with third parties, which provide valued services. In these situations, ÚSÚ lawfully transfers the execution of the activity to the third party and shall not be held responsible for the third party's actions or neglect during execution of the activity.

For all other purposes, guests should obtain their own insurance coverage for personal liability, sickness, and accidents.

## 10. Use of Data and Pictures

ÚSÚ has the right to process it and use it bookings with external (third party) suppliers, promotion, statistics and customer feedback. By doing so, your data will be kept strictly confidential and not sold nor disclosed to any not specified third parties. For further details on how we use your data, please refer to our [GDPR policy](#).

The responsibility to obtain parental consent for all subjects under the age of 18 years old is with the leader of the party and signatory of the booking agreement.

## 11. Applicable law and place of jurisdiction

If a problem of any nature arises during your time at Úlfjótavatn outdoor center, that problem would be dealt with under Icelandic law, despite the nationality of the involved parties. Any litigation involving the parties shall be brought solely in Iceland and shall be within the Icelandic jurisdiction.

# Annexes

## ÚSÚ Rules and Policies

All visitors on ÚSÚ premises are required to follow the rules and policies stated below.

Guests that do not respect ÚSÚ's rules and/or the Icelandic law can be expelled and will not be refunded. Violations of Icelandic law will be reported to the local police authorities.

### 1. House rules

1. The Quiet Time is from 23:30 to 07:00.
2. Smoking is forbidden in all buildings and communal areas.
3. All fire regulations must be followed. Outside fires must be raised off the ground and digging trenches is not allowed.
4. Fireworks are forbidden on ÚSÚ property.
5. Guest access is restricted to the Service center, showers and toilet blocks on the campsite, and any buildings the guest in question has rented. Guests are not permitted access to staff houses, kitchen, workshop, storage areas/facilities or guest buildings not in rent by guests in question.
6. No pets can be brought into the accommodation unless agreed in advance.  
Pets can stay on campsite if on leash.
7. Any form of commercial activities including selling of third party products on ÚSÚ's property is only allowed when explicitly approved in writing by ÚSÚ.
8. Theft of any nature, including flags and other scout trophies, is not allowed at ÚSÚ and is considered as a criminal offence by the Icelandic law.

## 2. Alcohol and drug policy

ÚSÚ strictly follows the Icelandic law that prohibits any use for individuals under the age of 20. Intoxication is not allowed on site, and all use of alcohol is forbidden in buildings and communal areas. The use or possession of any kind of illegal drugs is strictly prohibited under Icelandic law and therefore not accepted on ÚSÚ premises at any time.

## 3. Safe from harm policy

ÚSÚ is fully committed to ensuring that young people, guests, and staff are protected and kept safe from harm while at ÚSÚ or taking part in its activities. Such harm includes all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment, or exploitation, including sexual abuse. ÚSÚ does not accept any kind of harassment or discrimination of other persons regarding their race, sex, religion, or ethnicity. Under Icelandic law, adulthood is reached at the age of 18 years. Sexual relationships of adults with children and adolescents younger than 16 years are prohibited by law. Observations of misconduct within ÚSÚ properties or during ÚSÚ activities are to be reported immediately to a senior manager of ÚSÚ and/or local law authorities.

ÚSÚ adheres to the Safe From Harm policy of the Icelandic Youth Forum (Æskulýðsvettvangurinn) and all staff receives relevant training.

## 4. Code of Ethics and Personal Conduct

ÚSÚ adheres to the Code of Ethics and Personal Conduct of the Icelandic Youth Forum (Æskulýðsvettvangurinn) and guests are required to do so as well. See here:

<https://www.aev.is/verkfaerakistan/code-of-ethics-and-personal-conduct>

In addition, all Scouts and Guides visiting ÚSÚ are expected to follow the Scout/Guide law.