

CONDITIONS for Northern lights flight 2014

Terms & conditions

Part of the magic of the northern lights is its unpredictability, which means that even though we consult the best available prognoses, we cannot guarantee visibility.

Flights will only be conducted if the northern lights prognosis is positive. We guarantee the best prerequisites, but must point out that there is always a chance the northern lights will not be visible. Final decision for GO/NOGO will be made 24-48 hrs prior to flight.

Participation

This activity is suitable from the age of 10 and up. One price set for tickets.

Ordinary conditions needed to go by aircraft with pressurized cabin are valid for this activity.

Cameras may be used but no flashes, the use and spreading of images taken on the activity is the participant responsibility.

Cancellation & refund

Spaceport Sweden AB may cancel flights until 14 days prior the flight and a 100% refund is then valid.

Cancellation of flight 24 hrs-14 days before departure, due to no northern light prognoses, an alternative activity will be offered (in cooperation with the Swedish Institute of Space Physics and the ICEHOTEL) or the choice of a 90% refund. This refund is not valid for customers via LiveIT.

See: "Alternative Activity Northern Lights Flight 20114

Cancellations due to technical errors on aircraft guarantee a 100% refund.

If technical errors occur once the activity has started, a 70% refund is valid.

Charter flight conditions

Charter flight can be reserved no later than 72 hours before departure.

If cancellation by charter customer is made less than 14 days prior departure, a penalty fee occur which will be set upon offer and confirmation.

Otherwise ordinary terms & conditions as above will be valid.

Transfers

Transfer (*does not apply on charter reservations*):

Transfer is included in the activity from ICEHOTEL-Jukkasjärvi and from major hotel addresses in Kiruna C (*name your hotel in reservation*).

The guest must have a confirmed pick up address, made at the same time as reservation OR added later, no later than 48 hours prior flight.

If a pick-up address is not confirmed, the guest will be responsible for transfer and being on location at airport no later than 20.00.

If guest is a no-show at 20.00, access to the activity cannot be guaranteed and the activity is non-refundable if no-show.

In case of accident/emergency, which will leave the guest unable to participate in activity, a travel-insurance is recommended that cover late cancellations due to unforeseen reasons.

Transfers from other addresses such as Abisko, Björkliden, Lannavaara etc can be arranged for additional fee on pre reservation.

Airport:

Ordinary airport restrictions and regulations by Swedish airport authorities are to be followed.



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Health and food:

This activity is performed as an ordinary flight and therefore ordinary regulations for flying in pressurized cabins are to be followed. Participants with health issues, late pregnancy and other conditions are recommended to consult their physicians before flight.

Spaceport Sweden may on demand from aircrew and/or airport authorities according to regulations to deny participant to go on board aircraft. This is considered as a customer cancellation and non-refundable.

Any allergy shall be mentioned upon reservation to secure snacks/food/drinks during activity.

Participant responsibility:

Northern lights flight may be cancelled 24-48 hrs prior to flight due to no aurora prognosis.

The customer/guest is responsible to be accessible for information regarding the activity, 24-48 hrs prior to the activity in case of any changes.

Cellphone or hotel concierge/reception is recommended contacts on location.

For more information, please contact:

Spaceport Sweden Mission Control

info@spaceportsweden.com

Due 30 June 2014