

Booking and Cancellation Terms – Baba Husky Oy

1. Booking and Payment

- A booking is considered confirmed once full payment or a deposit has been received according to the offer.
- If the payment is not received within the specified time, Baba Husky reserves the right to cancel the booking.
- All our tours are operated in small groups and prepared individually – especially the dogs and equipment – so timely notice is essential.

2. Cancellations by the Customer

- **Cancellations made more than 24 hours before** the scheduled starting time are **fully refundable**, minus any **transaction or payment processing fees** (e.g. credit card or booking platform costs).
- **Cancellations made less than 24 hours before** the scheduled starting time are **non-refundable (100% charge applies)**.
- **No-shows** (customers not arriving at the agreed meeting point or missing the pick-up time) are **fully charged (100%)**.
- **Late arrivals** to the pick-up point or starting location are also treated as **no-shows**, as the safari and dogs must depart on time for operational and welfare reasons.
- Changes to the booking (date, number of participants, etc.) must be made in writing and confirmed by Baba Husky. In some cases, changes may be treated as cancellations followed by a new booking.

3. Cancellations or Changes by Baba Husky

- Baba Husky reserves the right to cancel or modify a service if necessary for safety reasons, due to severe weather, trail conditions, or other unforeseen circumstances (force majeure).
- In such cases, customers will receive either a **full refund** or the option to **reschedule** to another available date.
- Minor adjustments to the route, duration, or timing of the safari may occur for operational or safety reasons and do not entitle the customer to a refund.

4. Unused Services and Late Arrivals

- No refunds are made for unused portions of a tour or service (e.g. late arrival or early departure).
- If guests are not ready at the agreed meeting point and time, the program may depart without them to maintain the schedule for other participants.
- Transportation and safari logistics are carefully coordinated, and delays affect the wellbeing of our dogs and the timing of all tours.

5. Illness or Unexpected Events

- In case of documented illness or emergency, Baba Husky may consider a partial refund or rescheduling at its discretion. A valid medical certificate or other supporting document may be required.
- Force majeure situations (e.g. extreme weather, government restrictions, road closures) are handled flexibly — customers can choose a new date or receive a refund minus transaction costs.

6. How to Cancel

- All cancellations or changes must be made **in writing** (by e-mail).
- Cancellations are valid only after receiving a written confirmation from Baba Husky.
- We do not accept cancellations via phone, text message, or social media unless confirmed in writing.

7. Refunds

- Refunds are processed using the same payment method as the original booking.
- Please allow **7–14 business days** for processing (depending on the payment provider).
- Transaction or platform fees are non-refundable.

8. Applicable Law and Disputes

- These terms are governed by Finnish law.
- In the event of any dispute, both parties will aim for an amicable settlement. If necessary, the case will be handled by the district court of Rovaniemi, Finland.