General Terms and Conditions (GTC)

for the Rental of Holiday Houses at Mystic Light Lodge

1. Scope of Application
    a. These General Terms and Conditions (GTC) apply to all rental agreements for the holiday houses offered at Mystic Light Lodge. All provisions also apply to bookings made through a third-party provider, unless a provision conflicts with the applicable policies of the respective third-party provider.
    b. The contractual partner of the Guest is Mystic Light ehf., hereinafter referred to as the "Rental Company."
    c. By making a booking, the Guest acknowledges and accepts these GTC as an integral part of the Rental Agreement.
2. Booking and Formation of the Contract
    a. Bookings may be made directly via the Rental Company's website (www.mysticlightlodge.com) or through third-party providers designated by the Rental Company - such as online travel agencies (OTAs).
    b. The Rental Agreement is formed once the booking has been electronically confirmed by the Rental Company or, where applicable, by the third-party provider on behalf of the Rental Company.
    c. A booking is valid only for the number of Guests (incl. children and babys) stated in the booking confirmation. Accommodation of additional persons requires the Rental Company's prior consent.
3. Rates and Payment Terms
    a. The rates applicable at the time the booking is made shall apply.
    b. Services and amenities included in or excluded from the accommodation rate are specified in the booking confirmation and/or the relevant offer on the booking platform.
    c. The total booking amount must be paid in accordance with the payment terms stated in the booking confirmation. For bookings made directly through the Rental Company's website (www.mysticlightlodge.com), payment must be received by the Rental Company before the Guest's arrival date.
    d. If payment is not received by the applicable due date, the Rental Company may, following reasonable prior notice withdraw from the Rental Agreement and cancel the booking prior to the Guest's arrival.
4. Check-in and Check-out
    a. The Rental Company does not operate a reception desk. Unless otherwise agreed, Guests are required to check in independently. All information and instructions necessary for check-in will be provided to the Guest in advance. Should the Rental Company be unable to contact the Guest beforehand for any reason, it is the Guest's responsibility to contact the Rental Company.
    b. The holiday house will be available from 16:00 Uhr (4:00 p.m.) on the day of arrival.
    Early check-in is available only by prior arrangement with the Rental Company and is subject to availability.

c. On the day of departure, the holiday house and the parking space must be vacated by 11:00 Uhr (11:00 a.m.) at the latest. If the Guest remains at the holiday house beyond the agreed check-out time, the Rental Company may charge an additional fee of EUR 45 per commenced hour.

   Late check-out (stay until 12:00 p.m.) may be added to a booking made through the Rental Company's website (www.mysticlightlodge.com) or arranged separately with the Rental Company. An additional fee of EUR 30 will apply for the additional hour.

   If the Guest remains in the holiday house or in the parking space beyond the agreed late check-out time, the Rental Company may charge an additional fee of EUR 45 per commenced hour.

d. Upon departure, the holiday house must be left in an orderly condition. Guests are responsible for removing all personal belongings before departure.

5. Cancellation by the Guest and No-Show
   a. For bookings made at the Standard Rate, cancellation is free of charge up to 5 days prior to arrival (16:00 Uhr; 4:00 p.m.). If the booking is cancelled or modified after this cancellation deadline, the full booking amount becomes due. Cancellations must be submitted in writing.
   b. Bookings made at the Non-Refundable Rate are non-refundable in the event of cancellation, modification or no-show on the agreed arrival date. This also applies in the event of early departure. The total booking amount may be charged at any time following confirmation of the booking.
   c. The time at which the cancellation is received by the Rental Company shall determine whether the applicable cancellation deadline has been met.
   d. If the Guest fails to arrive on the agreed arrival date without having cancelled the booking timely in advance, no refund will be provided.
   e. If the Guest is unable to travel due to flight cancellations or changes, vehicle breakdowns, accidents, illness or any other reason, and the applicable cancellation terms do not permit a free cancellation, the full booking amount remains payable and no refund will be provided. It is the Guest's responsibility to obtain suitable travel insurance covering such circumstances.
   f. If arrival is severely impeded due to adverse weather conditions, the Rental Company may, at its sole discretion, offer a refund of the accommodation charges or reschedule the stay to another date. No such refund or rescheduling shall be guaranteed.
6. Use of the Holiday House
   a. The holiday house may be used exclusively for holiday and recreational purposes and only by the persons stated in the booking, unless otherwise agreed in advance with the Rental Company.
   b. Subletting or otherwise making the holiday house available to third parties, whether for payment or free of charge, is prohibited without the Rental Company's prior consent.
   c. Guests are required to treat the holiday house, its furnishings, equipment and facilities as well as the surrounding area with due care and respect.
   d. The Guest agrees to show consideration for other Guests and the staff of Mystic Light ehf.
   e. Guests must comply with the applicable house rules and with instructions issued by the Rental Company.

f. Smoking is strictly prohibited throughout the holiday house. This prohibition also applies to electronic cigarettes and vaping devices.
g. The use of open flames, candles, barbecues, or other fire hazards is prohibited in the holiday home.
h. The Guest has to avoid the development of excessive and persistent odors - for example, from cooking - in the holiday home.
i. Excessive noise and disruptive behaviour are prohibited. Parties, events or other gatherings at the holiday house require the Rental Company's prior consent.
j. Pets may only be brought to the property with the Rental Company's prior consent.

7. Cleaning
   a. Standard cleaning of the holiday house following the Guest's stay is included in the accommodation rate.
   b. If the holiday house requires additional cleaning due to excessive soiling or an unreasonable level of mess caused by the Guest, the Rental Company may charge an additional cleaning fee. The amount of such fee will be based on the reasonable additional cleaning effort required but is at least €200.
   c. In the event of a violation of the smoking ban or if a lingering, excessive odor remains, the Rental Company is entitled to charge the Guest for any necessary cleaning, odor neutralization, restoration or other reasonable costs. The amount of such fee will be based on the reasonable additional effort required but is at least €200.
8. Damage, Defects and Theft
   a. Any damage, defects or other issues affecting the holiday house, its furnishings, equipment or facilities must be reported to the Rental Company without undue delay.
   b. The Guest must provide the Rental Company with a reasonable opportunity to inspect and, where appropriate, remedy any legitimate defect within a reasonable period of time.
   c. The Guest is liable, in accordance with applicable law, for any damage culpably caused to the holiday home, its inventory, technical equipment or outdoor areas by the Guest, the Guest’s fellow travellers or any persons invited by the Guest. In particular, the Guest is liable for any damage resulting from intentional or negligent conduct or from any use of the holiday home contrary to the terms of the agreement. The Rental Company is entitled to claim compensation from the Guest for any such damage.
   d. In the event of theft or loss of items belonging to the Rental Company, the Rental Company may charge the Guest the reasonable cost of replacement, where the Guest is responsible for such loss.
9. Items Left Behind
   a. Personal belongings left behind at the property may be collected by the Guest within 24 hours following departure, by prior arrangement with the Rental Company.
   b. At the Guest's request, the Rental Company may arrange for items to be returned by post or courier. The Guest must pay the applicable shipping costs and a EUR 30 handling fee in advance.
   c. If the Guest does not contact the Rental Company within 24 hours following departure, items left behind may, at the Rental Company's discretion, be disposed of or donated to a charitable organisation.

10. Liability and Force Majeure
    a. The Rental Company shall not be liable for any loss or damage suffered by the Guest, unless such loss or damage is caused by a defect in the holiday home for which the Rental Company is responsible or by a culpable breach of the Rental Company's statutory or contractual obligations. During their stay at the holiday home, the Guest shall be responsible for their own safety and for the safety of any persons in their care.
    b. The holiday homes are located in Iceland and may be exposed to exceptional weather conditions. In the event of snow, ice, storms, strong winds, reduced visibility or other adverse weather conditions, the Guest has to exercise the necessary caution and comply with all applicable safety and usage instructions. The Rental Company shall not be liable for any loss, damage or impairment caused by exceptional natural or weather-related events for which the Rental Company is not responsible under applicable law. This applies in particular to storms, snowfall, icy conditions, flooding, landslides, volcanic events, earthquakes and comparable natural events.
    c. The use of terraces, paths, access roads, areas of the property and other outdoor facilities shall be undertaken with due regard to the prevailing local conditions and weather conditions.
    d. If the holiday home is equipped with a hot tub, it may only be used in accordance with the usage instructions provided by the Rental Company. The Guest has to take appropriate safety precautions and, in particular, has to adequately supervise children and vulnerable persons. The Rental Company is liable only for damage attributable to a defect for which it is responsible or to a culpable breach of its obligations.
    e. All outdoor facilities, including but not limited to the hot tub, are exposed to weather conditions and other natural circumstances. The Rental Company shall not be liable if a Guest is unable or chooses not to use any outdoor facility due to external circumstances, including weather conditions, natural phenomena, insects or other environmental factors. In this case, the Guest is not entitled to a refund or compensation.
    f. The Guest is solely responsible for their personal belongings, luggage, valuables, vehicles and any other items brought onto the premises. The Rental Company is only liable for the loss, theft or damage of such items if the loss or damage was caused by the culpable conduct of the Rental Company or a person engaged by it. The Guest has to take reasonable measures to secure valuables and personal belongings and must properly lock the holiday home when leaving the premises.
    g. The Rental Company is not liable for the non-provision of, or any impairment to, the accommodation due to circumstances beyond the Rental Company's reasonable control, including, in particular, official orders or measures, natural disasters, exceptional weather events, war, terrorism, strikes or other events of force majeure. If the Rental Company cancels the booking due to force majeure, the full amount paid by the Guest will be refunded. The Guest shall have no further claim for compensation.
11. Termination of the Rental Agreement for Good Cause
    a. The Rental Company may terminate the Rental Agreement for good cause in accordance with applicable law and/or prohibit the Guest from continuing to use the holiday house. Good cause may include, in particular, a material breach of the house rules or these GTC despite prior warning, significant damage to or misuse of the holiday house, or conduct that

materially endangers or causes harm to the property, other Guests, employees or third parties.

12. Data Protection
    a. The Guest's personal data will be processed in accordance with applicable data protection legislation. Further information regarding the collection, processing and use of personal data is provided in the Rental Company's Privacy Policy.
13. Governing Law and Jurisdiction
    a. This Rental Agreement shall be governed by the laws of Iceland. Mandatory statutory provisions shall remain unaffected.
    b. To the extent permitted by applicable law, the competent courts in Iceland shall have jurisdiction over all disputes arising out of or in connection with this Rental Agreement. Where applicable law provides for a specific or exclusive place of jurisdiction, such mandatory jurisdiction shall remain unaffected.
14. Final Provisions
    a. If any provision of these GTC is or becomes wholly or partially invalid or unenforceable, the validity and enforceability of the remaining provisions shall not be affected. The invalid or unenforceable provision shall be replaced by the applicable statutory provision.
    b. The Rental Company reserves the right to amend or update these Terms and Conditions from time to time. Amendments that are purely editorial or administrative in nature and do not materially affect the Guest’s rights or obligations (for example contact details), may be made without obtaining the Guest’s separate consent.

       Amendments to these Terms and Conditions that affect the Guest's material rights or obligations apply to previously concluded contracts only if the guest has been informed of the amendments in writing and granted the opportunity to withdraw from the contract.

       For future bookings, the version of the Terms and Conditions in force at the time the contract is concluded shall apply.
    c. The house rules may be amended or supplemented by the Rental Company from time to time without the Guest's consent, to the extent permitted by applicable law.
    d. The Rental Company publishes the current version of the Terms and Conditions on its website.

Rental Company:
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