

# Yale Alumni ACADEMY

## Frequently Asked Questions Icelandic Winter Adventure Program

### **I'd like to add extra nights at the hotel and/or I'd like to upgrade my room at the hotel. How can I do that?**

You can indicate this on your traveler information form and/or contact us at [alumniacademy@yale.edu](mailto:alumniacademy@yale.edu) and make the request. Please note, not all requests can be accommodated.

### **My flight gets in early on arrival day. Can I check into the hotel early?**

If you are arriving early, please let us know and we can pass your arrival time to the hotel. We cannot guarantee early check in, but we can request it for you.

### **Is there a group transfer from the airport to the hotel and vice versa?**

Yes, on Thursday, January 23, around 7 AM there will be a group transfer to the hotel. If you arrive outside of this time block, we can arrange a private transfer for you or you can take a taxi from the airport. We will also provide a group transfer back to the airport after touring on Tuesday, January 28. The drop off at the airport will be around 1 PM.

### **How much walking is involved on this program?**

You'll need to be able to walk up/down at least 25 steps per day and walk about 3-5 miles per day. The terrain could be slick, uneven, and steep. If you have mobility concerns, please indicate this on your traveler information form or contact us at [alumiacademy@yale.edu](mailto:alumiacademy@yale.edu).

### **Is there going to be a faculty member on this program?**

Our goal is to provide an exceptional and affordable experience, so we've chosen to feature local guides and experts who bring deep, firsthand knowledge of Iceland. Therefore, this program will not have a Yale faculty member accompanying the group.

### **I have dietary restrictions/allergies, how can I make sure you can accommodate my needs at group meals?**

Please indicate this on your traveler information form or contact us at [alumniacademy@yale.edu](mailto:alumniacademy@yale.edu). We will ensure your dietary restrictions/allergies are accommodated.

### **I want a private car transfer, how can I arrange that?**

You can refer to the program flyer for pricing and indicate this option on your traveler information form or contact us at [alumniacademy@yale.edu](mailto:alumniacademy@yale.edu).

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## **What is the cancellation policy?**

Deposits are refundable until December 1, 2024. After December 1, 2024, all payments are non-refundable. All add-on services are non-refundable. There is however a 3-day grace period after registering. If you need to cancel within 3 days of registering you will receive a full refund.

## **What happens if we don't see the Northern Lights on our excursion?**

The Northern Lights excursion was planned for the first day for exactly this reason. If the weather is not great or the lights aren't active, we'll move the excursion to the next day, and so on. While we cannot guarantee that you'll see the lights on our trip, we will do everything we can to try to see them.