

414-K1C-AS CREATION OF INDIVIDUAL PACKAGES (FIT)

Section 06120

Project:

CREATION OF INDIVIDUAL PACKAGES (FIT)

ICELAND

Presented To

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## Client profile

Mr. Paolo Moro (24 years old) and Ms. Alina Luvik (25 years old) love to travel. This year, for the summer season, they would like to take part on a tailor made tour that will bring them to visit the majesties of Iceland. With capital Reykjavik, Iceland is a Nordic island located in Europe characterized by volcanic landscapes of geysers, waterfalls, glaciers, hot springs and black beaches. Iceland is also known as a wonderful country defined by nature and fantastic sceneries. The clients would like to travel for the durance of 15/17 days in the month of July. Since July is the only month possible for their vacation, the departure date is in Montreal (Montréal–Pierre Elliott Trudeau International Airport to Keflavik International Airport) on the 8th of July, 2016 and return from Reykjavik the 23rd of July, 2016. From previous experiences, the clients have already visited different destinations around the world. Mr. Paolo Moro has mainly experiences in Europe and already visited country as Italy (Rome, Florence, Genoa, Naples, Venice, Milan, Rimini, San Marino and many others), Switzerland (Lugano), England (London), France (Monaco, Marseille, Nice, St Tropez, Grasse, Cannes) and Greece (Athens, Mykonos) but also trespassed the ocean to visit Canada (Montreal, Quebec city, Ottawa) and United States (Portland, Boston, New York). On the other hand Ms. Alina Luvik has mainly experiences in Canada (Toronto, Ottawa, Quebec city, Montreal, Calgary, Vancouver), Kazakistan and Russia (Astana, Mosckow), United States (Los Angeles, Miami, New York) and Caribbean (Cuba, Jamaica, Bahamas), although she travels each year to Italy (Rome, Naples, Venice, Florence) because one of her favorite country. Today, the couple is resident in Canada, Montreal, Quebec but both clients hold different passports. Mr. Paolo is an Italian citizen from the European Union, while Ms. Alina holds a Canadian passport. The clients are both workers, very open-minded travelers, which main purpose of trip is to mix a recreational and adventure holiday. The dream is to visit as many countries as possible in Europe, since they really love the different country styles. They are both passionate of nature and they are always looking to discover new places. They also love to experience local cuisines and spend the most of the day doing excursions. At night, they want to enjoy relaxation, possibly with romantic sceneries that will make their stay unique. The couple requires also a necessity in freedom. They prefer not to join groups and not follow precise itineraries. They prefer private guided tours but at the same time need the feel to be free and enjoy the holiday at their pace. The pace preferred is on a medium level; they always try to visit many places as possible during the day and they could accelerate their pace even more, if the time is limited. Usually they visit the main attraction that the country offers but on proposal, they accept different itineraries (As long they offer a certain level of adventure). On destination they like to move around with a car, therefore a car rental is almost every time a requirement. In the case of Iceland, they will be open to a self-drive tour, since it meets their spirit of adventure and offers them freedom. About the flight for Montreal to Reykjavik, the clients have no specific requirements about the type of airline or class to travel in, but due to the high season and the possibility to benefit of direct flights, they will prefer the direct flight at the best airfare and best time. The clients are very open on the level of accommodation as long is private and comfort for their needs. Three stars Hotel

are the perfect conditions to meet their requirements because they will hardly spend time in room, due to their adventure experience. The clients also require accommodations that will meet their need of privacy and will able them to rest after an intensive day fulfilled by activities. As mentioned at the beginning, the clients love to travel and visit different places but one of the most important need, that must meet the client's requirement, is the safety of the destination and Iceland is a safety country to travel within nowadays. To conclude, the clients are limited by a budget of 6.500\$ USD per person, equivalent of approximately 8.500 \$ CAD per person. It is important for the clients to respect the budget and assure them to work the best vacation to fulfill the clients' needs and wants.

### **Flight options**

Due to the high season and high demand, Iceland is becoming a popular destination over Europe, both for the Canadian and US market. Flights are more and more available with less expensive airfares and offers. For the clients we detect three major suggestions, direct roundtrip flights departing from Montreal to Reykjavik the 9th of July, returning the 23rd of July. The first one offered by the airline Icelandair, it includes:

#### **Itinerary:**

Icelandair FI804, Boeing 757 200

#### **Departure:**

From Montreal PE Trudeau(YUL) Friday 8th July, 2016 at 21:05

To Reykjavik (KEF) Saturday, 9th July,2016 at 6:00

Flight duration:4h55min

#### **Return:**

Icelandair FI805, Boeing 757 200

From Reykjavik (KEF) Saturday 23rd July, 2016 at 17:05

To Montreal PE Trudeau (YUL) Saturday 23rd July, 2016 at 18:40

Flight duration: 5h35min

#### **Prices:**

Net 534.00\$

Taxes and fees 280.54\$

Total per person:814.54\$ CAD

When travelling transatlantic with Icelandair from the USA or Canada to Europe (or vice versa), your baggage allowance the whole way (including the European routes) is two bags weighing up to 23 kg (50 lbs) each.

The second flight suggestion is offer by Wow Airline and includes:

Wow air WW136

**Departure:**

From Montreal PE Trudeau (YUL) Friday 8th July, 2016 at 19:55

To Reykjavik (KEF) Saturday 9th July, 2016 at 5:00

Flight duration:4h50min

**Return:**

Wow air WW135

From Reykjavik (KEF) Sunday 24th July,2016 at 17:15

To Montreal PE Trudeau (YUL) Sunday 24th July, 2016 at 18:50

Flight duration:5h50min

**Prices:**

Net: 468.12\$

Taxes and fees 89.88\$

Total per person 558\$ CAD

When traveling with Wow air we must take in consideration the fares and extra charges which will add to the flight ticket. The prices under, are dispose in US dollars.

**Small carry-on bag 0-5 kg (0-11 lbs)**

Per guest, per flight leg, 1 piece per guest. Size: 56 x 45 x 25 cm incl. wheels and handles, max. 5 kg (11 lbs). It is included in the price.

Extra 7 kg (15 lbs) for a carry-on bag Per guest, per flight leg, Max. 12 kg (26 lbs). (You are only permitted one piece of carry-on luggage) \$38.99

**Check-in luggage (hold luggage)**

One bag, max., 20 kg (44 lbs) Per guest, per flight leg \$48.99 At the airport check in: \$67

Two bags, max. 20 kg (44 lbs) each, Per guest, per flight leg \$97.98 At the airport check in: \$134

Three bags, max. 20 kg (44 lbs) each, Per guest, per flight leg \$146.97

For the third choice, we include the offer by Delta airlines, which present:

ENDEAVOR AIR DBA DELTA CONNECTION,

**Departure:**

DL3930 CRJ900, connecting flight from Montreal PE Trudeau (YUL) Friday 8th July, 2016 at 16:55

To New York - Kennedy (JFK) Friday 8th July, 2016 at 18:40

DL446 Boeing 757

From New York-J.F. Kennedy international (JFK) Friday 8th July, 2016 at 21:15

To Reykjavik (KEF) Saturday 9th July, 2016 at 7:00

Total flight duration: 6h 40min

**Return:**

DL 246 connecting flight from Reykjavik (KEF) Saturday 23th July, 2016 at 10:30

To New York – J.F. Kennedy International (JFK) Saturday 23th July, 2016 at 12:25

DL4160 from New York- J.F. Kennedy International (JFK) Saturday 23th July, 2016 at 14:55

To Montreal PE Trudeau (YUL) Saturday 23th July, 2016 at 16:55

Total flight duration: 7h55min

**Prices:**

Net: 1134.00\$ CAD

Taxes and fees 152.65\$

Total per person 1286.65\$

When traveling with Delta airlines the baggage allowed, included in the price is 70 LBS (32 KG),62 INCHES (157 CM) WHEN YOU TOTAL LENGTH+WIDTH+HEIGHT.

As you had taken in consideration the three options suggested, we chose the flight offered by Icelandair because we retain the best fare adapt to our client. The flight is direct and preferable due to charges and fees regarding the luggage. We know that traveling for adventure purposes requires a certain needs about the weights of clothes. It seems to us that giving the right quantity will assure the client to travel with the necessary. The travel time is also a plus to the trip because flight overnight will ensure the client to enjoy the entire day in Reykjavik on the 9<sup>th</sup> of July, date of arrival. In fact the flight least only for the duration of 5 hours, which is a fast and easy way to reach the country.

## **Iceland**

Located in the North-Atlantic ocean close by the Arctic Circle, Iceland is very much a wonderful island part of the European Union. The flag, blue with a red cross outlined in white fimbriation, symbolize three major elements about the island: the red is for the volcanic fires, white for the snow and glaciers, and blue for the sky. The total population: 329,100 (Jan 2015) has an estimated 7% (23.000) of foreign-born nationality, where the median age is 37, 1 years old. The capital city, Reykjavík, located in the south west of the country is well known for the late night's club and bars in the night and by dramatic volcanic sceneries during the day. The official language of Iceland is Icelandic while English is widely spoken and understood. The Icelandic monetary unit is the króna (plural krónur) – ISK while the government is a parliamentary constitutional republic where the president is elected by direct popular vote for a term of four years, with no term limit. As mentioned in official website of Iceland, the country is briefly described in these words: "Iceland is not a destination. It is an adventure." (Iceland.is, 2015) Therefore, it is, Iceland is a real adventure for tourists all over the world and for who wants to blend with nature and admire breathtaking sceneries. Many are the positive notes about this country that will be discusses later, but before mention them, is important to understand the potential tourism that this extraordinary destination has to offer. From the report issued by the BCG (Boston consulting group) named "Northern Sights: The future of tourism in Iceland", we can access to basic statistics regarding the touristic growth of Iceland during the past years. (group, 2013) Tourism is a very important component to the Icelandic economy. In 2013, Iceland became the country's largest export sector and been remarkably successful over past years to attract new tourists, who appreciate the country distinct nature, unique culture and warm welcome. As the BCG states: "In 2013 we estimate tourists payed around ISK 17 billion in direct taxes (ISK 27 billion including indirect contributions), equal to ISK 120,000 contribution to every household in the country. Tourism provided around 7,000 Icelanders with a wide range of jobs. The real value of

tourism exports grew 136% in the first decade of the century, from ISK 33 billion to ISK 78 billion. Over the past 10 years, Iceland has more than doubled the number of visitors that arrive through its four international airports, the Smyril Line sea route, and cruises. From around 249,000 in 2002, international visitor numbers through Keflavik, capturing the vast bulk of arrivals, exceeded 649,000 last year. Current indications show this trend continuing at pace, with 10 – 30% year on year growth in each month of 2013. This growth has been driven by five key factors:

- Growth in tourism globally
- The eruption of Eyjafjallajökull volcano, driving awareness of Iceland as a destination
- Airline route development, led traditionally by Icelandair but, more recently, by a range of international airlines opening up routes into Keflavik
- Promotion of Iceland as a tourism destination, notably since 2010 through the "Inspired by Iceland" and "Ísland allt árið" campaigns and a general increase in marketing efforts abroad
- Devaluation of the Icelandic Krona in 2008, leading to a perception change of Iceland as an affordable location for a holiday

Since the identified target visitors travel more in the winter, Iceland would see a reduction in the steepness of its summer peak, while developing new products in the regions would focus new growth comparatively more in the East, West, Westfjords, and North. Of the 5,200 new jobs that tourism will directly create in the next decade, 1,400 of these will be generated outside the capital and South. This is greater than the roughly 1,200 people registered as unemployed in those regions, implying a significant positive impact on their local labour markets". In terms of statistics, we can understand that Iceland has a promising future and a big potential for tourists, which in turn will be important for the economic and sustainable growth of Iceland. Explained the potential future of tourism we now enter to a description of the destination. Geographically speaking, Iceland is majorly a volcanic destination that features geysers, natural hot springs and lava fields. The 10% of the territory is widely covered by glaciers, which includes the largest glaciers in Europe, Vatnajökull. The energy is sustainably provided by the abundance in rivers and waterfalls present all over Iceland. As we know Iceland is not much populated, in fact the majority of the land is surrounded by nature with snow-capped peaks, black sand beaches and formed stones, while the landscape owns it shapes to natural forces. The climate arranges cold winters and cool summers, while a temperate climate is present, all year around, on the coastal areas. Nowadays, Iceland ranks as one of wealthiest and developed countries among Europe, as far as one of the most sustainable and cleanest of the world. In terms of ecotourism, Iceland works entirely on the protection and conservation of its nature, protecting stunning landscapes, pure waters, wildlife, flora and fauna. As the "Iceland Naturally" states how the country must "put it dedication on preserving the natural wealth through responsible conservation. Iceland is the cleanest energy consumer in the world, with 75% of its total energy consumption coming from these natural sources. Additionally, Iceland topped the table of the

2010 Environmental Performance Index, as a world leader in pollution control, natural resource management, environmental public health, greenhouse gas emissions, and reforestation. (naturally, 2015) The Icelandic Tourist Board, an independent authority under the Ministry of Industries and Innovation, regulated through the Tourism Administration Act “rewards the country's hotels, hostels, attractions, and tours with annual Environmental Awards, denoting a strong commitment to sustainability and environmental consciousness throughout the Icelandic tourism industry. Recent winners of the award have been the Blue Lagoon, Hostelling International's Reykjavik Downtown and City Hostels, Elding Adventures at Sea, and Icelandic Mountain Guides”. (board, 2015) To resume, I think that Iceland is the perfect matching for the clients. This destination offers natural adventures, exiting sceneries and many opportunities to enjoy local seafood and discover the Icelandic traditions. Since the clients love nature, they can also opt for a sustainable holiday, at the discover of the Icelandic culture.

## **Itinerary**

The itinerary chose for the clients' results as a final product in collaboration with a receptive agency at destination named IC Iceland.

### **Day 1 – July 9th Arrive**

Bus transfer from KEF airport to Reykjavik

Explore Reykjavik, visit one of many geothermal heated swimming pools relax and rest.

Stay overnight at hotel in Reykjavik.

### **Day 2 through 12 – July 10th through 20th Self-drive the Ring Road**

Self-drive around Iceland in a camper for 2+

#### **Day 2 - Golden Circle & Snorkeling**

- Gullfoss (Experience the thrill of an erupting geyser (Geyser Geothermal Area), one of the top 10 waterfalls in the world (Gullfoss Waterfall), and snorkeling in the blue sparkling clear water at the meeting point of Europe and America, truly an experience not to be missed (Thingvellir National Park).



- Geysir (The Geysir field is situated at the northern edge of the southern lowlands, at an altitude of 105-120 m above sea level. Until recently, the area was called Hverasandar. The hot springs are located to the east of a little mountain called Laugafell.



- Þingvellir national park (Situating on the northern shore of lake Þingvallavatn, Þingvellir is the national shrine of Iceland. It is, for one, a key location in Icelandic history as the oldest existing parliament in the world first assembled there in 930 AD. Þingvellir has for this reason been designated a UNESCO World Heritage Site. Besides being a location of historical significance, Þingvellir is also protected as a national park due to its unique geology and natural features. Almannagjá is a canyon formed between two tectonic plates, a visual representation of continental drift.



- Snorkeling in Silfra under the Midnight sun. (The tour is the same as the Snorkeling Silfra Day Tour, with the difference that we will snorkel in the evening when we have the National Park Thingvellir almost to ourselves. The evening atmosphere in Thingvellir is quiet and mysterious and the special evening light will provide an unforgettable scene for your dive. The late departure time also makes it possible for the participants to do other activities during the day and use the evening as well.



### Day 3 - South Shore & Glacier hike

- Seljalandsfoss (A unique waterfall in the river Seljalandsá, about 30 km west from Skógar. It is 60 meters high with a foot path behind it at the bottom of the cliff, but with a thin cascade. It is the only known waterfall of its kind, where it is possible to walk behind it. The waterfall is very picturesque and therefore its photo can be found in many books and calendars.)



- Skógarfoss (Skogafoss is one of the most popular waterfalls in Iceland and is in the top 5 largest in the country. Aside from the millions of gallons of glacial melt-water cascading over this huge cliff, Skogafoss offers camping and hiking for the adventurous visitor. It is an impressive curtain of glacial melt water. Skogafoss is unique because the waterfall comes directly from two glaciers. )



- Glacier Hike (The Sólheimajökull glacier tongue extends from the great Mýrdalsjökull glacier, down to the sandy plains of the Icelandic south coast. The spectacular surroundings are marked by rugged and majestic rock formations thoroughly shaped by the glacier. On this fun, safe and easy to moderate glacier walk you get to explore the wonderland of ice sculptures, water cauldrons, ridges and deep crevasses on the breathtaking Sólheimajökull glacier. While enjoying all the features of the glacier and its spectacular surroundings, you will learn more about the behavior of glaciers and their impact on nature. No technical requirements are needed for the tour as an experienced glacier guide will teach you how to use basic glacier equipment, such as crampons and an ice axe which are provided for all our glacier walk tours. The

unique experience of a glacier walk on one of the many retreating glaciers of the world is sure to leave lasting memories)



- Reynishverfi (The black beach in Vík is nice and so are the famous basalt columns – the Reynisdrangar. But if you are more adventurous and would like to put those huge 68m high rocks into a different perspective than the ones you see on postcards and discover more interesting rock formations, then you should take a right-turn about 10 km before Vík. A small sign will point you in the direction of Reynishöfn where you can take a look at the Reynishverfi beach.)



- Eldgjarhraun (East of Myrdalssandur we will find the lava field of Eldgjarhraun which was formed from the largest volume single eruption lava flow on earth in historic times. This single massive eruption took place in the year 934 in the volcanic rift of Eldgja which is almost 60 kilometres long. The lava field's size is somewhere between 18-19 cubic kilometres.)



- Fjarðargljúfur (The canyon is up to 100 m deep and 2 km long and its located in south east Iceland not so far away from the village Kirkjubæjarklaustur. The river Fjaðrá runs through it. Fjaðrárgljúfur canyon was created by progressive erosion by flowing water from glaciers through the rocks over a long period of time, some say 9000 years ago. Its not difficult to get there because its not far away from the main ring road and the gravel road that leads you up there is in good condition. Once there you can park the car and walk along the canyon all the way to the top. I sure recommend that hike because the view is constantly changing ending up there with a beautiful waterfall and breathtaking view. Well the canyon does not end there quite but its a good place to end your walk and simply enjoy the majestic view in all direction with the sound of the water.)



#### Day 4 - Skaftafell & Glacier Lagoon

- Svartifoss (Svartifoss (Black Fall) is a waterfall in Skaftafell National Park in Iceland, and is one of the most popular sights in the park. It is surrounded by dark lava columns, which gave rise to its name.



- Jökulsárlón - glacier lagoon & Amphibian boat tour (Jökulsárlón-Glacier lagoon is one of Icelands most visited places with good reason. It is a pure natural art and a spectacular sight. Jökulsárlón ehf. has been offering boat tours on the lagoon for over 25 years. The company operates four amphibians boats and two Zodiacs boats.

On the amphibian passengers board the vehicle on land and it then takes you on a wonderful excursion amongst icebergs in the beautiful picturesque environment. You get to taste the 1000 years old ice from the lagoon and if you're lucky you might see some curious seals. The amphibian excursion takes about 30 – 40 minutes. On the Zodiac you get to experience the lagoon on a different level; you get closer to the icebergs and when conditions allow it, the captain on the boat takes you nearly all the way to the edge of the glacier (as close as is safe). The Zodiac tour is about one hour. In the café you can get a variety of refreshments such as sandwiches, coffee, hot chocolate and soft drinks.)



#### Day 5 - Eastfjörds

- Krossgil (Krossgil is a gorge(s) and is located in East, Iceland. The estimate terrain elevation above seal level is 465 metres. )



- Krossanes (Krossanes is a point and is located in East, Iceland. The estimate terrain elevation above seal level is 1 metres. )



- Djúpivogur (Djúpivogur, a coastal town with barely 400 inhabitants, is located on Búlandsnes. It surrounds a small homonymous bay, and spreads out below and along the cliffs that are very characteristic for the area. The history of this charming town is closely intertwined with the Icelandic history of trading, as it became an important centre of trading over 400 years ago.)



## Day 6 - Glacier River Canyon

- Dettifoss (Falling 45 m with a width of 100 m, Dettifoss is reputed to be the most powerful waterfall in Europe. Visitors generally approach Dettifoss on the east side of the River Jökulsá where the road through Hólssandur is better. However, there are plans to improve the road on the west side. Please take care whichever route you chose. On the eastern bank, the footpath down to the falls is extremely rough and a number of accidents have occurred when visitors have strayed from the track. The grassy slopes on the western bank become extremely slippery when they are wet.)



- Hljóðaklettur (An easy and short trail from the parking area down to Hljóðaklettur. The first rock is one of the few rocks in Hljóðaklettur which has a specific name, Trölllið (The Troll). If you follow the path a couple of meters east from the Troll (to the right) and walk over a slightly rocky trail you can see beautiful basalt columns and honey comb weathering. The same path is followed back to the parking area.)



- Ásbyrgi (Inside Ásbyrgi there are anything from 30 minute to 7 hour hiking trails. Walk across the canyon floor and enjoy the honeycombed basalt rocks, or traverse the cliffs and marvel at the sheer scale of the rock formation itself. The most adventurous routes involve both, clambering up cliff passages on a series of ropes.)



### Day 7 - Whale Watching / Mývatn

- 9:00 AM Whale Watching (Experience the Original Húsavík Whale Watching tour that has built a reputation for the town of Húsavík as the capital of whale watching in Iceland. Discover the magnificent nature of Skjalfandi bay observing whales, dolphins and sea birds in their natural habitat. Enjoy the smooth, safe sailing of a traditional Icelandic oak boat and treat your self to a cup of hot cocoa and traditional Icelandic scones. Recommended by thousands of satisfied travellers worldwide the Original Husavik Whale Watching tour is an authentic wildlife adventure by the pioneers of whale watching in Iceland.)



- Mývatn (From desolate craters to bubbling mud pools and geothermal caves, the area around Lake Mývatn is a microcosm of all the natural wonders that Iceland has to offer. Rare birds abound, and the North's answer to the Blue Lagoon is a great place to soak up the view. A little further away, on either side lie impressive waterfalls, one of which is Dettifoss, the most powerful waterfall in Europe. But wherever you go, take time to enjoy the lake itself. With gnarled lava fields on the one side, and lush pastures on the other, it's a beautiful area to spend time, with a wide range of places to explore.)



- Dimmuborgir (There is a range of hiking routes through Dimmuborgir taking anything from 10 minutes to 1 hour. The bigger paths will lead you to one of the most exciting rock formations, The Church, which has a large enclave you can walk through. There is also a longer hiking route leading from here to the top of the barren-looking Hverfjall volcanic crater. You can see this looming in the distance as you pass around the eastern side of the lake.)



- Skútustaðir (A pseudocrater looks like a true volcanic crater, but is not. These distinctive landforms are created when flowing hot lava crosses over a wet surface, such as a swamp, a lake, or a pond causing an explosion of steam through the lava. The explosive gases break through the lava surface in a manner similar to a phreatic eruption, and flying debris builds up crater-like feature which can appear very similar to real volcanic craters. Pseudocraters are also known as rootless cones, since they are characterized by the absence of any magma conduit which connects below the surface of the earth.)



## Day 8 - Mývatn

- Víti – volcano crater (This Viti is a large crater approximately 300m in diameter whose name signifies Hell. It was formed during a 5-year long explosive eruption of the west side of Krafla at the beginning of the Myvatn Fires in 1724.)



- Krafla volcano / Leirhnjúkur – hot springs/lava field (Krafla is one of Iceland's most spectacular and most active volcanoes. During the 1970's and 1980's, it became famous for its "Krafla Fires" - curtains of lava fountains from a system of fissures inside the huge caldera.)



- Námuskarð – clay hot springs (At the foothills of this spectacular volcanic mountain is an expanse of hot springs called Hveraröndur Hverir that are known for their changing variety. You may also find a number of fumaroles, mud pools and mud pots that all seem to be boiling with relentless energy. The pass Námaskarð is strategically located at a short distance from the Krafla volcano system as well as other interesting geological spots like Búrfellshraun and the desert Mývatsöræfi.

Námaskarð earns its notoriety chiefly because of its sulphurous mud springs called solfataras and steam springs called fumaroles.)



- Mývatn Nature Baths (The lagoon itself is a man-made construction, its bottom is covered by sand and gravel. The characteristics of the water are unique in many ways. It contains a large amount of minerals, is alkaline and well suited for bathing. Due to its chemical composition, undesired bacteria and vegetation do not thrive in the lagoon making chloride or any other disinfectant redundant. Geothermal water in Iceland usually contains some sulfur. In this area the strength of the chemical is greater than others. Therefore it should be avoided to take jewelry from brass or silver into the water, they become black and can be damaged. Sulphur, however, is considered to have a positive effect on asthma and other respiratory diseases, and many of the trace elements in the water are considered to have a good effect on the development of skin problems.)



## Day 9 - Horseback riding / Skagafjörður

- Goðafoss – waterfall (Goðafoss is located in river Skjálfandafliót which runs through Bárðardalur and Kinn in Northeast Iceland, and is just off main ring road 1 by the farm Fosshóll. It is among Iceland's larger waterfalls and also very beautiful. Skjálfandafliót runs across a lava field which is approximately 7000 years old. Through the ages the river has dug about 3 km up through the lava field a canyon which just below the falls is about 100m wide. Rocky promontories in the

horseshoe shaped edge of the falls divide it into two main falls and a few smaller one, depending on the flow.)



- Horseback riding (On this exceptional "off-season" trip, you'll enjoy the diversity of the Icelandic landscape without the haste of the summertime. Our reliable and strong horses will carry you directly into nature's tranquility and won't mind frozen ground or scrunching snow. We ride along farmers' trails and head for the impressive waterfall "Reykjafoss". During wintertime, it's frozen and full of icicles. You will never forget the unique experience of exploring your surroundings on horseback – just like the Vikings did)

#### Day 10 - River Rafting

- River Rafting Bakkaflof at 9:30 AM (All of our trips start and end from our onsite boathouse. Our friendly and professional guides will provide you with all of the equipment needed for tackling our famous glacial rivers. We provide wetsuits, dry tops, helmets, buoyancy aids /life jackets and rafting booties. All you need to bring is your swimsuit, a warm long sleeve fleece and a towel. Optional extras are a sense of humour and adventure! We will then take a 20 minute drive towards the West Glacial river. At the rafting put in your trip leader will give a full safety brief. You will then be divided into crews and assigned a boat and most of all your guide. Once on the river we will enter the canyon with its high walls and amazing geology. Along the way we may stop for a unique hot chocolate and for a spot of cliff jumping for the brave ones. The bus will be waiting at the takeout for the short drive back to the base where the hot pools await. Trip time is ca. 3 hours.)



## Day 11 – Snæfellsnes

- Eiríksstaðir – Viking house (One of most historic sides of Iceland. Step back to the Viking Era and immerse yourself in the sights, sounds and scents of Eriks the Red's farm which is also the birthplace of Leif the Lucky who is said to have discovered America. Modern day vikings demonstrate the lifestyle of 1000 years ago, sharing their crafts and knowledge.)



- Bjarnarhöfn – museum (Welcome to Bjarnarhöfn Shark Museum! Shark fishing and the production of shark meat has been a part of our family for generations. It has long been a vital part of our lives and the economic lifeline of our land. We cordially invite our guests to take a personally guided tour of the museum as we share with them our knowledge of the shark fishing industry. Guests will see the preparation of shark meat first hand when their guide accompanies them to the drying house. Sample a taste while you're there - you know you want to! Shark meat (hákarl) and dried fish (harðfiskur) may be purchased at the museum. The entrance fee for adults is ISK 1.000 We welcome group tours, but please call in advance for reservations.)



- Kirkjufell – mountain (Grundarfjörður's beautiful landmark is the most photographed mountain in Iceland. Its isolated position jutting out into the sea makes it a focal point for tourists and seamen alike. Surrounded by beaches, Kirkjufell has a lovely walking trail around it as well as a more challenging climb up to the top where bird and fish fossils can be found )



- Djúpalón – lava beach (From the parking lot you walk down steps and up opens this beautiful black beach. The beach is made of small black smooth pebbles called Djúpalónsperlur or the Pearls of Djúpalón. These pebbles are protected. There are two small freshwater lagoons by the beach, called "Djúpulón" (The Deep Lagoons) and the beach got its name from these lagoons "Djúpalónssandur" or the Deep Lagoon's Sand. One of the lagoons is said to be abysmal.)



- Lóndrangar – sea cliffs (Because we don't have any castles in Iceland mother nature decided to make one for us. Seeing from distance Lóndrangar looks like a huge castle reaching out to the sea. Lóndrangar are uniquely formed basalt volcanic dikes striking out from the ocean and are the remains of a crater, which has been eroded to its present form by the sea. Lóndrangar consists of two pillars or stacks one of 75m and the other one of 61m. They are located on the southern part of Snæfellsnes peninsula in west Iceland. )



- Arnarstapi – sea cliffs (Columnar basalt, ravines and grottoes surround the Arnarstapi pier. There is good anchorage for small boats. There is quite a large arctic tern colony in the village itself. A walk along the coastline is recommended to watch the birds and the magnificent lava formations. The seaside and the cliffs between Arnastapi and

Hellnar have been made a Natural Reserve in 1979. A very interesting old path follows the coastline where you can see old landing places of fishermen, lots of birds, like the kittiwake, the Arctic tern and the fulmar and pass through a lavafield. If you take a guided tour, you will also hear a ghost story. A sculpture of Bardur Snæfellsas by Ragnar Kjartansson stands by the beach at Arnarstapi.



## Day 12 – Borgarfjodur

- Víðgelmir – lava tube (About two kilometres from the farm Fljótstunga in Borgarfjörður in Iceland is the cave Víðgelmir. Its 1585 metres make it one of the longest caves in Iceland and in volume the second largest lava cave in the world. Viking age jewellery was found there recently. The cave is only to be visited with supervision and the farmers at Fljotstunga arrange tours with a experienced guide. The cave is partly rough and warm clothes, good walking boots and gloves are recommended. )



- Barnafossar – waterfalls ( The meaning of this waterfall translates into "Children's waterfall", but the signs here indicated that there was a saga describing why it got this name. The saga said that there were two children in the Hraunsás household who were supposed to stay home while the parents went to church for Christmas Mass. When the parents returned from mass, they discovered that the children had disappeared (possibly because the children got bored and decided to go out). They then followed the children's tracks to this waterfall at the stone natural bridge where the tracks disappeared. The mother concluded that the children must have fallen into the river and drowned. Then, the mother had the arch destroyed in order to ensure no one else faces a similar fate. I've seen some accounts say it was by spell or

curse, which induced the bridge's collapse by earthquake. In reality, natural bridges usually collapse over time, and given the powerful erosive forces from the rapidly moving river that undercut whatever was supporting the bridge, that could very well have been the fate of the natural arch here.



- Deildartunguhver – hot springs (Deildartunguhver is Europe's most powerful hot spring. It provides 180 l/sec of 100°C hot water. Most of the water used for central heating in the towns of Borgarnes and Akranes is taken from Deildartunguhver. The hot water pipeline to Akranes is 64 km long, the longest in Iceland and the water is about 78 - 80 degrees when it reaches Akranes. If you take a shower anywhere within a 65 km radius of the spring, you have already bathed in the hot water from this powerful spring.)



- Hvalfjörður – fjord (Hvalfjörður (Whale Fjord), only 50 km from Reykjavik, gives an excellent opportunity to enjoy the unique beauty of Icelandic fjords, with its sloops, shores, canyons and waterfalls and its somewhat controversial history of whaling. The area is especially quiet and tranquil with few people around. Glymur, the highest waterfall of Iceland (198 m) is in Hvalfjörður.)



**Day 13 and 14 – July 21st and 22nd Landmannalaugar super truck tour**

- Super truck tour with a English speaking guide and staying overnight in a mountain cabin. (Landmannalaugar is famous for its breathtaking views of the colorful mountains and the warm natural pool. The destination is only part of the fun, the journey is no less enjoyable... no other daytour offers more variety in landscape than a tour of Landmannalaugar.)

On the Landmannalaugar tour, we will visit:

- Hjalparfoss – water fall
- Þjóðveldisbærinn – replica of a viking house
- Háifoss – 123 meter high waterfall
- Sigöldugjá – canyon
- Ljótípollur – volcano crater
- Landmannalaugar – colorful mountains and warm natural pool
- Hekla – volcano



### Day 15 - July 23rd Departure

- Blue Lagoon /Standard entrance and towel (Blue Lagoon is a unique experience – an unforgettable opportunity to energize with the forces of nature. Set in the pure heart of the Icelandic landscape, Blue Lagoon is a truly special world.)



## Emails history

Before showing all the email exchanged with the receptive agencies, I want to advise that the initial message sent by myself was the same used for every receptive agency, therefore I will just mention it on the first paragraph; for the rest I will provide the entire exchanges.

Icevisit receptive agency

from: pierpaolo catenacci <pierpaolocatenacci@gmail.com>

to: [roberto@icevisit.com](mailto:roberto@icevisit.com)

date: Tue, Mar 1, 2016 at 8:50 AM

subject: Private tour

mailed-by: gmail.com

Good morning,

My name is Pierpaolo Catenacci and I am a travel counselor from Montreal, Canada.

I have a special request from my clients, for a tailor made private tour and I would like to receive more detailed information directly from a specialized agency. Since my knowledge on the destination is not accurate I hope to receive an answer to build an accurate tour that fulfills the client needs. We are also looking for a new supplier in Iceland. Could you tell more about your company, specialties, types of clientele, etc.. Later, we will also need to receive your travel agency license and your liability insurance certificate.

My clientele is a couple of 25 years old. They would like to visit Iceland for a period of 14-15 days during the month of July 2016, from the 9<sup>th</sup> to the 23<sup>rd</sup>.

The client is looking specifically for an adventure trip based on:

- Nature
- Romance
- Excursions
- Relaxation
- Food

They prefer to have a private guide and driver, but as I know that these services are quite expensive in Iceland, they could also considerate to do a self-driving tour. Is there another option or would you suggest another way to easily move around the island? (They are not interested to join a group).

The client is also looking for a comfortable accommodation due to the intensive activities. They previously traveled around Europe and want to experience a different taste of this new destination.

The budget set by the client for this trip is around 4000, 00 US Dollar PER person.

Thank you for your collaboration and don't hesitate for any questions. I'm looking forward for a response with an idea of itinerary and prices.

Best regards,

Pierpaolo Catenacci

- There was never a response to this email

AroundIceland receptive agency

Anna Jónsdóttir <anna@aroundiceland.is>  
Mar 1

to me, Around  
Dear Pierpaolo

Thank you for your request to us Around Iceland. We can provide you with an offer for your clients however we are not used to send out our licence and the insurance certificate. You can see on our website that we are a certified Travel Agency. Please let us know if that would be sufficient.

All the best from Iceland, Anna

pierpaolo catenacci <pierpaolocatenacci@gmail.com>

Mar 2

to Anna

Dear Anna,

Thank you for your response. I would like to receive an offer for my clients, if possible, since they are still interested in the trip. Thank you for your time.

Best regards,

Pierpaolo Catenacci

- After this email the exchange terminate from the receptive agency  
TraveltoIceland receptive agency

from: pierpaolo catenacci <pierpaolocatenacci@gmail.com>

to: info@traveltoiceland.is

date: Thu, Mar 3, 2016 at 4:46 PM

subject: Private tour

mailed-by: gmail.com

- The initial message was send but I was never contacted for a response.

Extreme Iceland

Extreme Iceland <info@extremeiceland.is>

Mar 2

to me

Hello, Pierpaolo.

We can only offer a five day private tour for this amount (without your mark-up), so I think the self-drive tour would probably be a better idea. Here are our self-drive tours:

<https://www.extremeiceland.is/en/self-drive-tours>

To figure out the prices, please use our website [www.vikingcarrental.is](http://www.vikingcarrental.is) to find a price for the vehicle desired.

The accommodation is ISK 36.000 per night in a double room with private bathroom and breakfast.

For a double room with shared facilities and breakfast, the price is ISK 27.000.

We do not offer commission on self-drive tours.

Best regards,

Ester

Pierpaolo catenacci [pierpaolocatenacci@gmail.com](mailto:pierpaolocatenacci@gmail.com)

To : Extreme Iceland <[info@extremeiceland.is](mailto:info@extremeiceland.is)>

date: Mon, Mar 7, 2016 at 9:29 AM

subject: Re: Private tour

mailed-by: gmail.com

Good morning,

Thank you for your time and respond, but my clients found already what they were looking for. I hope we can further collaborate on other demands.

Best regards,

Pierpaolo Catenacci

Activity Iceland receptive agency

**Activity Iceland <[info@activityiceland.is](mailto:info@activityiceland.is)>**

Mar  
1

to me

Good morning Pierpaolo

Let me see what we can do for them and Ill get back to you

**Best regards  
Harpa Groiss**

**Activity Iceland <[info@activityiceland.is](mailto:info@activityiceland.is)>**

Mar 3

to me

Good afternoon

Here I have put together an idea for this lovely couple  
I have made no reservations.  
Price are approx. since the accommodation is depending on location and availability.  
This is just a first draft to demonstrate for you what is possible  
Im sure together we can create the perfect holiday for your guests

To tell you a little about us:  
Our specialty are super jeep tours and private custom made tours and assisting with movie productions  
Like Star wars, Fortitude, Fast and furious, all kinds of advertising where big jeeps where expertise are  
necessary.  
And all kinds of groups and high and clients.  
We have all been in the tourism for many many years and are not planning to leave any time soon.  
We also own and operate Buggy Adventures a new and fresh activity in Iceland.  
Have a look at our [company profile](#) and like we say if you don't find what you are looking for on our  
website  
We will find it for you

Hope you like what you see and we are at your service for anything

**Best regards**  
**Harpa Groiss**

**pierpaolo catenacci <pierpaolocatenacci@gmail.com>**

Mar  
3

to Activity Iceland

Goof afternoon,

Thank you for your time and your immediate response, I went trough the itinerary with the clients and they  
really liked it. Their only concern was about their budget. Prices unfortunately don't fit in their capacity, but  
at the same time want to work out an itinerary with their initial budget of 4000 US, around 517,000.00 ISK.  
They decided to be flexible on their dates and reduce the trip to 10-12 days instead, if possible. I will be  
waiting for your answer.

Best regards,  
Pierpaolo Catenacci

**Activity Iceland <info@activityiceland.is>**

Mar  
4

to me

Hi

It is possible for them to do this tour in a small group tour with very similar itinerary  
It has max 20 passengers

**ACCOMMODATIONS:** We overnight in simple but charming guesthouses, farms and tourist-class hotels,  
many of them set in the most stunning locations. All rooms have private shower/wc

Scheduled departure date is 14<sup>th</sup> of july ending 23<sup>rd</sup> of july  
Price per person is 3.535 euros or 502.076.- isk in a double room

**MEALS:** 10x breakfast and 8x dinner (3-course or buffet). Dinner in Akureyri not included.

**ALSO INCLUDED:** Visit to three National Parks, admission to settlement center in Borgarnes, entrance  
and visit to lava cave on the Snæfellsnes peninsula, ferry trip to the West Fjords, entrance fee to folk and  
transport museum at Hnjótur, visit to Erik the Red homestead, horse show in northwest Iceland, entrance

fee and towel to the Nature Baths at Lake Mývatn, visit to stone collection in the East Fjords, boat trip between floating icebergs on glacial lagoon, visit to multimedia presentation at Eyjafjallajökull volcano information center;

Average of 1-2 hours easy walking per day

It is in a minibus with a guide

**Best regards  
Harpa Groiss**

pierpaolo catenacci <pierpaolocatenacci@gmail.com>  
Mar 7

to Activity  
Good morning,

I consulted my clients and spoke about an opportunity for a group tour, but unfortunately they rejected it. They are only open to an individual customized tour. I hope we can work out an itinerary with the first travel plan you had sent me. Thank you.

Best regards,  
Pierpaolo Catenacci

Activity Iceland  
Mar 7

to me  
Ok  
So you have basically how much each day costs in a private tour

Let me know if there is anything at all I can assist you with

Best regards  
Harpa Groiss

**pierpaolo catenacci <pierpaolocatenacci@gmail.com>**

Mar  
15

to Activity

Good morning,

Thank you for your time and respond, but my clients found already what they were looking for. I hope we can further collaborate on other demands.

Best regards,  
Pierpaolo Catenacci

Iceland Travel receptive agency

**Elisa Sverrisdóttir elisas@icelandtravel.is via icelandair.onmicrosoft.com**

Mar 7

to me

Hello dear Pierpaolo

Thank you for your email. My name is Elisa and I will happily assist you with your client's request.

We offer privately guided tours around the Island and I have attached a pdf document for a 12 day round the Island tour. But I would also like to suggest a self-drive tour as that might fit better to their budget.

I think I would recommend one of our self drive packages for your clients.

Majestic Fjords would fit to their number of days (14 days/13 nights). We can always add night to the program if they prefer 15 days.

Open link: <https://www.icelandtravel.is/package/item656721/majestic-fjords/>

Agent link: <https://www.icelandtravel.is/agents/package/item656721/majestic-fjords/>

If you do not have agent access then I do recommend you register with us here: <https://www.icelandtravel.is/login/request-access/>

The price for this self drive with comfort accommodation and a car type 5.1 Toyota Rav4 or similar would be USD 3965 gross per person (15% commission to you).

Here is a description of the Comfort category accommodation:

They can also upgrade the hotels:

Please see our pricelist attached, then you can look at the different accommodation categories and also car types.

Regarding Iceland Travel: We are one of the leading travel companies here in Iceland. Our travel and service portfolio includes the following: FIT/Individual travelers, Special Interest Groups, Conference & Events, Incentive & Meetings, Luxury Travel with our Nine Worlds division, Charter Flights in cooperation with our sister company Icelandair, Shore Excursions and Cruise Services.

Please send us information about your agency.

Best regards,  
Elísa

**pierpaolo catenacci <pierpaolocatenacci@gmail.com>**

Mar9

to Elísa

Good morning,

Thank you for your time and respond, but my clients found already what they were looking for. I hope we can further collaborate on other demands.

Best regards,  
Pierpaolo Catenacci

**Elísa Sverrisdóttir [via icelandair.onmicrosoft.com](mailto:via@icelandair.onmicrosoft.com)**

to me, Mar 16

Hello Pierpaolo

Thank you for letting me know, look forward to working with you in the future.

Best regards,  
Elísa

ICceland receptive agency

**Ómar Sigurðsson <omar@omarsig.is>**

Mar  
2

to me

Mr. Pierpaolo Catenacci

Thank you for your inquiry, we really appreciate your interest in our company.

IC Iceland is a fully licensed tour operator specializing in guided super truck tours and extended tour's around Iceland. Super trucks are powerful 4x4 vehicles that are customized in Iceland to handle tough terrain of the highlands and glaciers.

Super truck tours are personal, 2-10 people with a lot of guide interaction and opportunity to customize to individual needs and preferences. Where we stop and for how long is flexible, and it is easy to add extra activities such as snowmobiling, quad biking, caving, horseback riding, glacier hiking and more!

IC Iceland is also a fully licensed travel agent, so we can help you plan your visit to Iceland and provide all services needed.

We are very flexible in customizing our tours depending on your interest, time frame and budget.

Our customers come from all over the world, both individuals and groups. We pride ourselves by offering the best service possible and work only with recognized and qualified parties, **authorized by the Icelandic Tourist Board.**

**We will gladly supply any confirmation needed to validate our company license's and insurance.**

We will start work on your itinerary for your clients and send to you in a few days

Happy and safe travels always  
Best regards  
Omar

**pierpaolo catenacci <pierpaolocatenacci@gmail.com>**

Mar  
3

to Ómar

Dear Mr. Omar Sigurosson

Thank you for your response and thank you for your time. I will be waiting for your offer and discuss it with my clients.

Best regards,  
Pierpaolo Catenacci

**Ómar Sigurðsson**

Mar  
7

to me

Mr. Pierpaolo Catenacci

Sorry for the delay getting back to you...

According to their budget, we have to be creative  
This is my recommendation

The following agenda should be within their budget.

Traveling around Iceland on the number 1 ring road in a camper is easy, lot's of things to see and experience and flexibility to make changes.

It will be hard to find accommodations around Iceland in July and throw their budget.

A private guide for the duration of the trip would also take them way off budget.

Please review and give me feedback if I am on the right track. Once we have thrown ideas back and forth and are closer to a final agenda I will start calculating prices... if that is OK?

Kind regards,

Omar

**pierpaolo catenacci <pierpaolocatenacci@gmail.com>**

Mar  
8

to Ómar

Good morning Mr. Omar,

It is really an interesting itinerary for my clients; my only concern is that the trip won't fit their budget. Could you send me the calculations with the prices? i will then discuss it with my clients and come back to you with maybe more ideas. Thank you for your collaboration..

Best regards,

Pierpaolo Catenacci

**Ómar Sigurðsson**

Mar 8

to me

Found everything except the hotel July 22<sup>nd</sup>

Well within the budget ;-) we could lower it more with a less expensive camper?

I did include an estimate for the campground fee, but it will not be in my package. Please note the prices are net, so you need to add your commission

Kind regards,

Omar

**pierpaolo catenacci <pierpaolocatenacci@gmail.com>**

Mar  
15

to Ómar

Good morning Mr. Omar,

I spoke to my clients and gave them all the information. They will need some time to decide and as soon i will have an answer i will get back to you with the result.Thank you for your patience.

Best regards,  
Pierpaolo catenacci

**Ómar Sigurðsson**

Mar  
17

to me

No problemm. It might be a good idea not to wait too long on deciding, Iceland is almost fully booked this summer.

Kind regards,  
Omar

**pierpaolo catenacci <pierpaolocatenacci@gmail.com>**

Mar  
24

to Ómar

Good morning Mr Omar,

Thank you for your time and your collaboration. Unfortunately my clients have decided to cancel their vacation, due to personal reasons. I entirely appreciate your work and support, and i apologize for the cancellation. I have tried my best to convince my clients but the final decision doesn't depend on me. I hope we can still collaborate for further demands and potential clients.  
Best Regards,

Pierpaolo Catenacci

**Ómar Sigurðsson**

Mar  
25

to me

Pierpaolo

No problem ... that is just the way it go's sometimes.

Hope we will have an opportunity in the future to work together again.

Kind regards  
Omar

## **The receptive agency experience**

It was a formative experience contacting receptive agencies at destination in Iceland. It gave a picture of the tourism business and underlined the importance of contacting more informed agencies to gain better information related to the destination. Collaborate with the receptive agencies was overall a positive experience, although out of seven receptive agencies contacted, only three were interested to actually collaborate and find the right products to fulfill the clients' needs. The name of the agencies are: ICiceland, Extreme Iceland, Ice visit, traveltoIceland, AroundIceland, Iceland travel and Activity Iceland. Of the seven receptive agencies the most interested one were Icelandtravel, activity iceland and Iciceland.

Before discussing the exchange with these receptive agencies I want to write a line about the agencies who didn't respond, mentioning Icevisit, travel to Iceland and Aroundiceland. This last one actually replied on my first attempt to contact them, but at the request of an itinerary they ignored my question. Icevisit and Travel to Iceland they didn't send any respond, while Extreme Iceland was fairly honest in telling me that the budget I was holding on was not sufficient for the entire 14 days, but only sufficient for 5 days. Icelandtravel and Activityiceland were very professional agencies, which provided me of the necessary and felt really interested on collaborate. ICceland, which is the agency I decided to build the best itinerary for my clients, was in my point of view the most courteous receptive agency, professionally equipped and interested to my clients. Mr. Omar Sigurosson, who assisted me during the entire process, had been very professional and comprehensive in transmitting and preparing the possible client's itinerary. He was communicating every day, despite the time change between the two countries. After multiple exchanges, we finally found the right product for the clients; therefore I further will keep in contact with the receptive agency for potential new customers in the future industry. A funny discover for this country, it is really important to book way in advance and plan everything because in May was almost all Hotels were fully booked. This is also one of the reason we offer a camper to the client, in order to have a place to rest and at the same time visit multiple places, within the budget. All emails were conclude with appreciation for the collaboration and ended in a respective way.

## Prices

USD total for the two: 7.506 \$

### July 9

Bus transfer 5.600kr

Aurora Guesthouse 25.500kr

### July 10

Camper 418.658kr

Campground fees 43.200kr

Snorkeling 35.980kr

### July 11

Glacier walk 29.800kr

### July 12

Amphibian boat tour 10.000kr

### July 15

Whale watching 19.600kr

**July 16**

Myvatn Nature Baths 8.000kr

**July 17**

Horseback riding 0kr

**July 18**

River rafting 27.000kr

**July 21**

Super track tour 135.000kr

Cabin and sleeping bags 25.500kr

**July 22**

Super track tour 135.000kr

Hotel 25.500kr

**July 23**

Bus transfer and Blue Lagoon 19.400kr

Total in Kr. 963.738

Calculation

For the tailor made tour:

Canadian dollar at 1.30 on April 8<sup>th</sup>

Commission at 30%

$$7506\$ * 1.33 = 9982.98\$$$

$$9982.98 / 0.70 = 14261.40\$$$

$$\text{Bank fees: } 75\$ + 14261.40 = 14336.40\$$$

Credit card fees: +3%

$$14336.40 / 0.97 = 14779.80\$$$

(OPC fees): 0.10

$$14779.80 * 0.10\% = 14.77\$$$

14.77\$+14779.80\$=14794.57\$ CAD

For the flight:

Net 534.00\$

Taxes and fees 280.54\$

Commission: 100.00\$

Total per person: 914.54\$ CAD

Total for the two: 1829.08\$

Total for the trip for the two: 14794.57+1829.08=16623.65\$

### **Advises prior departure**

As is mentioned on the official website of the Government of Canada, there is no nationwide advisory in effect for Iceland. Travelers must exercise normal precautions during their vacation holiday. (Canada, 2016) It is the traveler responsibility to exercise personal safety abroad, although Iceland is known as a safe destination. From traveler's experiences, Iceland it is very a safe place where to feel tranquillity and relaxation. In fact, due also to the low population, crime is very low, counting only 150 prisoners in the entire country, although pickpocketing does occur. Despite the safe destination, Europe has been target of terrorism in the past few months, where countries as France and Belgium were target of bombs attacks. Therefore, terrorism is a threat for European countries and a fact to consider when traveling. Since the clients will be traveling most of their time on road and enjoying the self-drive tour experience we must advise that national roads in Iceland are paved, while many inland roads are unpaved, narrow and dangerous. Driving can be very dangerous in winter season, while in summer most of the roads are open, but it is important not to drive off track and follow street directions. Ensure that your personal belongings, including passports and other travel documents, are secure at all times. Never leave personal belongings unattended and never leave valuables in a car. Carry a working cell phone if you plan on traveling outside large cities. Remote parts of Iceland are sparsely populated and it may be some time before you come across someone. Since the clients will be visiting many natural attractions and exercising many trekking activities we must warn that there are warning signs and barriers to not trespass in many natural attractions. When trekking make sure you are in physical condition to trek, never trek alone in off marked tracks, be in possess of a travel insurance that will cover helicopter rescue and medical evacuation, obtain trekking routes and advise family and friends of your itineraries before leaving. If in need of emergency assistance, you must call the 112 number and provide required information in order to be helped. For traveling to Iceland the clients will need a valid passport valid for at least three months beyond the date of expected departure. When traveling to another country we always have to take in consideration health issues and precautions. In Iceland there no risk of diseases, but some vaccines such

as hepatitis B, influenza and measles are required. Water and food may develop diarrhea from consuming contaminated water and food, therefore caution on allergies and poisoned food must be exercised. In some areas in Western Europe, certain insects carry and spread diseases like Lyme disease, tick-borne encephalitis, and West Nile virus, especially if hiking and trekking in the nature. Travellers are so, advised to take precautions against bites. Overall, Iceland has excellent medical facilities; however, services can be limited outside of urban areas. When at destination, there are some not written norms we suggest adopting for a better stay. It is important to drink tap water and not request bottled water, since the freshest water is present in the country you are visiting. Despite the summer offer a cool climate, be ready to pack your suitcase with different clothing and the one mostly adapt to your activities. Use credit cards, almost everywhere you go, because not a lot of cash currency circulates around the country. Take very seriously the road code; don't go off tracks because you might experience terrains problems and get into accidents very easily, risking your health. Walk as much as possible and avoid taxi and cars in the small cities, since Iceland is a complete bound with nature. Don't be surprise to find naked people swimming in the hot springs, north European countries see nothing wrong in nudity and often take naked bath in the nature; but before dipping in hot springs make sure you had showered with soap.

### **Iceland culture**

When at destination make sure to taste local foods and understand the Icelandic gastronomy. Some popular bread and pastry in the country are snúður (cinnamon roll with melted chocolate on top); skúffukaka (chocolate cake coated with chocolate glaze and strewn with ground coconut); rúgbrauð (dark and wet rye bread) and kleina (fried dough bun). Icelander usually consumes around 100 gallons of dairy products per year. The main products use by the Icelandic in preparing dishes are fish (salmon, tuna, shark, and other seafood such as lobsters, mussels, prawns, squid); meat (lamb, duck and reindeer); and vegetables. The most distinctive dishes are hangikjot (smoked lamb); harðifiskur (slices of dried fish with butter); the lax (smoked salmon); porskur (cod); and Surmatur (lamb or whale kept in sour milk). Some exotic and remarkable Icelandic dishes are blóðmör (sausage blood sheep covered in fat kidneys); Hakarl (shark meat); Sursadhir hrutspungar (lamb testicles) and svið (fresh or boiled sheep's head). Most Icelandic enjoy drinking brennivín (wine burned comes from a potatoes distillate), Jóna Öl (malt combined with orange juice), vodka, coffee, tea, milk and carbonated drinks. When eating in restaurants your service fee is included in the price of the food and your server is paid for their work. As such it is not usual to tip your servers in Iceland. However, contrary to what some travel publications say, most servers will be happy to accept a tip, not offended. But you don't have to. While walking through Reykjavík, or if you intend to visit smaller countries over Iceland, make sure to find small boutiques along the city. Here you can buy many souvenirs regarding Icelandic culture and typical food.

## **List of equipment and clothes**

Documents: Passport (valid for more than 3 months after the date of return), credit card with PIN, health insurance, travel insurance policy number and phone numbers, International driving license. General equipment: sunglasses, cellphone, camera, batteries, chargers, headphones. Clothes: Layers, t-shirts, waterproof jacket, waterproof trousers, comfortable shoes and walking boots, backpack, bathing suite, shorts, sunscreen, hat and caps. Medications: multivitamins, antibiotics for any treatments, any medication regarding personal health care.

## **Receptive agency at destination**

IC Iceland is a fully licensed tour operator specializing in guided super truck tours and extended tour around Iceland. Super trucks are powerful 4x4 vehicles that are customized in Iceland to handle tough terrain of the highlands and glaciers. Super truck tours are personal, 2-10 people with a lot of guide interaction and opportunity to customize to individual needs and preferences. Where they stop and for how long is flexible, and it is easy to add extra activities such as snowmobiling, quad biking, caving, horseback riding, glacier hiking and more. IC Iceland is also a fully licensed travel agent, so they can help you plan your visit to Iceland and provide all services needed. They are very flexible in customizing our tours depending on your interest, time frame and budget.



### **Cancellation – Individuals or small groups**

- 10% of the price of your tour is nonrefundable, for booking & preparing your tour.
- 90% refund if cancelled 15 days or more before start date.
- 50% refund if cancelled 14–3 days before start date.
- 25% refund if cancelled 2–1 days before start date.
- No refund if cancelled less than 24 hours prior to departure or no-show at pickup.

Emergency contact in Quebec: Pierpaolo Catenacci, 5144524787 Email: Pierpaolocatenacci@gmail.com

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## **Conclusion**

Iceland is a fantastic experience and a special destination to visit at least once in your life. If you are dreaming to travel in Iceland is because the beautiful landscapes, nature, magnificent sceneries and sustainable tourism attract visitors all over the world. Iceland is unique in a geographical perspective as for its history and Scandinavian culture. Hiking, sightseeing and trekking are one of the most popular activities, combined with unique stays in farmer guest houses and mountain cabins. While staying in Iceland make sure to taste traditional Icelandic food and drinks. Iceland is a very safe country easily accessible by direct flights from major cities. It is important to plan the holiday in advance to make sure the hotels are available and the entire trip can be booked. Iceland can be visited in freedom with self-driving tours or you can hire a private guide or be part of tour groups, usually recommended. The nature and potential of this country is infinite and is not a case that the country develops each year, hosting and attracting more and more visitors. Iceland is a future gem that will be precious for European tourism for future years. Don't miss it!

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