

FLÅM GUIDE SERVICE

FJORDSAFARI
HIKING TRIPS
TEAMBUILDING
WINTER ACTIVITIES
CUSTOMIZED EXCURSIONS

TERMS & CONDITIONS

1. Booking and confirmation

An order to Flåm Guideservice AS shall be in writing, by e-mail or done through our online booking system. When Flåm Guide Service AS has confirmed the trip, it is binding.

2. Cancellation (For individual travellers/ families up to 9 people):

Cancellations must always be made in writing, (e-mail), to Flåm Guideservice AS.

- More than 72 hours prior to departure: customer will be refunded the total amount.
- 72 h - 48 h: Customer will be charged 50%.
- 48 h - 0 hours prior to departure or "NO SHOW": Customer will be charged the total amount, 100%

3. Cancellation (For groups of 10 people and more):

Cancellations must always be made in writing, (e-mail), to Flåm Guideservice AS.

- 10 days prior to departure: Free of charge.
- 10 - 7 days prior to departure: Customer will be charged 50% of total amount.
- Less than 7 days prior to departure or "NO SHOW": Customer will be charged the total amount, 100%
- Minor changes in number (10%) of passengers is accepted in writing up to 72 hours prior to departure.

4. Cancellation due to illness:

If the illness occurs less than 72 hours before departure, Flåm Guideservice AS will charge customer. Claim must be made through personal travel insurance. We encourage everyone to have insurance.

5. Cancellation of activity - Force Majeure:

Flåm Guideservice AS reserves the right to cancel activities / trips, due to unforeseen circumstances that means the conditions we operate under are affected, or according to Force Majeure. Force Majeure can be; weather, floods, snow, ice, landslides and other factors that make the activity / trip a hazard for our customers, staff and equipment. We will refund prepayments in full. Flåm Guideservice AS does not cover travel and living expenses for delayed return due to weather conditions or technical problems.

6. Responsibility:

Flåm Guideservice AS's liability as a result of confirmed tour follows Norwegian laws and regulations. We declare that participation in our tours is at your own risk.

Flåm Guideservice AS is committed to:

- Provide equipment and material in good condition suitable for the tour / activity.
- Provide guides with good working knowledge of the trip / activity, and possible dangers, so that the trip / activity will be conducted in a safe and effective way.
- Have at least one guide who will have equipment and knowledge to perform first aid and deal with any accidents in a proper and safe manner, including dealing with their own communication equipment.
- Have insurance that covers special tours / activities that are normally not covered by insurance, show otherwise agreed.
- Manage the waste that we create in an environmentally safe, accurate way.
- Manage the nature we surround ourselves with with caution, and act in accordance with applicable laws and regulations.