



## Terms & Conditions

(red. 25.03.2016)

Terms and conditions for activities/accommodation/rental

### **1. Agreement**

Unless a legally binding alternative agreement is made (all external channels: Booking.com, Expedia, Amadeus and all their partners), this is a binding agreement between Svalbard Wildlife Eiendom AS (hereafter referred to as "the arranger") and customer ("the booker").

### **2. Booking**

When the arranger sends confirmation of the booking to the booker, the booking is considered to have been accepted unless the booker gives notice in writing immediately of deficiencies or errors in the booking.

### **3. Payment for individual booking (less than 10 persons)**

Online bookings are paid 100 percent online. Bookings made by e-mail to [info@gjestehuset102.no](mailto:info@gjestehuset102.no) must be paid 100 percent in advance after the confirmation has been sent. Booking fee will be added to each direct booking.

### **4. Cancellation fees for individual booking (less than 10 persons)**

Cancellation made 31 days prior to arrival is refunded 100 percent.

Cancellation made 30-14 days prior to arrival is refunded 50 percent.

Cancellation made 13-8 days prior to arrival is refunded 25 percent.

Cancellation made 7 or fewer prior to arrival is not refunded.

Only written cancellation is valid.

All bank transfers, other financial transaction fees, booking and cancellation fees will be deducted from refunds.

No refunds will be given due to flight cancellation, lack of a valid driver's license, lack of passport or illness. We recommend our customers to have travel insurance.

### **5. Payment for group booking/tour operators/organizations**

When ordering we will send out an invoice for an advance payment of 25 percent of the total amount, due within 10 days (if not paid the booking will be

cancelled). The remaining 75 percent must be paid at least 70 days before arrival. If the booking is less than 70 days before arrival we will send out an invoice for the total amount. The invoice fee of 175 NOK will be added to each international invoice. To each invoice to Norway the invoice fee is 75 NOK. Contact [info@gjestehuset102.no](mailto:info@gjestehuset102.no) for more information.

## **6. Cancellation fees for group booking**

Cancellation made 120 days prior to arrival refunded 100 percent.  
Cancellation made 119-90 days prior to arrival is refunded 50 percent.  
Cancellation made 89-61 days prior to arrival is refunded 25 percent.  
Cancellation made 60 or fewer days prior to arrival is not refunded.

Only written cancellation is valid.

All bank transfers, other financial transaction fees, booking and cancellation fees will be deducted from refunds.

No refunds will be given due to flight cancellation, lack of a valid driver's license, lack of passport or illness. We recommend our customers to have travel insurance.

## **7. Complaint**

If the booker claims deficiencies with the product, this must be discussed with the arranger at the earliest opportunity. If the defect cannot be corrected and the booker would like to complain this must happen as soon as possible after the booker arrives at home. The complaint must be in writing and no later than one month after the date of the booked activity/accommodation/rental.

## **8. Changes due to print and price**

Svalbard Wildlife Eiendom AS (Gjestehuset102) is not responsible for typographical errors, and reserves the right to change the program and adjust prices without further notice.

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