

## **TERMS & CONDITIONS Individual Travelers**

### **1. Booking and confirmation**

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

### **2. Cancellation (For individual travelers/ families up to 9 people):**

Cancellations must always be made in writing, (e-mail), to Fjordsafari Norway 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 due to illness:**

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

### **4. Cancellation of activity - Force Majeure:**

Fjordsafari Norway 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. Fjordsafari Norway AS does not cover travel and living expenses for delayed return due to weather conditions or technical problems.

### **5. Responsibility:**

Fjordsafari Norway 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.

### **Fjordsafari Norway 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.