

## Terms of reservation of Malangen Resort

**Org nr 989 980 688**

### **Accommodation reservations**

The following terms apply to the reservations of Malangen Resort starting from 1 November 2010. The terms are binding for both parties after the customer has made the payment stated in the terms of contract. The law governing these terms is Norwegian law. If any possible disagreements cannot be resolved by negotiation, they shall be resolved in the Troms District Court. Reservations made in the online shop of Malangen Resort are selling activity services. The Malangen Resort online shop sells activity services for consumers (of at least 18 years of age), companies, and organizations.

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### **Terms of payment and confirmation of reservation**

#### Online bookings via webstore:

In the Malangen Resort online shop you can pay by using a valid credit card. When making an online shop reservation, the customer must always pay the entire price of the product by using a credit card. The price includes the products or services listed on the product card. The price can vary according to the time of reservation. The additional services that can be reserved together with the product are priced separately. Any reservation of additional services is binding. The reservation is confirmed when the total price of the product has been paid online, or when the client has confirmed his itinerary via email. After the customer has paid the reservation fee, the online shop shall send the customer the reservation confirmation and the reservation information. If the customer does not receive the reservation confirmation, the reservation has not been registered. The customer must store the reservation confirmation for possible later use (e.g. for insurance and liability matters). If the reservation should fail, the customer must contact the vendor as soon as possible to correct the situation. The vendor cannot guarantee that the item will still be available for reservation.

#### Email reservations:

All additional reservations must be sent in writing. Email reservations are considered to be confirmed once we gather the guest's personal information, enter the reservation into our booking system, and email the customer with a confirmation of the order. If the customer does not receive the reservation confirmation, the reservation has not been registered. The customer must store the reservation confirmation for possible later use (e.g. for insurance and liability matters).

#### Phone reservations:

Reservations made via the phone are not considered valid, as all reservations must be in writing.

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## **Terms of cancellation of Malangen Resort - Accommodation and activities**

The cancellation must always be made in writing an e-mail to Malangen Resort, regardless of the method of reservation.

Cancellations (for either activities or accommodation) received 1 month prior to arrival, will be charged as follows:

- 30-14 days prior to arrival: 25% of payment is due
- 14-7 days: 50% of payment due.
- 7 days and less: 100% payment due.

Group cancellations require a cancellation fee of NOK 1000 per person. A group is considered 10 or more persons.

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## **General terms of contract concerning accommodation reservations**

### Staying at the accommodation

The rental fee includes the right to use the accommodation during the time period specified in the reservation and other services that may have been mentioned in the product description.

### Damages

The customer shall be obliged to compensate for damages he or she has caused to the accommodation or its movable property directly to either Malangen Resort or the accommodation owner. The customer shall be responsible for compensating for damages he or she has caused to the accommodation or its movable property in full. The guardians shall be responsible for damages caused by their underage children. Check your travel insurance coverage concerning damages.

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## **General terms of contract concerning programme services**

### Services and pricing

The prices of services and the programme descriptions are presented in the product-specific descriptions in the online shop. The prices include VAT. Activities shall be subject to change due to weather conditions and the programme content may vary as well. The service provider reserves the right to change the price, duration, and programme of the activities without prior notice.

### Pregnant women

Snowmobiling or sitting in a sleigh pulled by a snowmobile is not recommended for pregnant women. The vibration and exhaust gas from the snowmobile can be harmful to the fetus. If the safe performance of the programme requires special arrangements, the service provider shall be not responsible for the resulting additional costs. Dogsledding is also not recommended for pregnant women and Malangen Resort is not responsible for any harm caused during the dogsledding tour.

### Motor insurance

All motor vehicles used in the programme are covered by motor insurance.

### Snowmobile Tours

The service provider reserves the right to change the order, routing and duration of the programme due to weather conditions, for example, or due to safety reasons. The service provider reserves the right to exclude a customer from the programme, if he or she is considered to cause danger to him- or herself or others, or due to the customers health.

The driver of a snowmobile shall be responsible for compensating for possible damages caused to the snowmobile and related repairs to the amount of EUR 500.

The driver of a snowmobile must be at least 18-years-old and have a valid driving licence. In accordance with Norwegian law, it is prohibited to drive a motor vehicle under the influence of alcohol or other intoxicating substance. The snowmobile may not be used in snowmobile racing or for illegal purposes.

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### **Personal travel insurance**

Check your travel insurance coverage concerning damages.

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### **Changes in prices**

Malangen Resort reserves the right to correct any possible pricing errors. VAT shall be charged in accordance with the current taxation regulations.