



Terms and conditions

1. Sales and payment

The terms apply to the sales made in the online shop of Lyngsfjord Adventure AS, starting from 1 November 2010. The Lyngsfjord Adventure online shop sells activity services for consumers (of at least 18 years of age), companies, and organisations.

In the Lyngsfjord Adventure 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. After the customer has paid the reservation fee, the online shop shall send the customer the reservation confirmation, the reservation information, and the terms of reservation to the e-mail address provided by the customer.

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.

2. Cancellations

The cancellation must always be made in writing and e-mailed to Lyngsfjord Adventure, regardless of the method of reservation.

Group cancellations require a cancellation fee of NOK 1000 per person. Cancellations received after payment is due 1 month prior to arrival, will be charged as follows:

- 30-14 days prior to arrival: 75% refund of total amount (minimum payment NOK 1000).
- 14-7 days: 50% refund.
- 7 days and less: no refund.

3. General terms of contract concerning accommodation reservations

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.

The customer shall be obliged to compensate for damages he or she has caused to the accommodation or its movable property directly to 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.

4. General terms of contract concerning program services

Prices of services and the program descriptions are presented in the product-specific descriptions in the online shop. The prices include VAT.

Safaris shall be subject to change due to weather conditions and the program content may vary as well. The service provider reserves the right to change the price, duration, and program of the safaris without prior notice.

5. 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 unborn child. If the safe performance of the program requires special arrangements, the service provider shall be not responsible for the resulting additional costs.

6. Motor insurance

Motor vehicles used in the program are covered by motor insurance.

7. Snowmobile safaris

Service provider reserves the right to change the order, routing and duration of the program due to weather conditions, for example, or due to safety reasons.

The service provider reserves the right to exclude a customer from the program, if he or she is considered to cause danger to him- or herself or others, or due to the customer 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 15-years-old and have a valid 'T' driving license. 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.

If the snowmobile gets damaged, the damage must be reported to the owner immediately. The customer is not allowed to have any repairs done to the snowmobile on the account of the owner or without prior consent from the owner.

If the customer does not return the rented snowmobile by the time agreed, and there is no lawful excuse presented for the delay, the owner shall be entitled to charge twice the established fee for the overtime. In addition, the owner shall be entitled to charge for the costs due to the negligence of the customer or breach of the contract.

8. Personal travel insurance

Check your travel insurance coverage concerning damages.

9. Changes in prices

Lyngsfjord Adventure reserve the right to correct any possible pricing errors. VAT shall be charged in accordance with the current taxation regulations.

10. Disputes

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.