

BOOKING TERMS & CONDITIONS 2021

1. Booking

Booking made by e-mail or telephone.

Booking is confirmed by Sorrisoniva with an order confirmation sent by e-mail. The order confirmation will include our order number.

2. Payment

Our rates are in Norwegian Kroner (NOK) including Norwegian taxes. Payment will be in NOK.

- 100 % of the order confirmation must be paid to confirm the booking
- Payment can be done by receiving an invoice or by epayment link sent via email or SMS
- If the booking is not paid within the set date for payment, Sorrisoniva reserve the rights to cancel the booking without any notice. Cancellation order will be sent by email.

3. Cancellation

Cancellation must be in writing (email) and must be confirmed by Sorrisoniva with a Cancellation Order (email) before the cancellation can be fulfilled. It is the bookers responsibility to ensure that the cancellation will be registered.

To cancel or modify a booking:

- 30 days before date arrival: 90 % refund
- 15 days before date arrival: 50 % refund
- Less than 14 days before arrival: 0 % refund

4. Quality and safety

The customer must inform Sorrisoniva regarding special needs (health etc.) that could affect the quality and safety of the product or experience. Sorrisoniva AS | www.sorrisoniva.no | +47 78 43 33 78 | info@sorrisoniva.no 16. jan. 2020

5. Delays or necessary changes of itinerary – force majeure

Sorrisniva are not responsible for accidents, damages or delays if the guest (individual traveller) is late for the scheduled start of the program or the accommodations i.e. force majeure.

Sorrisniva reserve the right to change program because of extreme weather conditions and/or force majeure. Sorrisniva is not responsible to refund the money if there is force majeure.

6. Legal disputes

If there are any legal disputes after the order is made, it must be settled by Norwegian law in a Norwegian court of justice. Sorrisniva home court is accepted as legal venue in all disputes.

7. Participants' responsibility – Safety instructions

Participants accept to follow safety instructions and orders given by Sorrisniva or co-operating partners during activities and experiences. Participants also confirm that he/she do not suffer from any illness that can be triggered by stress or extreme weather conditions.

7.1

For driving a snowmobile, the Norwegian Road Traffic Law is in force. The driver must be over 18 years old and hold a driver's license for car or snowmobile.

The deductible in case of damage to the snowmobile is NOK 6000.-

8. Alcohol & smoking

It is not accepted to bring or use alcohol not bought at Sorrisniva. This rule is both inside and outside Sorrisniva. Smoking is only permitted at special places, not inside the service building or the ice hotel.

9. Animals

It is not allowed to bring animals in the service building or the ice hotel.