

User agreement

The agreement also includes "Privacy Policy" that you can read on the following link:<https://web.booktech.no/privacy/cloud-booking/?id=geilo365> (Norwegian)

Geilo 365 is responsible for you as a customer when ordering your experiences through us. We will ensure you that you get the necessary information before travelling and will contact you if there are significant changes regarding your order. If you need to contact us before or during your stay in Geilo, we are available Monday-Friday 09.00-16.00. We can be contacted by phone +47 32 17 80 20 or email info@geilo365.no.

For product purchased through Geilo 365, hereinafter "**provider**".

1. Prices

1.1 The provider is responsible for typographical errors and reserves the right to adjust prices without prior notice.

1.2 The prices are in Norwegian Kroner (NOK)

2. Ordering and payment conditions

2.1 Payment takes place when you book your activity. The activity is not booked and approved before the full amount is paid.

2.2 Once the order is paid we will send you a receipt by e-mail, this is also your ticket to the activity you have booked.

2.3 In case of cancellation or change, the amount will always be credited to the same card / account used for payment of the order. You will receive an email from us as soon as the credit has been made.

3. Cancellation

3.1 From the buyer's side.

To cancel or change a booked and paid activity, you must take directly contact with the provider. Cancellations before 7 days of activity day are subject to a 100% refund with a handling fee of NOK 250 if not otherwise specified. Cancellation 2-6 days before the activity day is subject to a 50 % refund. Cancellation less than 1 day before the activity day gives you no refund. A change from your side is considered as a cancellation.

These rules apply to all activities bought at GEILO365.

We highly recommend everyone to have travel insurance covering sickness etc.

3.1.1 Bike rent from Haugastøl Turistsenter

The booking is effectual when the rent is paid within the deadline. If the order is not paid within the deadline, the order will be cancelled. If cancellation less than 4 weeks (6 weeks for groups, more than 15 persons) before arrival, no refund. The charge of rental is not refunded in case of bad weather.

3.1.2 For glacier tours with Jøklagutane AS Cancellation 11 days before activity date is 100% refunded with a handling fee of NOK 250. Cancellation less than 10 days before arrival, no refund.

3.1.3 Group bookings for activities (from 10 persons) Cancellation 2 weeks before the activity will give a full refund with a handling fee of NOK 250. Cancellation 6-13 days before the activity date gives a 50 % refund. Cancellation within 5 days before the activity date gives no refund.

3.1.4 Cancellation of packages including accommodation Cancellation within 42 days before arrival date gives a 100 % refund with a handling fee of NOK 250,- Cancellation 41-7 days before arrival gives 50 % refund. Cancellation 6-2 days before arrival gives 25 % refund. Cancellation less than 1 day before arrival gives no refund.

3.2 Any cancellations have to be done in writing

3.3 Geilo 365 cancellation

3.3.1 Cancellation of the activity can occur if it is not safe to carry out the activity, for example because of the weather conditions. Upon such cancellation, it will be given a full refund unless the parties can agree on changing the time and date of the activity.

3.3.2 Seller may cancel the activity if conditions aren't met, such as the minimum number of participants and so on. If this occurs the provider will notify you the day before the activity. If the parties can't agree on a different date you will be given a full refund.

3.3.3 Seller reserves the right to change route without notice. Seller is not responsible for any pressure or expense due to delays, expedition, bus, injury, illness, negligence, weather, strike or other reasons outside the seller. The estimated duration of the trip, which is given in km / time, may change according to road and weather conditions.

4. Who is responsible?

4.1 Buyer is responsible

- To assess that the participants booked are physical and mentally fit to attend the booked activity.
- To have proper clothing for the ordered activity.
- To follow the instructions given before and during the activity.
- To ensure that the age limit is adhered.
- To ensure that nobody booked shows up at the activity under influence of alcohol. If this occurs, that person will not be able to participate in the activity, and will get no refund.
- To meet up at the right place at the right time as indicated on the ticket.

4.2 Geilo 365 is responsible

- To provide right information about the time, day, pricing, age limit, what the activity entails and where it takes place.
- Reserve the right to refuse a participant to join the activity if those persons are a safety threat.

4.3 The supplier is responsible

- That the activity goes as planned according to the description of the activity
- Everything that is needed to do go through with the activity according to insurance, permits, equipment, staffing etc.

NB! All activities are at own risk

5. Product-specific terms

5.1 Rental of equipment like bicycles, snowshoes etc. The tenant is completely responsible for the equipment is not destructed or lost. In case of abnormal wear on tire/gear etc., you will be charged for the repair costs.

N.B! Valid ID must be shown to rent.

6. Complaints

6.1 If a participant wants to complain about an activity, it must be discussed with the provider at the first opportunity.

6.2 The complaint must be in writing, and received no later than one week after the booked activity

took place.

6.3 Any lawsuit against provider is adjusted by Norwegian Law.

7. Force Majeure

7.1 Both parties have the right to withdraw from the agreement if the activity can't be completed as a result of acts of war, natural disasters, labour conflicts, extended interruption of water or energy supply, fire or similar major events that neither party has been able to predict or influence.

8. Privacy

8.1 When you book an activity, you must register an email address, name, address and a phone number. This information will only be available for the supplier of the activity you have ordered and only used to contact you regarding the activity if needed.

8.2 By using this website you agree that we may store cookies in your browser. "Cookies" is a standard technology that virtually all sites uses today. Information we collect is used to make our website better for our customers. The information will only be used internally and will not be passed to others. We never store information that can identify you personally. If you use the "remember me" or "auto login" functions, a cookie will be stored so you can log in automatically.

9. Groups

9.1 Geilo 365 can help you to book for a larger group. We can help you with activities, transportation, food and accommodation. Contact us by phone or email for an offer.

10. Last updated

10.1 This agreement was last updated 2018-07-24