

GENERAL TERMS

1 GENERAL

1.1 These terms govern the contractual relationship between Kvitåvatn Fjellstue (Kvitåvatn) and the Customer.

2 DEPOSIT AND PAYMENT

2.1 **During the winter period** (on and after 1 December up to and including Easter)

2.1.1 Upon reservation the Customer must pay a 10 % deposit, however minimum 500 NOK. The remainder of the payment is due 30 days prior to agreed arrival at the latest.

2.1.2 Special terms for group bookings

2.1.2.1 A booking is considered a group booking when a reservation for a total of at least 20 people is placed and paid for.

2.1.2.2 When making a group booking the Customer must pay a 30 % deposit. The remainder of the payment is due 30 days prior to agreed arrival at the latest.

2.2 **During the summer period** (from the day after Easter Monday up to and including 30 November)

2.2.1 Payment must be made 48 hours prior to agreed arrival at the latest.

2.2.2 During the summer period the Customer will not be charged a deposit, except when making a group booking, as described below.

2.2.3 Special terms for group bookings

2.2.3.1 When making a group booking the Customer must pay a 30 % deposit. The remainder of the payment is due 30 days prior to agreed arrival at the latest.

3 CANCELLATION BY THE CUSTOMER

3.1 Notice of cancellation must be sent to Kvitåvatn in writing to the following e-mail address:

kvitaavatn@kvitaavatn.no.

3.2 Cancellation by the Customer must in any case happen as soon as possible.

3.3 During the winter period

3.3.1 Cancellation is possible until 30 days prior to agreed arrival. In this situation the deposit will not be refunded.

3.3.2 Upon cancellation between 14 and 30 days prior to agreed arrival the Customer will be charged 50 % of the agreed remuneration. Upon cancellation in less than 14 days prior to arrival the Customer will be charged the entire agreed remuneration. This also applies to partial cancellation.

3.4 During the summer period

3.4.1 Cancellation can be made until 48 hours prior to agreed arrival.

3.4.2 The Customer will be charged the entire agreed remuneration for the stay if cancellation is made in less than 48 hours prior to agreed arrival. This also applies to partial cancellation.

3.5 Special terms for group bookings

3.5.1 Cancellation is possible until 30 days prior to agreed arrival. In this situation the deposit will not be refunded.

3.5.2 The Customer will be charged the entire agreed remuneration for the stay if cancellation is made in less than 30

days prior to agreed arrival. This also applies for partial cancellation.

3.6 Cancellation insurance

3.6.1 **We RECOMMEND you as a Customer to take out a travel and cancellation insurance to cover your expenses in the event of your cancellation in the situations stated in this section 3.**

4 SPECIAL TERMS REGARDING CANCELLATION DUE TO CIRCUMSTANCES BEYOND THE PARTIES' CONTROL

4.1 Upon cancellation in the winter period, regardless of whether cancellation is made by Kvitåvatn or the Customer, less than 14 days before agreed arrival due to outside circumstances beyond Kvitåvatn's or the Customer's control (e.g. strikes, lack of transportation options, death or disease in the family, legislative or administrative limitations in the freedom to travel, access ban, entry ban or closure of the border to Norway or total or partial lock down of the Gaustablikk area, pandemics etc.) the Customer is obligated to pay the entire agreed remuneration for the stay.

4.2 However, upon cancellation between 14 and 30 days before agreed arrival during the winter period the Customer is only obligated to pay 50 % of the agreed remuneration for the stay.

4.3 Upon cancellation until 30 days prior to agreed arrival during the winter period the deposit will not be refunded.

4.4 The Customer will be charged the entire agreed remuneration for the stay if

cancellation is made during the summer period in less than 48 hours prior to agreed arrival.

4.5 The deposit will not be refunded if a group booking is cancelled until 30 days prior to agreed arrival.

4.6 The Customer must pay the entire agreed remuneration for the stay if a group booking is cancelled in less than 30 days prior to agreed arrival.

4.7 **We RECOMMEND you as a Customer to take out a travel and cancellation insurance to cover your expenses in the event of cancellation, in the situations stated in this section 4.**

5 Kvitåvatn'S RIGHT OF CANCELLATION AND LIMITATION OF LIABILITY

5.1 In the event Kvitåvatn cancels a booking due to circumstances relating entirely to Kvitåvatn, the Customer will get a refund corresponding to the amount for the booking which is already paid.

5.2 **Besides this Kvitåvatn cannot be held liable for damages, concerning the Customer's expenses, including in particular travel expenses, ski rental and pass, alternative accommodation, meals etc.), due to the cancellation.**