

GENERAL TERMS AND CONDITIONS FOR BOOKING AND CANCELLATION

1. General terms and conditions

- 1.1 The following general terms and conditions apply between , Lavik Fjord Hotell AS and persons entering into an agreement with Lavik Fjord Hotell AS (i.e. the guest).
- 1.2 Lavik Fjord Hotell AS is responsible for all transactions effected through lavikfjordhotel.com.
- 1.3 Lavik Fjord Hotell AS is responsible for our sub-suppliers receiving payment for whatever the guest has ordered through us. Our sub-suppliers are each responsible for their part of the programme, including full insurance, permits, equipment, staffing, etc., being in accordance with the current laws and regulations applicable to the supplier.
- 1.4 Guests must be at least 20 years old to make a booking on lavikfjordhotel.com. This applies to all products and/or services that can be booked on the website in question. To stay overnight at the hotel and/or apartments, at least one person included in the booking must be 20 years old or over.
- 1.5 Lavik Fjord Hotell AS disclaims responsibility for any errors in the guest booking as a result of failure to observe our terms and conditions. The terms and conditions protect you, as a guest, and Lavik Fjord Hotell AS as distributor.

2. Bookings

- 2.1 A booking is binding as soon as a booking number has been allocated to the guest. It is the guest's responsibility to check that the date of arrival and departure and all other essential aspects of the booking are correct.
- 2.2 The agreed prices are binding for both parties. Lavik Fjord Hotel & Apartments may adjust prices following an increase in taxes and duties or other circumstances beyond the hotel's control.

3. Payment

- 3.1 The guest shall pay in full when booking package offers, events and activities via lavikfjordhotel.com, and present the receipt on arrival. Payments are processed on the website using the 'Mews payments' system.
- 3.2 Our partner Nets Branch Norway/ NETS AS is responsible for secure handling of credit card numbers and security codes in accordance with the requirements defined in the Payment Card Industry Data Security Standard (PCI DSS).
- 3.3 Invoicing of charges shall be agreed in advance, subject to a minimum amount of NOK 5000.

4. Insurance

- 4.1 We recommend that all our customers make sure they have adequate insurance in place for their trip to cover illness, loss of or damage to luggage, accidents, personal liability and similar.

5. Terms and conditions for all products booked at Lavik Fjord Hotel & Apartments.

5.1 Reservation of rooms, apartments, activities and packages will be confirmed with booking number on e-mail.

5.2.1 Cancellation of hotel rooms, activities and packages.

A cancellation deadline of 24 hours before arrival shall apply. Cancellation after this will be subject to full payment. A valid credit card is required to confirm the booking and any refund will be made to the credit card used to make the booking.

5.2.2 Cancellation of apartments and holiday homes.

A cancellation deadline of 10 days before arrival shall apply. Cancellation after this will be subject to full payment. A valid credit card is required to confirm the booking and any refund will be made to the credit card used to make the booking.

5.3 Amendment of booking

Reservation of room, date of arrival/departure, activities and packages may be amended by making cancellation and new reservation. Otherwise by ringing +47 57714040 or e-mailing info@lavikfjordhotel.com. A fee may be payable in some cases.

5.4 Terms for group reservations.

Separate terms and conditions apply to group bookings for accommodation, activities and events. Cancellation shall be made in writing by e-mail to info@lavikfjordhotel.com.

5.5 Change of accommodation

5.5.1 Lavik Fjord Hotell AS has the right to move the guest to equivalent accommodation in the event of circumstances beyond its control. Where possible, the guest shall be informed of such changes in advance. Such changes do not exempt the guest from paying for the stay.

5.6 Complaints regarding the accommodation venue

5.6.1 If the guest has complaints concerning the accommodation on arrival or during his/her stay, he/she should contact reception at Lavik Fjord Hotel & Apartments as soon as possible so that the issue can be resolved.

5.6.2 No financial compensation will be provided for complaints raised on departure or subsequently.

5.6.3 Liability for damage

The guest, or the person standing as guarantor for the booking, is responsible for damage to premises, equipment and facilities as a result of negligent or irresponsible behaviour.

5.6.4 Smoking in our properties is prohibited. Smoking in our properties will result in a cleaning charge of at least NOK 5000,-

5.7 Specific policies for apartments and holiday homes

5.7.1 Electricity is included in the price.

5.7.2 The stay is based on self-catering. Towels and bedlinen are included in the price.

5.7.3 On the day of departure the accommodation unit must be left tidy, place your waste in the recycling units, empty the fridge, ensure no food is left in the property, load the dishwasher and turn it on, vacuum all the floors.

5.7.4 All inspections of the accommodation units are carried out after your departure. Inadequate cleaning will result in a charge of at least NOK 1000,-

5.7.5 Quiet time between 11 pm and 7 am

6. Cancellation insurance

When booking packages pursuant to the Norwegian Package Travel Act, the guest may take out cancellation insurance/protection such that he/she is entitled to cancel the booking without charge. Cancellation insurance/protection enables the guest to cancel the booking as a result of sudden or serious illness, accident-related injury or death in the guest's own household or immediate family (spouse, cohabitant, child, parent, parent-in-law or sibling) that prevents him/her from travelling or makes it irresponsible to do so. Cancellation entitlement also applies if one of the above circumstances affects a travelling companion and it is therefore unreasonable to require you to undertake the package travel without the person in question. The qualifying circumstance shall be documented no later than within one month of when it occurred by providing a doctor's certificate on a form approved by the Norwegian Medical Association and the Norwegian Travel Trade Association. The premium paid for cancellation insurance/protection is not refunded. If the booking and the price are based on two or more people sharing the same room, the cancellation insurance will cover any additional charges that would otherwise be incurred as a result of the guest being unable to travel as planned. The cancellation insurance also covers events that are of a sudden and serious nature, and of which the customer neither was nor should have been aware when the contract was entered into, and it is not reasonable to require the customer to undertake the trip. Examples of such circumstances include serious damage to property. The qualifying circumstance shall be documented by means of a police report or certificate from the insurance company.

7. Our sub-suppliers

As vendor, Lavik Fjord Hotell AS is responsible to the guest for whatever he/she is entitled to pursuant to the agreement. Responsibility for the services that are provided by parties other than Lavik Fjord Hotell AS rests with the suppliers themselves. We are responsible for our sub-suppliers receiving payment for the services guests have ordered through us. Our sub-suppliers are each responsible for their part of the programme, including full insurance, permits, equipment, staffing, etc., being in accordance with the current laws and regulations.

8. Force majeure

Lavik Fjord Hotell AS and our sub-suppliers are not responsible for unsatisfactory weather conditions, closed facilities or other circumstances beyond the company's control. Errors in information on services and any technical problems that may arise are excepted. The parties may withdraw from the agreement if the product purchased cannot be used because of acts of war, natural disasters, extended interruptions to the water or powersupply, and similar events that neither Lavik Fjord Hotell AS nor the guest could foresee or influence.