

## Terms and Conditions

*These Terms and Conditions are an abbreviated version of "Lov om pakkereiser og reisegaranti", translated into English.*

### **Booking Conditions**

Booking and payment are to be done directly to Solgruppen AS. Payment from outside Norway can be done directly to Solgruppen's partner in the USA, Nor-Am Tours. By paying the deposit, these Terms and Conditions are to be considered as accepted. For tours from the USA the deposit is USD 500 per person.

Deposits paid to Solgruppen AS are non-refundable. If a tour is cancelled by a traveler, the deposits will not be refunded.

### **Travel Insurance/Cancellation protection**

We strongly advise travel insurance, with cancellation protection for the whole journey.

### **Booking Confirmation and Payments**

Please check that the booking confirmation is correct and matches your booking. Deposit is to be paid within 7 days after booking. The remaining balance is to be paid no later than 35 days before departure. If the tour starts later than 35 days after booking, the full amount is to be paid immediately.

### **Passport and Visa**

US citizens do not need a visa to enter Norway, but will need a passport that is valid for three months beyond the length of stay and issued within the past 10 years.

### **Cancellation by the traveler**

Cancellation made more than 35 days prior to departure: The deposit is non-refundable

Cancellation between 35 and 21 days prior to departure: 50% of the tour cost is refunded

Cancellation less than 21 days prior to departure, or with a no show: Tour cost is non-refundable

### **Cancellation by the tour operator or postponement of the tour**

A tour can be cancelled by the tour operator if there are not enough people signed up for the tour, or if other serious circumstances occurs so that the tour cannot be arranged. Those who are then already signed up for the tour will get the paid amount returned. Written or oral warning about such an event must have reached the customer no later than 20 days prior to departure on tour that are 6 days or more, 7 days on tours between 2 and 6 days, and 2 days on tour lasting 2 days or less.

### **Change in program/itinerary**

Solgruppen reserves the right to change the price of a tour due to adjusted taxes and fees, change in currency exchange rate, changed fuel price or if the program is changed. In case of unforeseen circumstances that Solgruppen cannot control, force majeure, strike and/or change in the program of the planned route during the tour, Solgruppen can make necessary changes to the program, change of

route, hotel and transportation. In the event of overbooking at a hotel, Solgruppen will arrange another hotel in the same category or better.

#### **Single room or double room for use alone**

The announced prices are based on two people sharing a room. If one person cancels his tour, the other person will have to pay single supplement. If you travel alone and don't have anyone to share room with, you will have to pay single supplement. It is not the tour operator's duty to find someone to share room with.

#### **Deficiencies and deviations**

**Before the tour:** The customer may withdraw from a contract prior to departure of a package tour if it becomes apparent that there will be significant deficiencies in the package tour. The same shall apply if the terms of the contract are changed and such changes will be a significant inconvenience to the customer. A price change in excess of 10% shall always be deemed a significant inconvenience.

**Deficiencies during the tour:** A package tour shall be deemed deficient if, through no fault of the customer or circumstances under his control, there is any discrepancy between the service offered or implied in the contract and the services actually provided. Deviation from the provisions of the contract shall not be held to be a deficiency if it is of minor significance and of such a nature that the customer should have anticipated the possibility of the deviation's occasional occurrence. The same shall apply to variations in circumstances dictated by nature, of which Solgruppen neither had nor could have expected to have had knowledge or control over. Solgruppen is not to be held responsible for lack of TV signals or wifi at a hotel. Solgruppen cannot be held responsible for bad weather, theft, sickness or bothersome fellow travelers. Our hotels are in general centrally located, and some noise from local traffic, construction and restaurants/bars can occur and can be expected. Requests for rooms that cannot be fulfilled, is not to be considered a deficiency and is no reason for complaint

#### **Claims**

If a participant is entitled to complain, this must be addressed immediately to the tour manager, who will try to correct the matter. Failure to do so will deprive the customer of the right to submit a claim in respect of the deficiency. Claims submitted after return, must be done in writing to Solgruppen within ten days after the tour is finished. Comments on an evaluation form is not considered a written claim. Claims will be processed and answered within 2-3 weeks after the claim is submitted.

#### **Your responsibility as a guest/traveler**

The only requirement we have to the traveler's health is that he can manage himself/herself in the hotel/apartment, and can do necessary shopping himself/herself, and that he does not expose himself or others to danger. Solgruppen's tours are based upon that the traveler is able to handle his/her own luggage, and follow the tour's program and itinerary. Travelers that need special assistance must arrange this themselves. Contact Solgruppen as soon as possible if you need wheel chair assistance at airports. If a third party signs a traveler up for a tour on behalf of the traveler, he is responsible that the traveler fulfills the requirements for traveling.

#### **The traveler's behavior**

The traveler must not act in a way that is bothersome or threatening for other travelers. If that happens, the traveler can be excluded from the rest of the tour, and possibly be ordered to pay the

return journey himself without having any right to request reimbursement from Solgruppen. The traveler is ordered to pay any extra costs that occurs during the tour, for example bills for mini bars at hotels, telephone bills etc. Solgruppen is not responsible if the traveler does not meet at the agreed time. Agreed time and place are communicated on the destination.

**Special requests**

Solgruppen cannot guarantee requests for certain rooms or apartments. Requests will be noted, but cannot be guaranteed and is not a reason for complaint.