



Terms and conditions

Please note that the following conditions form part of your agreement with Norwegian Bushcraft when you apply to join any of our activities. Please read through them before booking.

- 1. Boundaries of contract:** Agreement between the parties is set at receipt of the customer's deposit for the actual activity. This payment shall be made on the agreed date due. Where payment is not made by the date due, Norwegian Bushcraft shall not be bound by the contract.
- 2. Included in the contract:** The contract covers the activity described on the website and/or activity application form. Norwegian Bushcraft reserves the right to make alterations in the program, provided the customer is informed of these.
- 3. Price changes:** Norwegian Bushcraft retains the right to adjust prices in the event of fluctuations in government taxes or the relevant currencies. Any price alterations shall be announced no later than 14 days prior to activity start date. Where price increases exceed 10% the customer shall have the right to terminate the agreement at no cost to themselves within 3 days after notice of such price increase.
- 4. Deposit:** Deposit will vary dependent on the activity the customer is signing up for. The deposit will be detailed in the activity information or price list and will be invoiced after sign-up. When not detailed, it will be set to 20% of the activity fee.
- 5. Terms of payment:** The activities require some planning and ordering of equipment and/or services prior to the activity start date. Therefore, payment is required as follows:
 - The deposit, to be paid after sign-up.
 - The balance, to be paid and received within 4 weeks prior to the activity.
 - If sign-up is made less than 4 weeks before activity start date, the full amount will be invoiced at sign-up and due for payment.

6. The customer's right to cancel or assign the activity

a) Cancellation: *The customer can cancel the activity at any time. Depending on when the cancellation is made in relation to when the activity starts, will affect the possibility of refunding the activity fee.*

If cancellation is made less than 14 days prior to activity start date, the full cost is non-refundable.

If cancellation is made less than 14 days prior to the activity start date and full payment has not been received, the full payment will still apply and unpaid fees are due immediately.

If cancellation is made 14 days or more prior to the activity start date, refund of the main sum can be approved. The deposit is not refundable.

If payments are not received by the dates specified for the activity, Norwegian Bushcraft reserves the right to cancel your booking and withhold return of all payments received unless a written agreement of other payment schedule has been agreed on.

b) Cancellation due to force majeure: The customer has the right to cancel the activity and get a refund of the paid fee if, at the activity destination or in its immediate vicinity, acts of war, natural catastrophes or other occurrences comparable with these have taken place within 14 days of activity start date, and there are reasonable grounds for assuming that such states also will continue during the activity period.

c) Cancellation charges:

The deposit fee paid for our activities is non-refundable. For customers who made the full payment in one sum and no specific deposit charge was set, the non-refundable deposit is 20% of the full fee.

Travel cost, accommodation, insurance etc. already paid by the participant to a 3rd party, are not refundable through Norwegian Bushcraft.

d) Cancellation protection: We recommend that insurance be taken out against trip cancellation and interruption costs of this agreement. All insurance shall be paid for by the customer.

e) Travel and accident insurance: Norwegian Bushcraft will not be liable for any illness, injury or death sustained during an activity, nor will we be liable for any uninsured losses of your property. Everyone attending agrees to have travel insurance to cover the entire trip. The participant should be insured for medical evacuation in case of an injury or illness occurring. Participants are responsible for ensuring they have adequate travel insurance.

f) Assignment of activity: The customer has the right to assign the activity to a third party who fulfils all the criteria for participation. The conditions are that Norwegian Bushcraft is informed of this as soon as possible and at latest 14 days before activity start date.

7. The right to cancel or alter activity

a) Too few participants: Norwegian Bushcraft retains the right to cancel the activity prior to start date if there are fewer than the prescribed number of paying customers. Even if there is not the necessary number of participants in relation to the program, we will still attempt to run the activity. In this case the price may be increased. (See point 3. *Price Changes*.) If it proves impossible to run the activity due to a lack of demand, paid fee will be refunded.

b) Force majeure, circumstances beyond the operator's control: Norwegian Bushcraft reserves the right to cancel already started activity without liability for compensation if the activity cannot be completed because of circumstances beyond our control, which we could not reasonably have been expected to foresee when the agreement was entered into. In such cases, Norwegian Bushcraft will refund the paid fee for rest of the actual activity except parts of the fee which are impossible to refund such as prepaid accommodation to a 3rd party. Norwegian Bushcraft will not be liable for compensation if the circumstances mentioned above affect the quality of the activity.

c) Safety issues: Safety is our priority, therefore if the situation requires it because of severe weather, natural disaster, or any other extreme events, Norwegian Bushcraft will have the right to change the program or cancel the activity if required.

8. Claims: Should the customer wish to make a claim for defects, he/she undertakes to inform Norwegian Bushcraft within a reasonable period. Where the defect is discovered after the start of the activity, the customer shall as far as it is practical make a claim on the spot. Notwithstanding, the complaint must reach Norwegian Bushcraft no later than 2 weeks after the end of the activity, unless special circumstances justify an extension of the time limit.

9. Resolution of dispute: All disputes shall be tried under Norwegian law. The place of jurisdiction shall be in Norway.

10. Signing of self declaration/waiver: It is important to make clear that accident and injuries can occur and that all parties join at their own risk, and participate in the full knowledge of these facts. All participants must sign a waiver stating that they fully understand this and that they participate on this activity at their own risk, and are themselves responsible for adequate insurance.

11. Use of pictures and video: Norwegian Bushcraft reserves the right to advertise the activities on the Internet and in the media. This will often include photographs and videos of participants whose first names may be mentioned. Participants who do not wish to have their photo or name used this way should inform Norwegian Bushcraft about this beforehand.

12. Other matters: Norwegian Bushcraft's staff, hired instructors and collaborators will do their absolute best to ensure that any problems arising are solved for the benefit of the participants. You have a responsibility to follow the instructions and directions given you by the activity leaders during the activity.

If you grossly neglect your responsibilities, cause risk, embarrassment or prejudice to other clients, fellow activity members or staff, you may not be allowed to participate in, or may be barred from, the remainder of the activity, and lose any right to refund. If you are barred after the start of activity in remote areas, you may be charged the cost of your return journey, which could be renting transport to bring you out of the area and into a populated area. You may become liable to claims for compensation if you wilfully or negligently cause the operator loss by, for instance, not abiding by the above-mentioned provisions. You are personally responsible for the insurances you require (travel, cancellation, accident, medical and evacuation insurance etc).

In general about return tickets and weather conditions: The activity may take place in a region or time of the year that makes it liable to be affected by severe weather, and these activities are based on logistics that are easily affected by this. This means that you might not be able to connect with your scheduled flight home. The extra costs will in all such cases have to be carried by you. Norwegian Bushcraft and any of our collaboration partners will do our best to stick to the program, but we can't control everything. An open or changeable return ticket is therefore recommended. Any late-for-work situations caused by the same reasons are also outside of Norwegian Bushcraft's responsibility.

In general: Norwegian Bushcraft will do whatever we can to make sure you get the quality and predictability of the activity you sign on to. With these terms and conditions we want to make the agreement between you as a customer and Norwegian Bushcraft as the provider as clear as possible to avoid unwanted problems between the parties.