



Sales conditions for Day Excursions and Shortstay

1. General terms and conditions of sale

Spitsbergen Travel arranges the trips described on the updated web-site and catalogue within the framework of liability specified below: Spitsbergen Travel is a member of the Norwegian Travel Trade Association ("Den Norske reisebransjeforening") and has lodged a guarantee with the Tour Guarantee Fund ("Reisegarantifondet") in accordance with the Act of Package Tours of 25/8-95. The agreement between the arranger and the customer consists of this catalogue, any corrected information, and the order confirmation/travel documents.

The Norwegian Law shall regulate any claims against the arranger.

2. Terms and conditions for package tours and shortstay

The package tour includes return flights from Tromsø/Oslo and room with breakfast, all according to the description of each package. Prices from other cities and child discount at request. Prices are pr person in NOK. The package tour offers are for individual travellers only and cannot be used for groups over 10 persons. Please be aware that the number of places is limited.

3. Cancellation rules for package tours and shortstay:

After ticketing- cancellation after ticketing/payment deadline: no refund. Cancellation before ticketing: NOK 300,- per person.

Changes are not possible after reservation.

Cancellation insurance can be bought by the traveller in the home country.

4. Terms and conditions

Most of the activities require a minimum number of participants in order to be initiated, please look through the description of the activities. Note! Due to ice conditions, a complete boat programme will only be carried out from approximately beginning of July. Ice conditions vary from year to year, and it is therefore difficult to state precisely when the standard programme will commence. We reserve the right to change prices, the programme, minimum number of participants and departure times. Please note that weather conditions may affect the execution of some tours. Activities can also be arranged outside the programme scheduled periods on special request, dependent on a minimum number of participants specified by us.

5. Cancellation fees for activities

If cancelled 22 days or more prior to departure 100 % refund

If cancelled 22-7 days prior to departure 50 % refund

Cancellations less than 7 days prior to departure is a "no show" and do not qualify for any refund. You may apply to your insurance company for a refund if you provide a medical certificate.

Full information of bank details and which account number refunds shall be paid to must accompany returned tickets.

6. Payment for package tours/ activities

Payment by credit card.

7. Programme changes

All forms of human activity on Svalbard are carried out on nature's terms. Circumstances such as extreme temperatures and rapid changes in the weather can force changes in our programmes in order to ensure the safety of our participating guests. We reserve the right to change programmes, prices and flight departure times for all activities in the price list if weather and driving conditions so demand. If unforeseen circumstances/weather conditions necessitate changes in routes in relation to the programme, this will not affect the price of the arrangement. Spitsbergen Travel also reserves the right to cancel the arrangement if the required minimum number of participants is not met. Should Spitsbergen Travel cancel an activity we refund the full amount in exchange for the ticket.

8. Responsibility and liability

Participants are responsible for deciding whether they are physically and psychically capable of participating in the booked activities or not. Participants must obey and adhere to all instructions issued by our tour guides. Spitsbergen Travel is under no circumstances liable for accidents and injuries that are outside the company's control. Changes in the programme and prices may occur as a result of external changes.