



GENERAL TERMS AND CONDITIONS for JVB Travel/Jotunheimen Travel

Updated: 28.11.2022

Please read the conditions carefully as you will be bound by them.

JVB Travel AS offers package tours, day tours, transports and accommodation through various channels as JVB.no, Jotunheimen.com, the brand Jotunheimen Travel and different other channels. As booked services can be purchased through the various channels, we use the term "JVB Travel" to represent all of these channels in the terms and conditions below.

The Agreement

Bookings are binding when JVB Travel has sent a written confirmation with an order number to an email address submitted by the customer.

Read the confirmation you receive from us carefully. It is the buyer's responsibility to make sure that the order is correct. The confirmation is our contract, and it is important that you, the customer, make sure that it is in accordance with your order. Any comments must be made immediately. Payment confirms acceptance of these conditions. You must be at least 18 years of age to make a reservation with us.

Disclaimer

We reserve the right to any changes to the applicable conditions. The organizer reserves the right to any typographical errors in printed matter and on our digital channels, as well as any changes in prices, exchange rates, conditions, taxes and fees that may arise after publication of printed and digital material.

Price and changes to prices

The prices include the services mentioned under each individual trip. JVB Travel reserve the right to change the price should unexpected adjustments occur, but this cannot happen later than 30 days before departure. Should the price increase by more than 8%, the traveler can cancel the trip free of charge. This assumes that the customer himself cancels the trip with JVB Travel no later than five days after notification of a price increase.

If the customer's booking involves a group price, and the agreed total price is based on discounts or reductions linked to the number of participants, the basis for such discounts or reductions may no longer apply if anyone in the group cancels. In the event of partial cancellation, JVB Travel AS will refund the proportionate share of the agreed/paid price to those who have cancelled, and collect a

JVB Travel AS

Org.nr 921 093 527 MVA

travel@jvb.no



higher price, due to the loss of discounts related to the size of the group, from the remaining participants.

Booking and payment

Online payment

Payment for the entire price (100%) must take place at the same time as the booking is made – when nothing else is agreed. The booking is confirmed when your payment is processed, and you will automatically receive a confirmation via e-mail. Please check that the details of this confirmation are correct. If there should be a problem with your credit card or other payment methods, we will contact you. If we are not able to get in contact with you, we have the right to cancel your booking after 24 hours.

Invoice payment

Booking paid via invoice must be paid within 10 days. A separate invoice fee with 125,- NOK applies with invoice payments.

The booking isn't confirmed before the payment is registered at JVB Travel AS

Bank transfers

Bank: DNB

SWIFT Code DNBANOKKXXX

IBAN NO7715061007943

International bank transfers: The customer is responsible for the generated costs by international bank transactions. Please, instruct your bank to deduct any fees (in both countries) from your account, not from the amount to be sent.

Deposit

By agreement, it is possible to pay a deposit (30% from the final price) to confirm your booking, when you book more than 40 days before arrival. The payment of the deposit will confirm the booking. If the deposit isn't paid within 10 days, we have the right to cancel your booking immediately. The remaining amount need to be paid not later than 30 days before arrival. The customer will receive a payment reminder 10 days before the remaining is due.

Cancellation/changes

In order to cancel or change your reservation, you need to contact JVB Travel to cancel or change your booking by email: travel@jvb.no

JVB Travel AS

Org.nr 921 093 527 MVA

travel@jvb.no



Changes

The administration fee is 500,- NOK per booking when you change your booking. Other costs for changing your booking can apply and need to be paid in total from the customer (e.g., shipping companies, airlines and other subcontractors).

Changes made later than 30 days before departure are considered cancellations and a new booking.

Cancellation

The following fees apply

- Cancellation can be made until 30 days before arrival with 100 % refund, the cancellation administration fee applies
- Cancellations made less than 30 days before arrival will not be refunded.
- Separate cancellation rules can apply. This will be mentioned clearly in the booking process.

No-show (non-attendance on departure)

The customer is obliged to attend at times as stated in the travel documents. Delays or other circumstances that prevent this are the customer's own risk. No-show (non-attendance on departure) is to be regarded as cancellation of the trip with no refund, and the organizer will cancel both stays and other services. In the event of a no-show, the amount paid will not be refunded

Insurance/cancellation protection

JVB Travel recommend that all customers need to have an active travel insurance throughout the trip, which covers cancellation before the trip, both damage to the customer and the customer's items, as well as other accidents that may occur during the trip and before.

Cancellations from JVB Travel

JVB Travel has the right to cancel the individual travel package if the number of places or occupancy rate JVB Travel has set as a condition for completing the travel package in his individual terms and condition have not been sold. The deadline will be as followed:

- 20 days prior to the departure date for travel packages lasting longer than 6 days.
- 7 days before the travel package starts for travel packages lasting from 2 to 6 days.
- 48 hours before the travel package starts for packages lasting less than 2 days.
- 24 hours for day tours

You will receive a written notice of this cancellation rules with the booking. JVB Travel will notify the customer of cancellation in accordance with this section as soon as possible. In the event of

JVB Travel AS

Org.nr 921 093 527 MVA

travel@jvb.no



cancellation in accordance with this section, all of the amounts paid by customers will be refunded as soon as possible.

Complaints

If you encounter errors or discrepancies along the way in relation to the travel documents you have received, and the relationship cannot be corrected on the spot, please make a written complaint directly to us at travel@jvb.no.

Force majeure

JVB Travel can cancel a trip without liability, if the package trip cannot be carried out due to unavoidable and extraordinary circumstances and the traveler is notified of the cancellation without undue delay. Such obstacles may, depending on the circumstances, be labor disputes, war or acts of war, natural disasters, dangerous infectious diseases or other events which must be equated with those mentioned above.

Disputes

Should a disagreement arise between the customer and JVB Travel regarding the understanding of JVB Travel general conditions, and the dispute cannot be resolved amicably, the traveler can bring the matter to Pakkereisenemnda, v/ Norsk ReiselivsForum Øvre Slottsgate 18 – 20, 0157 OSLO. Phone +47 22 54 60 00, within 4 weeks after a final answer from JVB Travel is available and JVB Travel has informed about this deadline. Both the traveler and the organizer can bring the Pakkereisenemndas decision before ordinary courts.

The buyer accepts Valdres District Court as venue. Every lawsuit against JVB Travel is governed by Norwegian law. Otherwise, reference is made to the agreement between the Norwegian Travel Industry Association and the Consumer Ombudsman.

JVB Travel AS has provided statutory bank guarantees to the Travel Guarantee Fund, PO Box 1807 Vika 0123 OSLO, telephone: +47 51 85 99 40, E-mail: firmapost@rgf.no

JVB Travel AS

Org.nr 921 093 527 MVA

travel@jvb.no