



JVB TRAVEL

Terms and Conditions for Tickets and Charter (M/B Bitihorn and Snowcoach)

These terms and conditions apply to the purchase of tickets and charter services with M/B Bitihorn and snowcoach transport through JVB Travel AS.

The transport itself is operated by JVB Vang AS.

These terms do not apply to package tours, which are regulated by JVB Travel's package travel terms: <https://jotunheimentravel.com/vilkar-og-betingelser/>

By purchasing a ticket or booking a charter, you accept these terms and conditions.

These terms apply from 01.05.2026.

1. General Terms

- JVB Travel AS is responsible for the sale and distribution of tickets.
- JVB Vang AS is the operator responsible for the transport service and its execution.
- The agreement for a ticket or charter becomes binding at the time of booking and payment.

2. Purchase of Tickets

- Tickets are sold through JVB Travel AS sales channels (websites, ticket offices and on board), as well as through partners.
- Purchases through external sales channels may have separate terms for changes and cancellations. These terms take precedence over the terms in this document.
- The ticket is valid only for the selected date and departure.
- Passengers must arrive well before departure. Failure to appear does not entitle the passenger to a refund.
- Tickets are personal and may not be resold.

3. Discounts for Groups and Tour Operators

M/B Bitihorn

- Groups of 10 persons or more may receive a discount code for booking via www.jvb.no. Discounts may be limited to selected departures.
- Tour operators may be granted access to JVB Travel AS's SalesAgent system (<https://agent.citybreak.com>). Access requires a valid agreement between JVB Travel AS



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and the tour operator. Tour operators must contact JVB Travel AS to enter into and sign such an agreement.

Snowcoach

- Discounts may be granted to groups and tour operators when purchasing tickets.
- Groups must contact JVB Travel AS to receive a group discount offer.
- Tour operators may be granted access to JVB Travel AS's SalesAgent system (<https://agent.citybreak.com>) for booking products. Such access requires a valid cooperation agreement between JVB Travel AS and the tour operator.

3. Charter

- Charter of M/B Bitihorn or snowcoach must be booked through JVB Travel AS.
- JVB Travel AS manages booking, payment and customer contact.
- Transport services are carried out by JVB Vang AS.
- A charter agreement is considered concluded once the booking has been confirmed in writing.
- Payment and cancellation terms for charters are stated in the booking confirmation. Different terms may apply and will then be communicated in the offer or contract, which will take precedence over these standard terms.

4. Changes and Cancellations

Tickets (regular travel)

- You may change or cancel your booking free of charge up to 8 days before departure.
- From 7 days before departure and until the time of departure, changes and cancellations are no longer possible, and the booking is non-refundable.
- Please note that different sales channels may apply their own terms and conditions. In such cases, the terms of the sales channel will override these conditions.

Charter

- Free cancellation up to 15 days before departure.
- Cancellation 14–7 days before departure: 50% of the agreed price will be charged.
- Cancellation later than 7 days before departure: The full price will be charged.
- Different terms may apply and will be communicated in the offer or contract.

Groups (including tour operators)

- A group is defined as more than 10 participants.
- For groups of 10 paying participants, one tour leader/guide travels free of charge.
- Changes in the number of participants of up to 50% may be made free of charge up to 15 days before departure.



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- Group discounts depend on the number of participants. The discount applies only if the agreed minimum number of participants has been reached and invoiced.
- The number of participants registered 14 days before departure will be invoiced.
- The invoice must be paid 7 days before departure.
- Unpaid invoices will result in tickets not being issued to the group.

5. Delays and Cancellation by the Operator

- JVB Vang AS may cancel departures or refuse passengers if safety or weather conditions require it.
- In case of cancellation, passengers will be offered a new departure or a full refund through JVB Travel AS.
- Neither JVB Travel AS nor JVB Vang AS is responsible for consequential losses, such as lost accommodation, connecting transport or other additional costs.

6. Specific Conditions for M/B Bitihorn

- Transport with M/B Bitihorn takes place on Lake Bygdin, a mountain lake with changing weather and wind conditions.
- Departure times and operations may be changed or cancelled if required due to weather or safety considerations.
- More information: www.jvb.no/mb-bitihorn/

Baggage Transport Conditions – M/B Bitihorn

Delivery: Baggage must be delivered at the departure pier no later than 15 minutes before departure, with a visible baggage tag.

Delivery at destination: The service is considered completed when the baggage has been placed on the pier at the destination according to the baggage tag. Delivery may fail due to extraordinary circumstances (weather, technical issues, natural events).

What can be transported: Backpacks, bags, suitcases, boxes etc. Maximum weight per item: 35 kg. Dangerous goods (petrol, diesel, gas etc.) are not permitted. Small quantities of gas/fuel for cooking equipment are allowed.

Additional charges may apply if several items are packed or tied together to appear as one unit.

Price: see price list.

Definitions

- Item = one unit (backpack, bag, suitcase)



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- Route = one transport section between Bygdin, Torfinnsbu and Eidsbugarden
- On board = from the start of loading until unloading is completed

Compensation

- JVB Vang accepts responsibility only while the baggage is on board.
- Compensation for damage, loss or delay is limited to the price of the transport.

7. Specific Conditions for Snowcoach

- The transport operates during winter on the route Tyin – Eidsbugarden.
- Departures may be affected by weather and snow conditions.
- Baggage may be transported subject to available capacity, maximum 25 kg per item. Larger items must be agreed in advance.
- Baggage must be packed so that it can withstand demanding winter transport conditions. JVB Vang is not responsible for damage caused by insufficient packaging.
- More information: www.jvb.no/beltebil

Baggage Transport Conditions – Snowcoach

Delivery: Baggage must be delivered at the designated location no later than 15 minutes before departure, with a visible baggage tag.

The snowcoach must be notified by phone in case of baggage-only transport (SMS is not accepted).

Delivery at destination: The service is considered completed when the baggage has been placed at the designated location according to the baggage tag.

Delivery may fail due to extraordinary circumstances (weather, technical issues, natural events).

What can be transported: Backpacks, bags, suitcases, boxes, skis, ski poles and ski bags. Maximum weight per item: 25 kg. Dangerous goods (petrol, diesel, gas etc.) are not permitted. Exception: skis and ski equipment packed in a ski bag or tied together. Additional charges may apply if items are packed together as one unit.

When transport can take place: Only on scheduled snowcoach departures with passenger bookings.

JVB Vang may refuse baggage transport in case of:

- insufficient space
- late delivery
- incorrect delivery location



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- missing passenger booking

Transport may still be performed on other departures subject to payment of the minimum price according to the price list.

Price: see price list.

Definitions

- Item = one unit (backpack, bag, suitcase, ski bag)
- Route = one transport section Tyin – Eidsbugarden / Fondsbu / Tyinholmen or vice versa
- On board = from the start of loading until unloading is completed
- Delay = more than 1 hour later than scheduled arrival time

Compensation

- JVB Vang accepts responsibility only while the baggage is on board.
- Compensation for damage, loss or delay is limited to the price of the transport.
- No compensation is given for delays caused by circumstances mentioned under Delivery.

8. Liability

- JVB Vang AS is responsible for the transport itself in accordance with applicable laws and regulations.
- JVB Travel AS is responsible for ticket sales and customer service.
- Neither JVB Travel AS nor JVB Vang AS is responsible for loss or damage to personal baggage, unless caused by gross negligence by the company.
- Passengers must follow instructions given by crew or driver.

9. Validity of Discounted Return Tickets

- A discounted return ticket is valid only for the day it is booked.
- The ticket is personal and linked to the traveler from the start of the journey.

10. Prices

- All prices are stated in Norwegian kroner (NOK).
- Prices include VAT.
- The total cost is shown before booking and includes all taxes, fees and possible delivery costs.

11. Privacy

- JVB Travel AS processes personal data in accordance with applicable regulations.



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- The information is used only for ticket administration and communication related to the trip.

12. Contact

JVB Travel AS (ticket sales and customer service)

Organization number: 921093527 MVA

Phone: +47 91 11 11 30

Email: travel@jvb.no

JVB Travel AS

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