



Terms and conditions for registration and participation in events organized by Jotunheimen Arrangement AS

When registering several participants, you are obliged to inform the other participants about the terms and conditions.

1. Registration/Conclusion of the agreement

The agreement between Jotunheimen Arrangement AS and the participant(s) is deemed concluded upon the participant's registration. When using online registration/booking, this applies when the registration fee has been paid. The agreement is then binding between the parties.

2. What is included in the price of the event?

Included in the price of the event is: - An event leader (guide/instructor/tour leader) - All personal safety equipment unless otherwise clearly specified in the information about the event: - climbing equipment (harness with necessary equipment/accessories, helmet, crampons, ice axe, rope)

3. Terms of payment

3.1 Payment

When registering for an event, the agreement is considered legally binding, and the customer will have a responsibility to fulfill the payment.

3.2 Deposit

Tours with a cost of less than NOK 2500 per participant will be invoiced in full, and do not require any deposit.

A deposit is invoiced for tours with a cost of more than NOK 2500 per participant.

The exception is Galdhøpiggen privat, which is invoiced in full.

3.3 Refund

For tours that cost less than NOK 2,500 per participant, there is normally not given any refunds.

4. Special conditions in the agreement

4.1 Cancellation protection and travel insurance

Jotunheimen Arrangement AS does not offer cancellation protection, travel insurance or accident insurance for our events. We recommend that each individual participant takes out their own travel/accident insurance.

4.2 Health information

The participant(s) must disclose all health-related details/information that may have an impact on the safety during the event.

If the participant's health is not good enough to be able to carry out the event, Jotunheimen Arrangement AS reserves the right to deny the participant participation. Purchased tickets are normally not refunded.

4.3 Risks associated with mountain sport events

Participation in mountain sport events involves a certain risk of accidents and injuries. With mountain sport events, we're referring to climbing in the mountains and on lowland cliffs, ice climbing, glacier hiking and ski trips outside marked trails. Participant(s) must comply with the event leader's instructions related to safety and route choices for the entire duration of the event.

Jotunheimen Arrangement AS undertake no financial obligations as a result of damage to equipment or any personal injuries, provided that the incident/accident is not due to gross negligence on the part of the event leader.

4.4 Jotunheimen Arrangement AS expertise

Jotunheimen Arrangement AS wants to minimize the risk associated with the type of events organized by our company, by using event leaders/guides with sufficient experience. The event leader/guide has the overall responsibility for the safety of the group during the event. This is a person with good knowledge about safety, possible dangers and how to lead and handle groups. The event shall, to the greatest extent possible, be adapted to the group's requirements and needs.

4.5 Loss of equipment

If there is a self-inflicted loss of borrowed equipment from Jotunheimen Arrangement AS, the participant(s) must replace the equipment.

4.6 Restrictions while on the tour

It is not permitted to bring animals on the tour.

It is not permitted to have children in a carrier while hiking over a glacier.

It is not allowed to be too poorly dressed, see our recommended clothing list for more information.

If these restrictions are not accommodated, we can deny the participant to participate in the event and costs will not be refunded.

4.7 Attendance

As a participant you must familiarize yourself with the attendance time and place/location.

It is the participant's responsibility to arrive at the right time and place/location for the tour.

If a participant arrives too late, ticket costs are not refunded.

4.8 During the event

In order for the guide/tour leader to be able to be responsible for the safety of the group, the participants must conform to this:

Follow the guide's instructions throughout the whole event.

Align themselves as part of the group.

Stop/wait at agreed places/locations.

4.9 Resale

When reselling tickets, the seller must inform Jotunheimen Arrangement AS about the contact information of new participants.

When reselling tickets, the seller is obliged to inform the buyer about these terms and conditions clauses 1-6.

When reselling tickets, it is illegal for the seller to use markup pricing. The tickets cannot be resold at a higher price than the original price set by Jotunheimen Arrangement AS. This is regulated by the Norwegian law *Svartebørsloven* (The black market law).

5. Participant's right to cancel the event

5.1 Cancellation

A purchased ticket cannot be cancelled.

5.2 In the event of a sudden and serious illness or accident

Same conditions as under section 5.1. In the event of sudden illness, this is covered by the participant's travel insurance.

6. Jotunheimen Arrangement AS's right to cancel an event

6.1 Too few registered participants

Jotunheimen Arrangement AS can cancel an individual event if the number of sold tickets do not meet the required number that Jotunheimen Arrangement AS has set as a condition for carrying out the event.

In the event of cancellation, a notice of this must be given to the participant within a reasonable time.

If we have to cancel an event because of too few registered participants, the participant's paid amount will be refunded as soon as possible.

6.2 Bad weather or conditions

If we cannot start or complete the tour due to safety reasons, purchased tickets will normally not be refunded. In cases where we have the capacity to offer a new tour, we will strive to do so as long as it is possible.