

Purchase Terms and Conditions

1. Company Information & Booking System

The booking system on **NordicPaddling.no** is provided by **Bookspot** (OutVentures AB, registration number 559241-7819) in collaboration with **Nordic Paddling AS** (registration number 922 725 941). Information and images on the website are owned by the company or partners and may not be copied without permission.

Contact Address:
Nordic Paddling AS
Fossmorkvegen 380
4110 Forsand
Norway

2. Prices

All prices are quoted in **NOK** (Norwegian Krone) and include Norwegian VAT (MVA). In the shopping cart, you can see the total price including all fees.

3. Payment

3.1 Payment Methods

Payment is made through the selected payment method at the checkout, processed securely by Stripe. We accept major credit and debit cards (Visa, MasterCard, Maestro).

- **Standard Bookings:** Your payment card will be charged immediately upon booking.
- **Multi-Day Trips (Advance Booking):** For multi-day trips booked more than 60 days in advance, a **10% non-refundable deposit** is charged at the time of booking. The remaining balance is due 60 days before the trip start date.

3.2 Electronic Payment

All online payments via the Site are made at the time of booking (or as per the deposit schedule above).

4. Cancellation, Refunds & Rebooking

Unlike standard retail goods, specific cancellation terms apply to our tours, courses, and rentals.

4.1 Day Tours and Courses

- **More than 1 week before the trip/course:** 100% refund.
- **Less than 1 week before the trip/course:** No refund.
- *Note:* A refund fee of 200 NOK applies to cancellations, covering administrative costs.

4.2 Multi-Day Tours

- **More than two months before the trip:** 100% refund minus deposit and refund fee

(200 NOK).

- **Two months or less before the trip:** No refund.

4.3 Rentals (Kayaks & Gear)

- All changes to rental bookings are treated as cancellations. It is not possible to move dates or add people to an existing booking without rebooking.
- **More than 5 days before the rental date:** 100% refund.
- **5 days or less before the rental date:** No refund.

4.4 Cancellations by Nordic Paddling (Force Majeure / Safety)

Safety comes first. In the event of cancellations due to unsafe weather conditions or force majeure (as defined in Section 8), Nordic Paddling will offer:

1. A rescheduling of the trip/rental (if possible).
2. A credit/voucher for a future trip/rental.
3. A full refund of costs paid (minus third-party booking fees already incurred).

4.5 Illness

Cancellations due to guest illness are generally considered a risk covered by the guest's travel insurance. Unless you have purchased the Rebooking Guarantee (and reschedule within the valid time limit), we are unable to refund or reschedule sessions due to illness.

4.6 Rebooking Guarantee (Optional Add-on)

We offer an optional Rebooking Guarantee which can be purchased at checkout for select products.

- **Effect:** If you purchase this guarantee, you may reschedule your booking to a new date up to the specific deadline stated for the product at the time of purchase.
- **Conditions:**
 - The guarantee must be purchased at the same time as the booking; it cannot be added later.
 - The specific cancellation window (e.g., 12 hours, 7 days, etc.) varies by product and is clearly stated when selecting the guarantee.
 - The cost of the guarantee varies by product and is non-refundable.
 - Rebooking is subject to availability on future dates.

5. Processing of Personal Data

To receive, handle, and deliver your order, Nordic Paddling AS will process your personal data. All processing of personal data is done in accordance with applicable data protection legislation (GDPR). You can read more about how we process your personal data in Annex 1.

6. Contact & Customer Service

Contact Nordic Paddling AS via email: info@nordicpaddling.no

7. Cookies

A cookie is a text file sent from a webpage to your computer. Cookies are used to store, for

example, login information or your shopping cart while you browse. If your web browser is set to not accept cookies, you may not be able to place an order on our site. We do not use cookies to store personal information about you.

8. Force Majeure

Nordic Paddling will not be liable for failure to fulfill obligations due to circumstances beyond our control ("Extraordinary circumstances"). This includes, but is not limited to, warfare, terrorism, civil strife, natural disasters, weather conditions that make it impossible to travel safely, fire, or unavoidable technical problems with transport.

9. Disputes & Laws

Norwegian law shall apply to all purchases under these terms and conditions. Disputes concerning purchases under these terms and conditions shall exclusively be decided by a **Norwegian court**.

General Terms and Conditions

These general conditions govern the participation in activities, rentals, and courses organized by Nordic Paddling. By booking a Trip or Rental, you agree to these conditions.

1. Requirements for Participation (Tours & Courses)

1.1 Skills and Level of Physical Fitness

Each course/Trip offered by Nordic Paddling is labelled with a symbol that indicates the Trip's level of kayak difficulty. It is your responsibility, prior to booking, to determine whether You are physically fit and skilled enough to safely complete the Trip. Being a capable swimmer is required for all of our kayaking activities. If our guide determines that You are neither skilled nor physically fit enough to safely complete the Trip, the guide has the right to turn You around. In such a case, You will not be eligible for a refund.

1.2 Alcohol and Drugs

Being affected by alcohol and/or drugs during activities is not allowed. Guides will refuse participation of intoxicated participants. In such a case, You will not be eligible for a refund.

1.3 Age and Size

- **Multi-Day Trips:** Participants must be 16 years or above.
- **Day Trips:** Participants must be 12 years or above.
Our kayaks and equipment can take up to 110kg per person. It is Your responsibility to make sure all participants meet these requirements prior to booking.

1.4 Advance Preparations

You are required to arrive prepared as described in the Trip's online Product Description and the Trip Information Sheet sent to you. If you show up without necessary clothing/equipment, Nordic Paddling has the right to deny participation without refund.

1.5 Meeting Location / No Show

You must arrive at Your chosen location at least 15 minutes before the pick-up/start time.

- **No Show:** In the event that You are not present and ready to depart at your scheduled pick-up time and location (otherwise known as a 'no show'), Nordic Paddling's guide must continue without You. In such cases, Nordic Paddling will make no refunds.
- **Late Arrival:** If You arrive late, You risk that the Trip starts without You. If it is possible for Nordic Paddling to arrange alternative logistics to get You on the Trip, all extra costs must be covered by You.

1.6 Dietary Requirements

If your trip includes meals, you must communicate special dietary requirements at least 1 week before the start of the Trip. Special diets may incur a surcharge due to higher sourcing costs.

2. Rental Terms and Conditions (Kayaks & Gear)

The requirements for renting a kayak vary throughout the year. Water temperature is a central factor for safety and clothing requirements.

2.1. Summer Paddling (Water temperature above 15°C)

To rent a kayak during this period, you must:

- Be over 16 years of age.
- Hold a NPF Våttkort (Norwegian Paddle Association), BC 2 (British Canoeing), ACA 2 (American Canoeing Association), or EPP 2.
- **Note:** Each person renting a kayak with a valid card may bring **one friend** who does not hold a card. However, we encourage everyone to take a course.

2.2. Spring & Autumn Paddling (Water temperature 10 - 15°C)

Due to lower temperatures and fewer daylight hours, margins are smaller. To rent a kayak during this period, you must:

- Be over 16 years of age.
- Hold a valid Våttkort/BC 2/ACA 2/EPP 2. (The "bring a friend" rule applies).
- **Clothing:** You must wear a wetsuit (with a windproof/waterproof jacket over it) or a dry suit. You must wear wool or thermal underwear underneath.
- Do not paddle after sunset.

2.3. Winter Paddling (Water temperature under 10°C)

Due to very low water temperatures, potential ice, and darkness, margins are extremely small.

- Be over 16 years of age.
- Hold a valid Våttkort/BC 2/ACA 2/EPP 2.
- **Group:** You must be at least **two persons** paddling together, and **both** must hold a valid card.
- **Clothing:** You must use a **dry suit** with wool/thermal underwear.
- Do not paddle after sunset. Kayaks must be returned within opening hours on the same day.

2.4. Accidents, Damages & Loss

- **Reporting:** Any damage to equipment must be reported upon return.
- **Liability:** Costs for repairing damage resulting from negligent use may be charged to the renter. In the event of loss of a kayak or other equipment, you are responsible for the full replacement cost.
- **Accidents:** In case of accidents or problems during the trip, contact Nordic Paddling immediately.

2.5. Liability Declaration for Rentals

By renting a kayak, you confirm:

- I master partner rescue and/or self-rescue and possess sufficient knowledge for the conditions.
- I am aware that kayaking involves risk and rent at my own risk.
- I am over 16 years of age and hold the required certificate.
- I am responsible for checking that the kayak is seaworthy before launching.
- I will show special consideration for ferries/boat traffic and keep a safe distance.
- Late return of equipment may incur additional fees.

3. Photos / Video

During a course or trip, pictures of participants may be taken for use in Nordic Paddling's publications and media. If you do not want pictures taken, you must inform the Trip leader of this when the Trip starts.

4. Risk and Liability

You acknowledge that while we follow strict HMS (safety) routines, all travel involves an element of risk. Trips offered by Nordic Paddling are adventurous and can be potentially hazardous.

- **Own Risk:** You assume responsibility for Your own actions and must exercise sound judgement. Any wild food consumed during a trip is done so at your own risk.
- **Customer Consent:** Prior to trip commencement, You will be asked to sign a Customer Consent form confirming you understand the risks, have no undisclosed medical conditions, are not intoxicated, and agree to follow guide instructions.
- **Luggage:** Nordic Paddling cannot be held responsible for loss of luggage stored in our vehicles or possession.

5. Insurance

You are strongly encouraged to obtain suitable medical and travel insurance prior to booking a Trip, as well as cancellation insurance. You must carry proof of valid travel insurance covering all activities and geographic regions related to Your Trip.

Annex 1, Personal Data Processing

Nordic Paddling AS, registration number 922 725 941, processes personal data in connection with trade on <https://nordicpaddling.no> and is responsible for the processing of personal data. Personal data is processed for Nordic Paddling AS to provide its services, primarily for the following purposes ("Purposes"):

- To receive and process your booking.
- To handle any cancellations or rebookings.
- To send you digital notifications regarding booking status and safety information (Trip Information Sheets).
- To answer your questions and inform you about new or changed services.
- To send marketing offers such as newsletters (only with consent).
- To send you surveys that allow you to influence Nordic Paddling's offers.

The processed data includes the information you provide, such as contact information (name, email, phone number) and necessary details for safety (height/weight/dietary requirements for equipment and meals). The Personal Data is necessary for Nordic Paddling AS to achieve the Purposes.

The main legal basis for the processing is that the processing is necessary for Nordic Paddling AS to fulfill its obligations to its customers (the contract). Some processing is also based on Nordic Paddling AS's legitimate interest in conducting business efficiently and securely (Safety/HMS).

The Personal Data may be shared with authorities and other parties that Nordic Paddling AS engages to achieve the Purposes (e.g., booking systems like Bookspot and **payment processors like Stripe**). The processing of Personal Data will continue for as long as necessary to fulfill the Purposes or as long as Nordic Paddling AS is obliged to do so by law (e.g., accounting laws).

If you have any questions regarding the processing of Personal Data, you can contact Nordic Paddling AS via info@nordicpaddling.no. You have the right to lodge a complaint with the Norwegian Data Protection Authority (**Datatilsynet**) if you believe your data is being processed in violation of applicable regulations.

Your rights under the GDPR include:

- Right of access (Article 15)
- Right to rectification (Article 16)
- Right to erasure / "right to be forgotten" (Article 17)
- Right to restriction of processing (Article 18)
- Right to data portability (Article 20)
- Right to object (Article 21)