

# OffTrack Experience

## Terms and Conditions for Activities, Accommodation, and Rentals at OffTrack Experience

### 1. Agreement

Unless a separate written agreement is made, this is a binding agreement between **OffTrack Experience** (hereafter referred to as *The Arranger*) and the customer (referred to as *The Client*). Otherwise, all laws and regulations relating to tourism in Norway and Svalbard apply for package tours and other travel with OffTrack Experience.

### 2. Booking

When the Arranger sends a booking confirmation to the Client, the booking is considered accepted unless the Client immediately gives written notice concerning discrepancies or errors in the booking.

### 3. Payment

Bookings can be paid via **Bank Transfer** or **Credit Card**.

- Reservations under NOK 10,000, and reservations made online, will be charged in full immediately.
- Reservations above NOK 10,000 will be charged **20% at the booking date**, and the full amount must be paid **3 months before the activity**.

### 4. Cancellation Rules

Only **written cancellations** are valid. No refunds will be given for last-minute cancellations due to flights, lack of a valid driver's license, lack of a valid passport, sickness, or other personal reasons. We strongly recommend that customers purchase personal travel insurance.

Refunds based on timing of cancellation:

- **6 months or more** prior: 100% refund
- **6 to 3 months** prior: 80% refund
- **3 to 1 month** prior: 20% refund
- **Less than 1 month** prior: no refund

### 5. Program Changes on a Guided Tour

Extreme weather or other safety concerns may force changes to the program. In such cases, **no refunds** will be given.

OffTrack Experience reserves the right to cancel an activity if:

- The minimum number of participants is not reached
- Conditions are unsafe

In these cases, clients will receive a **full refund**.

## 6. Responsibility and Liability

Participants must evaluate whether they are physically and mentally prepared for participation.

Participants must obey all instructions from guides. OffTrack Experience may refuse participation if a participant poses a safety risk — in which case, **50% of the total amount will be refunded**.

During activities, participants must **not** be under the influence of alcohol or drugs. Participants may be held liable for damage caused by negligence.

## 7. Complaints

Any complaints should be addressed to OffTrack Experience **as soon as possible**.

If unresolved, complaints must be submitted **in writing within one month** after the date of the activity, accommodation, or rental.

## 8. Insurance

OffTrack Experience activities are covered by **liability insurance**.

The company is **not liable** for accidents, injuries, damages, or loss outside its control.

## 9. Misprint and Price Changes

OffTrack Experience is **not responsible for typographical errors** and reserves the right to change programs or adjust prices without notice.

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