

# Terms and Conditions

## Booking and Payment

### Group Tours

To secure your spot on the tour, full payment is required at the time of booking. Reservations are confirmed upon receipt of payment, and availability is subject to change until payment is received. All prices are in NOK. Failure to submit full payment may result in the cancellation of your reservation. Once payment is received, the booking is considered confirmed, and our cancellation policy applies. Please review our cancellation policy for details on refunds and cancellations

### Private Tours and Tailored Experiences

- At the time of reservation, Njord will charge 50% of the product price as a down payment.
- The remaining 50% of the tour cost shall be paid no less than 30 days prior to departure. Please be aware that your request will only be reserved after a down payment is made. Sending us an inquiry will not secure a tour.
- If the balance is not paid within 30 days prior to the trip start, Njord reserves the right to cancel your booking.
- For tours requested within 30 days before the planned tour date, Njord charges 100%.

## Cancellation

- If canceled 30 days before the activity starts, the participant must pay 50% of the total price.
- In case of cancellation during the last 30 days before the activity day, the participant must pay the full total price.
- We recommend all our customers to have valid travel insurance covering cancellation issues.

## Amendments

In the event of a change in registration, a change fee of NOK 200 per registered person will apply.

Changes from the organizer before the activity starts or cancellation of activities Njord AS can change the terms of the agreement to the participant's disadvantage only if it is necessary due to external circumstances or changed conditions.

## Weather Conditions

If the planned activity is not possible to carry out due to weather conditions, the customer will be offered an alternative arrangement. The specifics of these arrangements are detailed below.

### 2-3-Hour Group Tours

In the event of a cancellation of a 3-hour kayak trip due to weather conditions, Njord will set up a guided hike to Brekkefossen waterfall as compensation. This alternative arrangement is designed to provide a comparable experience to the original booking.

### Overnight Group Tours

For overnight trips that are impacted by weather conditions, we offer the following options:

- Rescheduling: The customer may choose to reschedule their tour to a different date that suits them, subject to availability.
- Alternative Routes and Tours: We can propose alternative routes and tours that are safe and enjoyable, taking into account the prevailing weather conditions.

### Private Tours and Tailored Experiences

For private tours affected by weather conditions, we will come up with alternative suggestions tailored to the preferences and safety of the group.

Please note that the safety and satisfaction of our customers are our top priorities.

## Age

Persons under the age of 18 must have a signature on a self-declaration from the responsible parent to participate in activities. Persons under the age of 15 must be accompanied by a responsible person. On selected trips, this can be deviated from by agreement. A number of trips have specific age limits, these are specified in each trip description and in the self-declaration. It is up to each individual guest to familiarize themselves with the age limits before booking a trip.

## This is included in the price

Each activity on this website specifies what is included in the price regarding equipment, transport, and food. This may vary on different products and activities.

## Insurance

Insurance is not included in the price. The participant is recommended to review his/her accident insurance to make sure that it covers the current activity.

## Arrangement

Njord AS will not pay costs that are caused by the participants' poor condition or other personal circumstances. The participation fee will not be discounted in connection with an interrupted activity. Njord AS' instructors have the right to reject participants if the participant's lack of condition and/or equipment prevents the group from carrying out the activity according to the set plan. Njord AS' instructors have the right to change the activity plan due to incidents that are outside Njord AS' control.

## The Participant's Responsibility During an Activity

I agree that Njord or its guides cannot be held responsible for personal injury, equipment loss or damage when this is caused as a consequence of not following instructions given.

## Guided Tours

- The participant is obliged to follow the instructions given by the instructor or by another person hired by Njord AS. The participant is obliged to respect the rules of order applying to the activity, transport, course facilities etc. and act in a way that other course participants or external persons are not disturbed or suffer discomfort. If the participant significantly violates this, Njord AS may expel the relevant participant.
- The participant is responsible for and must compensate for the damage he/she causes Njord AS through negligence, for example by not following instructions or regulations. The participant is also responsible for and must compensate for the damage that he/she has caused to Njord AS in the event of an offense or others that Njord AS has hired.

## Rentals

- For all kayak and SUP rentals the following statement must be agreed to:  
*"I hereby state that I take full responsibility for my own safety during the rental period. I am aware that sea kayaking has certain risks, and I will consider these risks when I am on the water. I will return the equipment in the same state as when I was given it."*
- If the equipment is not returned within the rental period, or damaged in any way, Njord AS is entitled to put down extra costs according to the delay or damage. For kayak or SUP rentals we will not refund payments or cancel if the weather conditions are unsatisfactory to customers (rain, wind, etc.). If there is room in our schedule, we may be able to rebook the rental.
- We reserve the right to refuse services or rentals to anyone who is: underage and unaccompanied, intoxicated or otherwise impaired, unruly or overtly irresponsible, and shows signs of obviously bad judgment.
- Please be aware that we will not refund pre-payments to persons that have been refused rentals on any of the above grounds.

## Claims and Complaints

Remarks or complaints about the activity must be brought forward on the spot immediately and not at the end of the activity or afterwards. This gives the organizer an opportunity to rectify the matter. It is also a prerequisite for Njord AS to be able to process a possible written complaint. A written complaint must be received by Njord AS no later than one month after the end of the activity. Due to this, no response can be expected until after this time. If the parties reach an agreement or a settlement is agreed upon on the spot, no further claims can be made after returning home.

## Dispute Resolution

The parties should try to resolve disputes concerning the interpretation of the agreement through negotiations. If the parties do not agree, the dispute can be tried by Forlikrådet (the Conciliation Board) or by a general court.

## Photos and Social Media

By agreeing to these terms and conditions you have given Njord AS your consent and agreed to allow our guides and other guests to take photos of/with you and the group you book on the behalf of to allow Njord to use these photos on social media/web page/ads. If you do not wish to give us consent to post photos of you, send us an email to [office.njord@gmail.com](mailto:office.njord@gmail.com).

## All Rights Reserved

Njord AS reserves the right to change prices, and cannot be held responsible for misprints in text, images and links on our web pages. We reserve the right to make changes that may arise after completion of the material and schedules. We also reserve the right to make changes to prices and terms and conditions.