



# Paddle the Fjords of Norway

- we leave no trace, only ripples in the water -



## Kayak tour and rental: Terms & Conditions 2017 season

### General conditions

We in Njord value you highly as a customer. Together with our guides we will do our utmost to provide a friendly atmosphere whilst having with a fun, relaxing and safe experience.

- These "Terms & Conditions" apply for any booking, that be a course, tour or rental
- Njord observes strict health & safety procedures, however when dealing with nature there always exists an element of risk. Please be aware that both kayaking and hiking do carry a small degree of risk.
- Safety instructions will be given before every tour; all our guests must agree to follow these instructions.
- Njord or our guides cannot be held responsible for personal injury, equipment loss or damage when this is caused as a consequence of not following instructions given.
- Any lawsuit against Njord or any of our guides must be carried out in a Norwegian court, following the laws of Norway.
- All our guides are trained in First Aid. On all tours they bring safety equipment, first aid equipment and communication devices, mobile phone or VHF.
- We reserve the right to make changes to the schedule or to cancel any tour or arrangement due to health, safety and weather conditions.
- We reserve the right to make changes and adjustments to these terms and conditions without prior notification to any client. We will do our utmost to fulfill the terms that you agreed upon when booking. Cancellation policy is not changeable.
- We recommend all guests to have their own personal travel / medical insurance.
- Please be aware that tours and rentals that are booked for a specific time period are not subject to a "cooling off period" according to Norwegian consumer law.
- By paying for a tour we will assume that any client have read and agreed to our terms and conditions.
- Please be aware that, though we believe the client is, most of the time, right, we adhere to our company policy and maintain the right to refuse service to anyone who exhibits any or all of the above criteria.

### Rentals

- For all kayak rentals the following statement must be agreed to:  
*"I hereby state that I take the full responsibility for my own safety during the rental period. I am aware that seakayaking 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 is entitled to put down extra costs according to the delay or damage."*
- For kayak rentals we will not refund payments or cancel if the weather conditions are unsatisfactory to customers (rain, wind, sleet, snow etc). If there is room in our schedule we may be able to rebook the rental.
- Anyone interested in renting from us or signing up for a tour, should know that we exercise safety precautions in all that we do.
- First time renters may be asked to:- take a safety course in sea kayaking (not diving, swimming, or any other water sport), - perform a self-rescue, - attend an instructional class on wet exit drills (practice release of spray skirts) and rescues, or -rent and/or wear a wetsuit or other appropriate protective garment
- All renters will be encouraged to exercise sound judgment, seamanship and self-responsibility.
- We reserve the right to refuse services or rentals to anyone who is: - underage and unaccompanied; - intoxicated or otherwise impaired; - unruly or overtly irresponsible; - show 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.

### Booking and payment

Our daily scheduled kayak tours, overnight tours, courses and kayak rentals have to be booked and paid in advance; in our webshop; by phone to 0047 91 32 66 28; by e-mail to [post@kajakk.com](mailto:post@kajakk.com); at one of our sales agents or at the beach in Flåm. All bookings are payable by VISA or Master Card.

- The booking is binding when payment is done. Please print the confirmation voucher for proof of transaction and bring this with you to our base.
- Bookings done online in web shop - must be paid 100% in advance
- All invoices are liable for a 5% interest charge when overdue, minimum fee is NOK 100, if invoice is not paid within due date we reserve the right to cancel the booking.
- All our rates are VAT inclusive (25%), only guided tours are VAT free.
- Child price is between 6 and 13 years. If client purchases a child price tours to obviously older children the guide is required to ask for proof of age for this child

### Bookings done via e-mail (rentals, overnight tours, larger groups via agents):

Bookings valued under NOK 6500:

- Clients are required to pay 100 % in advance. This is done by card or bank transfer.
- For all users of our secure link payment solution E-pay there will be an extra 2, 15% charge to cover card company fees. For international bank transfers there will be a NOK 120 banking fee for transfers under NOK 6500. Receipt and voucher will be sent to you by e-mail after payment.
- Bookings are only placed in our calendar after deposit or full payment is received.

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# Paddle the Fjords of Norway

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Bookings valued over NOK 6500:

- Customer is required to pay a 25 % non refundable deposit in advance. Bookings are only placed in our calendar after deposit or full payment is received
- Payment can be done via E-pay or bank transfer. Invoice for bank transfer will be issued if requested.
- For all users of our secure link payment solution E-pay there will be a 2, 15% charge to cover card company fees. For international bank transfers we will cover the cost in Norway. Receipt and voucher will be sent to you on e-mail after payment. Bookings are only placed in our calendar after deposit or full payment is received.
- Full payment will be due within 10 days after invoicing and at the latest 60 days (8 weeks) before the tour/event.

## Cancellation policy

- If client cancel before tour start, the following refund will apply:
  - The 25% non-refundable deposit will not be refunded.
  - If you have paid 100 % in advance the following refund rates will apply:
    - Over 60 days before departure date: 75 % of any balance paid will be refunded.
    - 59 to 30 days prior to departure 50% of the trip cost
    - 29 or fewer days prior to departure 0% of trip cost.
  - From any refunds we will deduct NOK 120 for international bank transfer fees
- Once the tour has started there is no possibility for rescheduling. We reckon a tour as started at the given meeting time, 10 to 15 minutes before departure. This is valid even if there is only one person booked on.
- Please make sure to be in place 10 to 15 minutes before tour starts, if you are late the group may leave without you. If this occurs we will not refund or rebook your tour.
- If a client knows that he/she will be late, be advised to call in well in advance and we will do our best to book you onto another tour. Be aware that any rebooking is subject to availability and not guaranteed.
- To make cancellations, please send the booking confirmation by e-mail to [post@kajakk.com](mailto:post@kajakk.com) . Please state your own and your banks name and full address, bank account number with IBAN and SWIFT / BIC codes for repayment.
- We reserve the right of Force Majeure if an event beyond our control prevents your booking from being fulfilled. These are events and circumstances which we cannot, even with due care, have foreseen or avoided. Such events may include, but are not limited to, war, threat of war, civil commotion or strife, hostilities, strikes or other industrial dispute, natural disaster, fire, act of God, terrorist activities, technical problems with transportation, closures of airports, ports and/or ferries, quarantine, epidemics, wind and weather conditions, government action or other events outside our control.
- If a Force Majeure situation occur, refunds will not be issued, we will do our best to reschedule your tour
- Cancellations by Njord in advance of tour: We offer a new tour later or refund 100 %, we do not cover international bank fees.
- Rescheduling can be agreed for up to 2 years after the agreed upon tour or rental, it can also be handed over to friends or family.

## Health and fitness

Though our regular scheduled tours are not strenuous, we highly recommend that you arrange personal travel/ medical insurance.

Please advise your guide if you have any physical conditions that may affect your enjoyment of our kayak tour or hike.

As we have a guide ratio of 1 guide per 8 guests, we are normally able to tailor the pace of the tour which enables you to paddle at your own pace. If you are after strenuous exercise, please be aware that our regular tours are not meant to be this, you will be asked to adjust your speed to the other clients and the guides pace.

## Weather and safety

Our tours and hikes are in wilderness environments and will be affected by the weather. The weather in the Fjords of Western Norway can be very changeable both to temperatures and type of weather. On our tours you might experience both sunshine, rain, wind, calm and a variety of temperatures on the same day. We recommend bringing warm and waterproof clothing. For multiday tours please pay close attention to the list of recommended items to bring.

## Environmental profile

Njord operates strictly with a no-impact profile. Our tours have zero emissions and will leave only ripples in the water as a sign that we have been in an area. All food served on our tours will be purchased locally and preferably grown and made locally, thus supporting the local community. We do not use disposable plates, cups or cutlery. We aim to reduce vehicular transport down to an absolute minimum. We purchase CO2 quotas in order to be a zero emission company.

## Guide training

Njord has a policy of training and employing local guides. We aim to employ at least 50% local guides and instructors. Every season we have local youths in as trainee guides. All Njord Guides are either qualified through the Norwegian Canoe Association (NPF), British Canoe Union (BCU) or American Canoe Union (ACA). In addition all guides have been a part of Njords two week Guide Training Programme. This programme focus on; Safety issues; Technical kayaking skills; Customer relations; Guide skills; Local culture and history; Environmental awareness. All guides must have a 8 hour First Aid qualification.

## Group size

For the daily tours we have a minimum number of 2 clients and maximum 9 per guide. With a minimum 1-week advance booking we may be able to increase the maximum number of clients to 24, the number of guides will increase by 1 to 9. This is valid for all tours except the safety course and our multi day tours. Children aged 5 to 13 must be accompanied by a parent or guardian.

## Equipment

On all tours we are using stable and spacious double kayaks. All clients will be equipped with paddle, paddle jacket, buoyancy aid, spray skirt, paddle float and pump. As a general rule no clients on tours paddle single kayaks, kayak skills courses are given in single kayaks. We always give a safety and skills instruction before the trip starts.

## Location

We are located on the beach in Flåm, find [Njord Kayak Centre on Google Maps](#)

On special request we do arrange tours in other areas of the west coast of Norway, this will entail a additional cost due to loading and transportation of kayaks and equipment.