

FULL TERMS AND CONDITIONS

ICETROLL
GLACIER HIKING & KAYAKING



ELVEPURKA A/S operates as ICETROLL (Glacier and Kayaking tours) and ELVEPURKA (Rafting)

Minimum Numbers

All Adventures require a minimum number of participants to operate. If the minimum number of participants is not reached for your particular activity your tour will be postponed and we will offer alternative dates. Please see below for our refund policy.

Bad Weather

By booking with ELVEPURKA A/S you are committed to doing this adventure. To guarantee the quality of your experience and for safety reasons sometimes bookings may have to be rescheduled. The decision to postpone the day will be made by ELVEPURKA A/S Staff. Participants not turning up will lose 100% of their payment. If a day is postponed due to weather, alternative times or dates will be offered where available. Our guides will keep a close eye on the weather forecast on days leading up to the event so that if we need to reschedule the event you will receive notification either via email and/or phone as soon as we know ourselves. ELVEPURKA A/S will not reimburse any travelling, accommodation or other expenses incurred by you or any other person in the event of a cancellation. We endeavour to provide you with ample notice for cancellation of your adventure, however due to Norway's ever changing weather conditions you may be notified on the day of your adventure. Please keep the whole day free for your adventure (even if you have booked a half day adventure) as there may be delays.

Refunds / Cancellations

If you find it necessary to cancel your trip, please notify us as soon as possible. You can telephone or email. Cancellation penalties are: 100%, if you cancel 7 days prior to departure, 50% 14 days prior to departure and cancellations 14 days or more prior to the trip earn a full refund less a 75kr/ person administration fee. We reserve the right to make exceptions for personal emergencies. For this reason, we strongly urge you to purchase trip cancellation insurance (see "Insurance" below). Personal postponement of your trip may be made up to 7 days prior to your booking. A rebooking fee will not apply in that instance, assuming availability.

Pricing

All prices are in Norwegian Krone. We do not offer refunds to clients who simply don't turn up at the pre-arranged meeting time/place.



Icetroll - glacier hiking & kayaking | 6871 Jostedal, Norway | +47 9701 4370 | info@icetroll.com

BANK ACCOUNT DETAILS: Luster Sparebank, 6868 Gaupne, Norway
Konto Navn: Elvepurka A/S | Konto Nr. 3785.11.47986 | IBAN NO32 3785 1147 986 | Swift Code DNBANOKK | BIC Code LUSKNO21

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Insurance

Although our intention is for a safe trip for all, we strongly recommend that you protect yourself, your belongings, and your vacation through the purchase of traveller's insurance. A trip cancellation policy covers your non-refundable payments in most cases, should you have to cancel your trip at the last minute due to illness or injury. All personal belongings and cameras are carried entirely at the owner's risk, and we accept no responsibility for lost or damaged property. Transport advice given by ELVEPURKA A/S is in good faith and ELVEPURKA A/S cannot be held accountable for any transport delays/mis-information. This is also applicable when considering the time of return from a tour - we are not able to guarantee any timings in that regard, due to nature.

Liability Waiver

Everyone is required to sign a standard declaration form before the trip, acknowledging awareness and acceptance of the risks associated with the trip.

Acknowledgements and expectations of a customer

- The CUSTOMER (you) must disclose any pre-existing medical or other conditions that may affect the risk that either the CUSTOMER or any other person will suffer injury loss or damage.
- The CUSTOMER acknowledges that ELVEPURKA A/S relies on the information provided by the CUSTOMER, and the CUSTOMER states that all such information is accurate and complete.
- The CUSTOMER understands and acknowledges the dangers associated with the consumption of alcohol or any mind-altering substance and declares that they are not currently under the effect of these. The CUSTOMER accepts full responsibility for injury, loss or damage associated with the consumption of alcohol or any mind-altering substance.
- The CUSTOMER agrees with ELVEPURKA A/S that the CUSTOMER will obey and will comply with all rules and directions made or given by ELVEPURKA A/S in connection with the adventure and equipment provided by ELVEPURKA A/S and bought on the tour by the CUSTOMER (For example, the CUSTOMER may have been advised to wear an approved Buoyancy Vest/ Helmet at times during the trip).
- All accidents, injuries, loss or damage must be reported by the CUSTOMER to ELVEPURKA A/S before the CUSTOMER leaves the adventure.
- If the CUSTOMER suffers any injuries or illness, the CUSTOMER agrees that ELVEPURKA A/S, servants or agents, may provide evacuation, first aid and medical treatment at the CUSTOMER'S expense and the CUSTOMER'S acceptance of these terms and conditions constitutes the CUSTOMER'S consent to such evacuation, first aid and/or medical treatment.
- The CUSTOMER grants permission to ELVEPURKA A/S to take photographic images or video of the CUSTOMER during the activity and to allow the use of such images solely for promotional purposes by ELVEPURKA A/S on the internet and other promotional mediums, unless otherwise notified.



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