



# Terms and Conditions

## Heinåli Hytta

### Introduction

These Conditions apply to all guests of the Heinåli Hytta, Heinålivegen 103, 6320 Isfjorden, Norway.

### Bookings

Guests can book in advance or at the last minute. Last minute bookings are subject to availability. Heinåli Hytta reserves the right to refuse any booking with good reason.

### Check-in & Check-out Time

Check-in time:

from **03.00 PM** onwards.

Earlier check-in time is subject to availability and must be agreed in advance.

Check-out time:

latest **10.00 AM**.

Failure to check-out before 10:00 am will entitle Heinåli Hytta to charge for an additional night. Later check-out without an extra charge is possible upon request and is subject to availability.

### Payment

Thirty (30) days before arrival, the guest will receive a text message (SMS) / or email with an online payment request. Payment must be made within 3 (three) consecutive calendar days. If this is not done, the reservation will be cancelled. Guests may be asked to pay a deposit upon reservation. If so, this will be specified in the booking confirmation. The deposit will be deducted from the total sum to be paid upon departure. Guests must pay all outstanding charges on departure.

If agreed, an invoice can be issued.

Credit / debet cards are accepted. The Norwegian citizens and residents can pay via Vipps.

The guest will always receive a confirmation of the amount paid.

### Cancellations

- up till 30 days (more than thirty days) prior arrival date = free of charge
- = < 30 days (less than thirty) prior arrival and no show = 100% of the total price

If a cancellation fee applies, the guest will receive a link to proceed with online payment.

### Right of Refusal

The Heinåli Hytta reserves the right to refuse a guest entry and accommodation if, on arrival, it's reasonably considered that the guest is under the influence of drink or drugs or is behaving in a threatening, abusive or otherwise unacceptable manner. The Heinåli Hytta reserves the right to require a guest to leave if he/she is causing a disturbance, or is behaving in an unacceptable manner.

### Safety Rules

Guests shall comply with all reasonable rules, including but not limited to health and safety and security procedures and statutory requirements.

### Damage to the property

Guests are liable for any damage they cause to the Heinåli Hytta property.

Heinåli Hytta reserves the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the cabin's property.

Should this damage come to light after the guest has departed, he/she will be sent a link to make an online payment, or an invoice for the amount will be sent to the registered address.

An effort to rectify any damage internally prior to contracting specialists to make the repairs will be made, to keep any costs that the guest would incur to a minimum.

## Removal of Heinåli Hytta property

Heinåli Hytta reserves the right to charge guests the cost of replacing any items that are removed from the premises by them without consent.

The charge will be the full replacement amount of the missing item, including any carriage charges.

Should this damage come to light after the guest has departed, he/she will be sent a link to make an online payment, or an invoice for the amount will be sent to the registered address.

## Losses, Liabilities etc

Guests must report any loss of or damage to their property immediately on discovery to Heinåli Hytta and shall make themselves available to assist with any reports made by Heinåli Hytta to the police.

The Heinåli Hytta shall not be liable to a guest for any loss or damage to property caused by the misconduct or negligence of a guest or an Act of God, or where the guest remains in exclusive charge of the property concerned.

The Hytta shall not be liable for any failure or delay in performing any of its obligations under this Agreement if the failure or delay was due to any cause beyond its reasonable control, including (without limitation) war or threat of war, civil or political action or disturbance, riot, natural disaster, fire, epidemic, bad weather, terrorist activity (threatened or actual), military activity, governmental or regulatory action, industrial dispute, an act of God, failure of power or machinery, failure of or interruption in externally provided services and utilities, and all similar events outside the Heinåli Hytta's control.

These Conditions shall be governed by Norwegian law, and you agree to submit to the jurisdiction of the Norwegian court.