

## Booking terms and conditions for Fjellheisen Tromsø

General purchasing terms when buying tickets and other products online.

### Responsible supplier:

Fjellheisen Tromsø – Skips AS Nordfisk, NO-9020 Tromsdalen. Org.nr: 922815305.

E-mail: [post@fjellheisen.no](mailto:post@fjellheisen.no)

### The agreement and more:

As a supplier, Fjellheisen Tromsø is responsible for guest for what the guest is entitled to according to the agreement. Fjellheisen Tromsø takes responsibility of any publishing or information failures on web pages or other information that Fjellheisen provides.

### As a supplier Fjellheisen has responsibility for the following:

To send a written confirmation to the guest, in addition to other necessary documents. Fjellheisen Tromsø has responsibility only to the tour as it is described. Fjellheisen Tromsø has no responsibility for other services which a third party has supplied directly to the guest.

### Fjellheisen Tromsø takes responsibility of the following:

Changes or cancellations of an event due to weather conditions or other reasons which cause a danger to open the cable car.

### Prices:

The given prices are total prices for the services.

### Binding order:

An order is binding as soon as the guest has paid and received confirmation / ticket by e-mail. The guest has guest's responsibility to verify that dates and other essential conditions of the booking are correct.

The order is not completed and not valid under following conditions:

- Buyer has not received an e-mail with a receipt and a ticket
- Card payment is cancelled because of various reasons and payment is failed.
- Payment is not fully implemented or properly executed, and the amount is not deducted from the bank account. Therefore, the reservation will be cancelled shortly, and purchase is not valid.

Are you unsure if your booking has been properly completed?

Contact us:

E-mail: [booking@fjellheisen.no](mailto:booking@fjellheisen.no) (e-mail will be answered from Monday to Friday between 08.00 and 15.30)

**Payment:**

Fjellheisen Tromsø uses payment solutions from Netaxept, and you can pay with Visa or Mastercard. The guest pays tickets when ordering them through Fjellheisen Tromsø webpage.

**Ticket:**

In order to go on board Fjellheisen Tromsø, the traveler has to have a valid ticket. Bar- or QR-code tickets will be read in the ticket control either from paper ticket or from mobile phone. It is important that you consider your online ticket as a valuable.

Children 0-3 years have free tickets and can travel with an adult who has purchased a valid ticket

The ticket is only valid for the day you have booked the ticket for and it must be used during that day. It is written on the ticket which date it is valid.

In case of invalid, missing or misuse of the ticket, a fee of kr.750 can be charged according to Fjellheisen Tromsø's transport conditions. The transport conditions are available at the stations and in the cabins.

**Changes in taxes and fees**

If taxes and / or fees change, and thus lead to cost increase for the provider after the order is completed and paid, the price can be increased accordingly. The price change must be notified immediately to the orderer.

**Right of withdrawal:**

When purchasing tickets online, there is no right for cancellation or refund according to Norwegian legislation (Angrerettloven kap.5-19, Right of withdrawal, chapter 5-19).

**Dispute resolution**

The guest is requested to contact Fjellheisen Tromsø if there are any delays or deviations on ordered tickets and / or events and product packages. If the guest and Fjellheisen Tromsø are unable to agree about the case, any dispute concerning the agreement shall be resolved in Tromsø District Court.

**Force Majeure**

Both parties have the right to cancel the agreement if the event cannot be carried out due to acts of war, natural disasters, labor conflicts, prolonged interruptions in water or energy supply, fire or any other similar major events that neither party has been able to predict or influence.