



## TERMS & CONDITIONS

**Villa Haugen Boutique Hotel (hereafter VH)** registered office is at Grøtøya 11, 8283 Leinesfjord, Norway-

### GENERAL

Before making a reservation at **VH** we encourage you to read these Terms and Conditions carefully, as they constitute a contract agreement between **VH** and the guests from the time the booking is made. The person who makes the booking accepts these conditions on behalf of all the people in the group and is responsible for all payments due.

By submitting a booking you confirm to us that you comply with these arrangements.

### BOOKING

Once you have submitted your booking and personal details - either through [www.dehistoriske.no](http://www.dehistoriske.no) or directly by email to [post@villahaugen.com](mailto:post@villahaugen.com) or by Villa Haugen telephone +47 90759 282 - you will receive a confirmation of your booking via e-mail. Please note that all bookings require payment of 25% of the total cost at the time of the booking.

Most of the bookings are confirmed instantly; however, packages that include use of our cooperation partners may take a bit longer.

Booking services with **VH** are available only to persons aged 21 years and older. By submitting a booking, you warrant and confirm to us that you comply with these arrangements.

### TERMS OF PAYMENT

Please note that all bookings require payment of 25% of the total cost at the time of the booking within 10 days of the booking. The remaining part of the payment/cost is due 30 days before arrival. The booking is considered valid after the payment of the initial 25%. The initial payment also confirms that the booking is "binding".

Surcharges from services rendered during a guests stay at **VH** have to be paid by credit card or cash before leaving **VH** and Grøtøy.

If you prefer to pay for your booking with a bank transfer, please use PayPal.

We accept all major credit cards: Visa, MasterCard and American Express. There is no service fee for processing Visa payments. However, if you wish to pay for your booking with a Master Card/Euro Card, a service fee of 2,5% will be added. Use of an American Express card, a service fee of 4% applies and will be added to the final invoice.

All prices quoted on our website are in Norwegian kroner (NOK) and per person, unless otherwise specified. All payments and refunds are due in NOK. **VH** is not responsible for any changes in currency exchange rates that might occur from the time of booking until a refund is made.



### **VALIDITY OF PRICES**

All rates quoted or shown in [www.villahaugen.com](http://www.villahaugen.com) or at the [www.dehistoriske.no](http://www.dehistoriske.no) are based on current prices. All prices mentioned on these sites include value-added tax. **VH** reserves the right to alter or change already published prices on the websites without notice in the event of currency fluctuation, government taxes, or any such costs increases that is outside **VH** control.

**VH** reserves the right to alter routes, itineraries or departure times without prior notice should this be necessary due to weather or other reasons that are beyond **VH's** control. Please notice that in the case of changes of flights, the passenger is responsible for any additional costs that become payable as a result of such changes.

Any increase due to changes in government laws, i.e. tax changes will be added to the invoice.

If a day activity or adventure is cancelled due to circumstances outside our control or minimum numbers are not reached, we will refund the money you have paid. **VH** shall then have no further liability towards you.

### **CANCELLATION TERMS**

For cancellations received up to 30 calendar days before the scheduled arrival, the remaining 75% will not be charged. The prepaid 25% at the time of the booking will not be refunded – under any circumstances.

For cancellations received within 10 days of arrival – 50% of the total payment will be refunded.

### **LIABILITIES**

#### **Force Majeure**

Once you book through [www.villahaugen.com](http://www.villahaugen.com) or [www.dehistoriske.no](http://www.dehistoriske.no) you agree to be legally bound by the following terms. **VH** acts in good faith and cannot be held responsible for any loss, damage, accidents, sickness or schedule changes caused by weather or road conditions, force majeure such as natural catastrophes, strikes or any other irregularities beyond the control of **VH**. Luggage is at the owner's risk throughout the tour. We therefore advise all clients to have insurance cover, as clients are at their own risk on optional tours, such as kayaking, diving, fishing, rib charter, etc.

All information on **VH** is subject to change and we reserve the right to correct any mistakes that may appear on our website. These general booking conditions are subject to change and we reserve the right to update these conditions without notice.

#### **Complaints**

Our main goal is to provide you with an excellent service. If you, for any reason, are not satisfied with your holiday package, we would like to hear about it. We recommend you contact us as soon as any incident occurs. All complaints must reach **VH** within 10 days after your departure. Otherwise, any possible compensation entitlement will not be valid.

#### **Insurance**

Please note that individual travel insurance is not included in the different concepts and all medical costs and other costs involved must be paid by the client. It is therefore strongly recommended that participants take out personal insurance, especially for arctic adventures.

We strongly recommend to all of our clients to purchase comprehensive travel insurance prior to departure to meet any contingencies.



### **Cooperation partners**

**VH** are responsible for its cooperation partners being paid if you have ordered these activities through **VH** – unless it is agreed that you shall pay them directly. Our cooperation partners are each responsible for their own parts of the activities/adventures, including comprehensive insurance, permits, equipment, staffing etc., and for their compliance with prevailing laws and regulations that apply to the cooperation partner.

If a disagreement arises between a cooperation partner and a guest concerning quality, faults or deficiencies that may have arisen before or during the stay, **VH**, will not be a party to such a matter.

### **VH HOUSE RULES & INSTRUCTIONS**

#### **General**

You as a guest are obliged to follow **VH** house rules and instructions when staying at **VH**. Between the hours of 23:00 and 07:00, guests are obliged to keep noise to a minimum out of consideration for other guests and locals with residence on the island (leisure homes).

When guests use the island (Grøtøy) for recreation – consideration to local residences properties and privacy shall be taken; i.e. no trespassing, use of marked paths shall be preferred, etc.

All guests are fully liable for any damage caused to the **VH's** property, its surroundings including **VH** equipment and interior. **VH** are entitled to terminate the stay with immediate effect if the guest or anyone in the guest's company behaves disruptively and/or causes damage to the **VH's** property, its surroundings including **VH** equipment and interior.

Guests are advised that **VH's** cooperation partners may have their own rules and obligations, and that customer is responsible for familiarising himself/herself with these.

#### **Smoking**

Smoking is not allowed inside any of the buildings pertaining to the property of **VH**, including Villa Haugen itself, the pavilion, the boat house, the sauna or the shed or any other building owns or rented by **VH**.

#### **Alcohol**

Alcoholic beverages are served according to Norwegian rules and regulations and **VH's** own license to serve alcohol. Alcohol consumption is only allowed within specified areas, including the ground floor and first floor of Villa Haugen itself, on the terrace and the patio outside the main living room, inside the pavilion and its surrounding area, on the lawn beneath the pavilion, inside the ground floor of the boat house and on the quay area. Alcohol consumption is due to health issues not allowed inside the sauna house. Any guests that do not apply with these rules and instructions can be ostracized from **VH** and the stay terminated.

#### **Pets**

Pets are not allowed at **VH**.

#### **Allergies**

Guests that have food allergies or other allergies have to notify **VH** when a booking is made.



### **Use of VH boat**

Guests that travels with the **VH** boat either as passengers or as part of an activity by their own, have to use a life jacket or a regatta suit when being out at sea (even on short trips).

Guests using the boats as part of an activity by their own have to demonstrate knowledge of how to manage a boat by a “boatman’s license” from your own country (need to carry the original license with you and the license need to include an English description of the license). Before using the **VH** boat by your own, **VH** staff will accompany you on a short guided tour in the area to ensure you are familiarised with the boat and its equipment as well as the area.

### **Housekeeping**

All five bedrooms will be made up on guests arrival – fitted with towels and robes. Extra towels can be found in the bathrooms and the sauna area. Making up the rooms will not be carried out for stays shorter than two nights unless this is specifically agreed between **VH** and the guests as part of the booking arrangements.

### **Use of VH facilities**

When guests are using **VH** facilities - including the pavilion, the boat house, the sauna and the hot tub or any other facilities owned or rented by **VH** – you have to comply with specific instructions for how different facilities are to be operated. Such instructions will be present at the proximity of the different facilities.

### **Footwear**

Shoes are generally not allowed inside **VH**. Instead guests may use flip flops located in the main entrance. Inner footwear can be used for dinner arrangements.

There is a beach at the quay side area of **VH**. If and when guests are using this beach or its surrounding areas for swimming or as part of a sauna and hot tub arrangements – thongs can be used to prevent guests cutting themselves on seashell or other sharp objects.

### **Clothing**

Due to the weather conditions in the area guests have to bring proper clothing for a stay at **VH**. This especially applies for autumn, winter and the spring season. Warm underwear garments and socks/stockings may come in handy if you will be joining activities at sea or in the mountains. This also applies for proper footwear if you intend to attend mountain hiking or just walk the shores.