

TERMS AND CONDITIONS – GENERAL LEISURE

2027-2028

BOOKING

Booking is made by e-mail, telephone or online booking.

Booking is confirmed by Sorrisniva with an order confirmation sent by e-mail or by online bookingprovider.

The order confirmation will include our order number.

PAYMENT

Our rates are in Norwegian Kroner (NOK) including Norwegian taxes. Payment will be in NOK.

- Payment can be made by invoice or e-payment link sent via email or SMS or online payment via webpage.

CANCELLATION

Cancellation has to be written and be confirmed by Sorrisniva with a cancellation confirmation before the cancellation can be fulfilled.

Cancellation Terms:

- Full payment is required at the time of booking. 10% of the deposit is non-refundable under all cancellations.
- 30 days before arrival: 90% of the total booking value is refundable.
- Less than 30 days before arrival: 0% if the total booking value is refundable.

Cancellation Terms:

Christmas bookings (Applies to bookings in the period 20. December – 5. January)

- Full payment is required at the time of booking. 10% of the deposit is non-refundable under all cancellations.
- 90 days before arrival: The 10% deposit is kept by Sorrisniva.
- 89-60 days before arrival: 50 % of the total value of the booking will be kept by Sorrisniva.
- Less than 60 days before arrival: 0% of the total booking value is refundable.

Cancellation Terms for online bookings:

For booking made online and which have been a 100% paid the following

Cancellation terms apply:

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- 30 days before arrival: 90% of the total booking value is refundable.
- Less than 30 days before arrival: 0% if the total booking value is refundable.

Cancellation by Supplier:

Sorrisniva reserves the right to cancel an experience due to weather conditions or safety concerns. Whenever possible, we will offer an alternative experience, which the guest is free to accept or decline.

If Sorrisniva cancels the experience and no alternative is accepted, the cancelled experience or service will be fully refunded.

If the experience is part of a package, the refund will apply only to the value of the cancelled experience or service, and not to the remaining elements of the package.

QUALITY AND SAFETY

The customer has to inform Sorrisniva regarding special needs (health etc.) that could affect the quality and safety of the product or experience.

DELAYS OR NECESSARY CHANGES OF ITINERARY

Sorrisniva AS is not responsible for accidents, damage, or delays if guests (individual travelers) are late for the scheduled start of a program, activity, accommodation, or other services i.e., force majeure. Sorrisniva reserve the right to change a program because of extreme weather conditions and/or force majeure.

Sorrisniva is not responsible to refund payment if there is force majeure.

Force Majeure:

Except where otherwise expressly stated in these booking conditions the supplier will not be liable or pay any compensation if our contractual obligations to you are affected by "unavoidable and extraordinary circumstances", meaning any event beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions (lack of snow, or other natural conditions), etc., which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside Suppliers control.

LEGAL DISPUTES

If there are any legal disputes after the order has been made, it has to be settled by Norwegian law in a Norwegian court of justice. The Alta court is accepted as legal venue in all disputes.

PARTICIPANTS' RESPONSIBILITY – SAFETY INSTRUCTIONS

Participants accept to follow safety instructions and orders given by Sorrisniva AS or co-operating partners during activities and experiences. Participants also confirm that he/she does not suffer from any illness that can be triggered by stress or extreme weather conditions.

For driving a snowmobile, the Norwegian Road Traffic Law is applicable. The driver has to be over 18 years old and hold a driver's license for car or snowmobile. Zero alcohol level is the law.

The deductible in case of damage to the snowmobile is NOK 12000,-

ALCOHOL & SMOKING

It is not accepted to bring or consume alcohol not bought at Sorrisniva. Smoking is only permitted at designated areas, not inside any of the buildings, including the Igloo Hotel.

PETS AND ANIMALS

It is not allowed to bring pets or animals in the service building, Arctic Wilderness Lodge, or the Igloo Hotel.