



Terms of service

Last updated: January 29th, 2018.

1. Area of effect.

Wild Voss AS is an adventure company based in Voss, Norway. Our mission is to provide safe and memorable adventures in authentic nature.

The terms and conditions presented in this document applies to all our products, services and activities (hereafter referred to as «activities»), regardless of where the actual booking and/or purchase took place (online booking, in person, by phone etc).

In this document, we refer to all customers on our activities as «guests». Non-paying customers and minors (under the age of 18) are also included in this definition.

2. Sales documents.

When signing up to one of our activities, guests are assumed to have read, understood and accepted the content in the following documents (if available):

- a. Information about the activity, as presented at www.wildvoss.no/ , www.airbnb.com , www.facebook.com or provided through direct contact (in person, by email, or by phone).
- b. The printed or digital ticket/receipt, if available.
- c. The written itinerary or activity information sheet, if applicable. Not all activities have its own written itinerary.
- d. Our «Risk and liability statement».
- e. The terms of service, as stated in this document.

The terms and conditions in this document are considered accepted by our guests when their booking is registered in our systems.

3. Booking and payment.

- a. Standardised activities bookable online.
Unless otherwise determined, all activities sold online are payed in full at the time of booking. We use a bookingsystem hosted by a third party. All fees and taxes concerning the use of the system are included in the announced price.
- b. Tailored («on-demand») activities
Activities who cannot be booked online, are payed by invoice after the activity. Invoices are typically sent by email. For pre-booked activities, you should expect to pay a deposit to secure and confirm your reservation. The remaining balance is settled by invoice after the trip.
- c. Paying with a credit card upon departure.



This option is only available by appointment. We wish to spend as much time as possible being out with our guests, and so we would like to avoid the delays of taking payment at departure.

4. Guests' cancellations and refunds.

Signing off an activity is only possible by sending an email to post@wildvoss.no or by calling Øystein (manager) on +47 93484041, within the boundaries stated below:

- a. For pre-paid activities or packages with a duration of less than 13 hours:
We refund 50 % of the agreed price if cancellation takes place at least 7 full days prior to the activity departure. Cancellation within the last 7 days of departure awards no refund.
- b. For pre-paid activities with a duration of more than 12 hours:
We refund 50 % of the agreed price if cancellation takes place at least 14 full days prior to the activity departure. Cancellations within the last 14 days of departure awards no refund.
- c. For activities requiring a pre-paid deposit:
The deposit payed is non-refundable, regardless of cancellation date. If cancellation takes place at least 14 full days prior to the announced departure, the remaining balance is set to NOK 0,-. If cancellation takes place within 14 days of departure, half the remaining balance must still be payed.
- d. For pre-booked, unpaid activities:
If cancellation takes place at least 48 hours prior to departure, no payment will be charged. Cancellations inside the last 48 hours of the announced departure time, will result in an invoice of half (50 %) the agreed price.

5. What's included in the price?

The prices on all our activities include the following:

- Qualified guide(s) or instructor(s).
- Insurances as required by law (does not cover injury caused by guests themselves or equipment damage).
- Advice and information prior to departure.
- All the guides' or instructors' costs, including the ones not mentioned anywhere.
- Necessary personal safety equipment, for instance:
 - o Avalanche safety equipment (showel, probe, beacon).
 - o Climbing equipment (harness, helmet, karabiners, belay device, rope).
 - o Glacier equipment (harnesses, helmet, ice axe, crampons, karabiners, belay device, rope).

Personal equipment such as boots, clothing or skiing equipment is not included in the price, unless clearly specified in the product description.



Lodging, food and transportation are not included, unless clearly specified in the product description.

6. Safety regulations

a. Insurances.

You are advised to carry relevant travel- and/or accident insurances. Guests are asked to make sure that the activity they will attend is covered by the insurance.

b. Duty to inform about health or medical conditions.

Guests are asked to consider their own ability, both physically and mentally, to take part in the activity. Guests are required to inform the guide(s) or instructor(s) about medical conditions or illnesses that could interfere with their ability to complete the activity safely.

c. Risk during our activities.

All our activities have undergone a rigorous process of risk analysis. We have written plans in place to enhance safety during our activities. We do our utmost to avoid accidents and injury to both people, equipment and nature. We must still emphasize that most of our activities take place in an uncontrolled environment (wild nature). There will always remain a risk of accidents and injury. Guests accept this level of risk by booking one of our activities. Please read our «Risk and liability statement» for more on this topic.

d. Competence and qualifications

Our guides and instructors have long experience leading groups on demanding trips in the mountains, both in Norway and abroad. They have all attended courses, and hold certifications considered relevant to the activities we offer. We spend a lot of time out in the hills all year through, which helps to ensure high quality and safety margins on our activities.

e. Equipment use and loss of equipment

WildVoss equips guests with all the necessary safety equipment for this activity. Guests are expected to use the equipment correctly and safely, as instructed by the guide/instructor. Misuse resulting in damaged or lost equipment will result in a claim to cover the costs of replacement. Damaged or lost equipment could also lead to a change in plans or cancellation of the activity.

Personal clothing and equipment must fit the description and requirements of the activity. Please read and follow the requirements for clothing and other equipment closely. Please don't hesitate to ask questions. Guests who lack crucial clothing, footwear or equipment at departure, risk being denied to participate. Lacking equipment could also delay departure, and lead to a change of plans.



7. Conditions for cancelling, aborting or changing an activity.

a. Refunds due to cancellation of an activity

In some cases, the weather and/or conditions makes it impossible or unsafe to carry out the planned activity. If no other options are available, the guide/instructor could cancel the activity. Wild Voss AS accepts no liability or economical responsibilities inflicted on our guests due to the change or cancellation of an activity as a result of poor weather or conditions. We offer no refunds to our guests on such incidents.

b. Refunds due to aborting/stopping an activity

In rare cases an activity might get cancelled due to an injury, accident or acute illness in the group. Wild Voss AS offers no refunds to our guests affected by such incidents.

c. Guests changing a booking/reservation.

Guests are allowed to change a booking by accepting an administrative fee of NOK 300,- per booking. For activities with a duration of up to 12 hours, changes can be made no later than 7 days prior to the new departure date. For activities with a duration of more than 12 hours, changes can be made no later than 14 days prior to the new departure date.

8. Right to change an activity.

a. Too few participants.

If a scheduled or booked activity cannot be carried out as planned due to too few participants showing up at departure, Wild Voss will try to carry out an alternative activity instead. Only in rare cases will we cancel an activity. Wild Voss accepts no liability or economical responsibilities inflicted on our guests due to the change of an activity. If the activity is cancelled due to too few participants, the ones who showed up at departure are granted a complete refund.

b. Poor weather or poor conditions.

In some cases, the weather and/or conditions makes it impossible or unsafe to carry out the planned activity. The guide(s) or instructor(s) will then try to carry out an alternative activity, in close agreement with the guests. Wild Voss AS accepts no liability or economical responsibilities inflicted on our guests due to the change of an activity as a result of poor weather or conditions. We offer no refunds to our guests on such incidents.

c. Illness

If a guide or instructor has to stay home due to illness, Wild Voss AS will try to find a replacement. This will depend on our other available capacity at the time. If a replacement can't be found, the activity will be cancelled. We offer full refunds to all our guests should this be the case.



9. Photos and videos

Unless otherwise agreed to between you and your guide/instructor, you allow Wild Voss to store and use anonymised imagery and videos captured by our guides or instructors for commercial purposes. Please notify your guide/instructor at departure if you would like to avoid being photographed or filmed. Our guides are happy to share photos or videos with you after the activity.

10. Printing errors

All of Wild Voss' printed material (webpages, social media, airbnb, posters, flyers, documents etc) could contain errors, lacking information, typos or wrong prices. We reserve the right to correct such errors without liability. Please let us know about possible errors.