

## **TERMS OF SALE - RAULAND FERIAESENTER**

**These terms of sale, together with your order, confirmed through an order confirmation, constitute the overall contractual basis for the purchase. These provisions apply as a binding contract for the goods and services ordered.**

### **GENERAL INFORMATION**

When ordering, you must provide your name, address, telephone number and email. To order, you must be at least 20 years of age. If the age limit is not met at check-in, the cancellation rules apply. Proof of identity must be presented at check-in.

Please check the confirmation you receive so that it is in accordance with your order. You are responsible for ensuring that the contract is in accordance with the booking. Check-in and check-out takes place at the reception at Austbø Hotell, Rjukanvegen 195.

Check-in at 1600 at the earliest.

Check-out no later than 1100.

Final cleaning is included in the rent. Paid final cleaning, on the other hand, does not include "rough cleaning" inside and outside such as washing spills, washing dishes, emptying rubbish, removing empty bottles, etc.).

Your cabin key must be returned to the reception at Austbø Hotel upon check-out. In case you have lost the key, you will be fined NOK 600,-.

### **BOOKING, CONFIRMATION AND PAYMENT**

An order is binding from the time it is confirmed and you have received an order confirmation. This is done in writing by email or through our booking channels.

In connection with your order, you agree that we can send you relevant information to your e-mail address.

Rauland Feriesenter reserves the right to make changes in prices due to increased taxes or other circumstances beyond our control.

Payment is made directly at the time of booking when ordering online. For direct orders by e-mail or phone, an invoice will be sent no later than 2 months before arrival. If booking is made later than 30 days before arrival, the full amount must be paid immediately or on arrival. For reservations through Booking.com or Expedia, separate rules apply.

**CANCELLATION POLICY**

Free cancellation 14 days or more prior to arrival. If cancelled less than 14 days before date of arrival, the full amount must be paid in full.

No refund if you leave the rental unit earlier than the original departure date.

You are responsible for your own, relevant insurance premiums that apply to travel and booking/rental conditions. E.g. travel and leisure insurance as well as travel and liability insurance.

**CANCELLATION INSURANCE**

Rauland Feriesenter offers cancellation insurance at NOK 400,- per booking. This insurance must be ordered at the time of booking, but only applies if something completely unexpected occurs.

The cancellation insurance gives you the opportunity in certain situations to cancel up to and including the day before the agreed arrival. The cost of the cancellation insurance itself is not repaid. The cancellation insurance applies in the following situations, which were not known at the time of booking:

a) Death, illness or serious accident that affects you, your husband/wife, partner, family or fellow travellers. b) Summons to the military or similar. c) There is a serious event beyond your control, which you could not foresee when booking, and which means that it is not reasonable for us to require you to keep your reservation.

You must be able to document your reasons with a statement from, for example, a doctor, the authorities or the insurance company. Just a receipt from a doctor's visit is not enough as documentation. The declaration should be sent to us as soon as possible

**FORCE MAJEURE**

Rauland Feriesenter and our subcontractors (including accommodation) are not responsible for unsatisfactory weather conditions, closed facilities or other conditions beyond the facility's control. We reserve the right to incorrect pricing, descriptions of services and technical problems that may arise. The parties may withdraw from the agreement if the accommodation cannot be used due to acts of war, natural disasters, prolonged interruptions of water or electricity supplies, and similar events that neither the landlord nor the tenant could foresee or influence.

Due to events beyond the accommodation's control, Rauland Feriesenter has the right to move you to an equal, or better, place of residence. Where possible, you shall be informed in advance of such changes. Such changes do not give you the right to fail to pay for the stay.

## **RESPONSIBILITY FOR ACCOMMODATION AND OTHER TERMS**

### **House Rules**

As a guest, you are obliged to treat the holiday home in such a way that no damage and unnecessary wear and tear occurs. You and your party are obliged to comply with House Rules and follow the instructions for use found on site and are fully responsible for any damage that may occur to the accommodation.

Significant or repeated breaches of the house rules are considered a breach of the rental contract and may result in a fine of up to NOK 10,000 and possible replacement of damaged inventory.

Rauland Feriesenter has the right to terminate the agreement with immediate effect if you as a guest or your fellow travellers violate applicable rules of conduct, act destructively and / or commit damage to your holiday home or in its local area. If the agreement is terminated pursuant to this provision, you and your party must immediately move out of the accommodation without any refund.

### **Sublease**

Subletting is NOT permitted.

### **Forgotten items**

Rauland Feriesenter is not responsible for items left behind.

### **Bed Linen & Towels**

Bed linen and towels are not included in the rent. You can bring your own or rent packages of bed linen and towels from us. Price NOK 200,- per person. We do not allow the use of sleeping bags or sheet bags, only clean linen.

### **Smoking**

It is strictly forbidden to smoke in our units. In case of violation of this rule, an additional fee of NOK 3000,- will be incurred,-. When smoking outside, please pick up after yourself or use ashtrays where available.

### **Livestock**

In most of our units, pets are allowed, but this must be agreed in advance. Pets should not stay in beds or other furniture. If there are clear traces of your pet in the holiday home, there will be additional costs of at least NOK 1500,-.

### **Wishes**

Please note that wishes for specific cabin- or apartment numbers cannot be guaranteed.