



Terms of service for Wild Voss AS.

Last updated: May 30th, 2024.

1. Area of effect.

Wild Voss AS (hereafter referred to as "Wild Voss") is an adventure company based in Voss, Norway. Our mission is to provide safe and memorable adventures in authentic nature.

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

The terms and conditions presented in this document applies to all products, services and activities (hereafter referred to as «activities») that is marketed and sold on our webpage www.wildvoss.no and through social media channels. These terms of service also apply to our customised ("tailored") products that is delivered on demand after direct contact with Wild Voss or as conveyed by one of our associated partners.

The term *activities* apply to Wild Voss's full range of products including, but not limited to daytrips, multi-day trips, events, various courses, and/or gatherings that takes place inside or outside of wild nature.

Sometimes Wild Voss markets and/or sells activities and events hosted by another company. This will be specified in the activity description. In such cases, the hosting company's terms of service may apply in addition to the terms listed in this document. It is the responsibility of our guests to familiarise themselves with additional terms of service for products hosted by other companies.

The terms of service apply regardless of where and how the actual booking and/or purchase took place (online booking, in person, by phone, e-mail correspondence etc).

2. Sales documents.

When signing up for one of our activities, guests are assumed to have read, understood, and accepted the content in the following documents or places of information:

- a. Information about the activity, as presented at www.wildvoss.no, www.facebook.com, other social media or provided through direct contact (in person, by email, or by phone).
- b. The printed or digital ticket and/or receipt received on e-mail after purchase.
- c. Detailed information and/or itinerary covering the chosen activity. This will normally be sent by e-mail 24-48 hours before the activity starts.
- d. Our «Risk and liability statement», presented in a separate document.
- e. The terms of service, as stated in this document.

The terms and conditions in this document are considered accepted when the deposit or payment for the requested activity/activities is made.

3. Booking and payment.

a. Standardised activities bookable online.

Unless otherwise announced, all activities sold online are paid in full at the time of booking. We use a booking system hosted by a third party (Bilberry). All fees and taxes concerning the use of the booking system are included in the announced price.

b. Activities bought via partner or distributor.

Our asking price is paid in full upon registration. Note that the asking price of the distributor may vary compared to the prices quoted on Wild Voss's web pages. The contact information of our guests will be sent to Wild Voss directly after purchase.

c. Tailored («on-demand») activities.

Activities that cannot be booked online are paid by invoice after completion. Invoices are typically sent by email. Pre-booked activities normally involve a deposit to secure and confirm your reservation. This amount will be subtracted from invoice sent subsequently.

d. Paying by credit card upon departure.

This option is not available.

4. Guests' cancellations and refunds.

If a guest must cancel his or her attendance on an activity, Wild Voss will try to make an offer of participation on a corresponding activity later. This, however, cannot be guaranteed and will only be made possible if there are future vacancies available.

Cancellation of an activity can only be done by sending an email to post@wildvoss.no or by calling Øystein (manager) on +47 93484041, within the limitations stated below:

a. For pre-paid activities or packages with a duration of less than 12 hours:

We accept a full refund of the payment if cancellation takes place at least 7 full days prior to the activity's announced departure time. We accept a 50 % refund of the payment if cancellation takes place no later than 72 hours prior to the announced departure time. Cancellation inside the last 72 hours prior to departure awards no refund.

b. For pre-paid activities with a duration of more than 12 hours:

The full price is refunded if cancellation takes place at least 14 full days prior to the activity's announced departure time. 50 % of the payment is refunded if cancellation takes place between 14 and 3 days prior to the activity's announced departure time. Cancellations within the last 72 hours of departure awards no refund.

c. For activities requiring a pre-paid deposit:

The deposit is refunded if cancellation takes place no less than 21 days prior to the announced departure time. 50 % of the pre-paid deposit is refunded if cancellation takes place between 21 and 7 days prior to the activity's announced departure time. If cancellation takes place inside the last 7 days prior to the announced departure, we offer no refunds. The remaining balance is set to NOK 0,-.

d. For activities booked through partners (post payment):

We accept free cancellation of the booked activity up to 5 full days prior to the announced departure. We will require 50 % payment of the announced price for cancellations that happen between 5 days and 24 hours prior to the announced departure. We charge the full amount for cancellations inside 24 hours prior to the announced departure.

We accept re-booking of activities free of charge up until 24 hours prior to departure.

5. What's included in the price?

The prices on all our activities include the following:

- Qualified guide(s) and/or instructor(s). We use [NF-certified instructors](#) on all our avalanche courses, climbing courses, ski tours and all activities requiring roped-up travel.
- Insurances as required by law (does not cover injury caused by guests themselves or equipment damage).
- Our costs of trip preparations, safety plans and risk mitigation.
- 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 (shovel, probe, transceiver).
 - 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.

Costs for lodging, food and transportation are not included, unless clearly specified in the product description.

6. Safety regulations

a. Insurances.

You are advised to carry valid and adequate travel- evacuation- and accident insurances. Guests are asked to make sure that the activity they will attend is covered by their 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 of both physical and/or psychological nature that could interfere with their ability to participate in the activity in a safe manner.

c. Risk during our activities.

All our activities have undergone a rigorous process of risk analysis. We also have written HSE protocols in place to increase 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 that are relevant and necessary for the activities we offer. Wild Voss is a certified provider of climbing- and avalanche courses through the certification body called [Norsk Fjellsportforum](#). Wild Voss is also a company member of Norsk Fjellsportforum.

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 in addition to comprehensive HSE protocols.

e. Equipment use and loss of equipment.

Wild Voss equips our guests with all the necessary safety equipment for the booked activity. Guests are expected to use the equipment in a correct and safe manner as instructed by your guide/instructor. Abuse 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, season, and local conditions. Please read and follow the requirements for clothing and other equipment closely. Please don't hesitate to ask questions in advance. Guests who lack crucial clothing, footwear or equipment at departure, risk being denied participation due to HSE concerns. Lacking equipment could also delay departure, and lead to a changed itinerary.

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

a. Refunds due to cancellation of an activity.

In rare cases, the weather and/or conditions makes it impossible or unsafe to carry out the planned activity. If no alternative options are available, the guide/instructor could cancel the activity if it is deemed unsafe to carry it out under the actual conditions. Wild Voss accepts no liability or economical responsibilities inflicted on



our guests due to the change or cancellation of an activity because of poor weather or other conditions beyond Wild Voss's control and will therefore offer no refunds to our guests on such or similar incidents.

b. Refunds due to injury, accident, or illness during an activity.

In rare cases an activity might get cancelled or stopped due to an injury, accident or acute illness involving one or more guests. Since events like these are considered beyond our internal control, Wild Voss cannot offer any refunds to guests affected by such incidents.

c. Refunds due to extraordinary events (force majeure).

In case of an extraordinary event beyond the responsibility or control of Wild Voss (road closures, demonstrations, strike, nationwide or regional travel restrictions etc), we may be unable to go through with the activity as planned. If we need to cancel our activity due to an extraordinary event or force majeure, we will not offer any refunds to our guests. Wild Voss will not require post payment for booked trips that will have to get cancelled due to force majeure or other extraordinary events.

d. Cancellation due to changes in national and/or local infection control measures.

If the planned activity must be cancelled due to national and/or local infection control measures, the following applies:

- i. Guests are allowed to change their reservation to a new date without any additional cost.
- ii. Guests will, if possible, be offered an alternative activity that corresponds with changes made in infection control measures.
- iii. If none of the above-mentioned alternatives are possible, the activity will be cancelled by Wild Voss with a full refund to the guests.

8. Wild Voss' 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 an activity be cancelled. 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 guests 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 to carry out the planned activity safely. The guide(s) or instructor(s) will then try to carry out an alternative activity, in close agreement with the guests. Wild Voss 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 must stay home due to illness, Wild Voss 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 if this should be the case.

9. Photos and videos

Unless otherwise agreed to between the guests and the 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 and typos

All Wild Voss's printed and digital material (webpages, social media, posters, flyers, documents etc) may contain errors, lacking information, typos, or wrong prices. We reserve the right to correct such errors without liability. Please feel free to inform Wild Voss if you suspect any errors in any material you have encountered in printed or digital form.