



## TERMS AND CONDITIONS

### General conditions

The following terms and conditions applies to all rental and activities under the name Bergsfjord Lodge. Cohkka AS provides services under the name Bergsfjord Lodge and disclaims responsibility if guests have not read or followed the terms and conditions. Guests are defined as the individual(s) who book and are invoiced for the stay. When booking on behalf of others, it is the responsibility of the contact person to inform and obtain acceptance of the terms and conditions from the other travelers in the group.

### Duty to inform

Guests are obliged to inform if there are any needs that must be considered during their stay at Bergsfjord Lodge. Examples of this may include food allergies, health issues, etc. Bergsfjord Lodge will provide relevant information during the stay, and guests are encouraged to read this information and ask questions if anything is unclear. Bergsfjord Lodge will during the stay inform about dangers and risks associated with planned activities, and it is the guest's responsibility to communicate if they have any concerns about the planned activity.

### Reservations and risks

The organiser is not responsible for matters beyond its control such as weather and snow conditions. Several of our activities rely on snow- and weather conditions and Bergsfjord Lodge has the exclusive right to decide whether a planned activity can be done or not, and no compensation will be given for changes or cancellations due to weather conditions or unforeseen events. Cohkka AS takes no responsibility for their guests activities during their stay, and all guests must have a valid insurance that covers this.

### Changes

If new information of significant nature arises after booking, Cohkka AS reserves the right to change the price or cancel the planned stay. Examples of this include a reduced group size or altered travel time.

Cohkka AS takes no responsibility in their customers travel to/ from Bergsfjord, and guests have no right to get refund if he/she for some reason is prevented to get to Bergsfjord.

### Terms of payment

The full amount of the purchase must be paid minimum 30 days prior to planned arrival.

### Cancellation policy

Cancellations must be sent in written form by e-mail to: [post@bergsfjordlodge.no](mailto:post@bergsfjordlodge.no)  
If the cancellation occurs later than 30 days before arrival, 100% of the amount will be invoiced.

### A stay at Bergsfjord Lodge consists of:

- House rental
- Boat-shuttle
- Services
- Guiding

### House rental

The term "tenant" refers to the individual who makes the reservation and is invoiced for the stay. The tenant rents Bergsfjordveien 148 and, unless otherwise informed, has access to the entire house. The tenant is responsible for any damage and theft caused by the tenant or anyone in their group. Any errors or deficiencies should be reported to the landlord immediately so that they can be rectified. If the landlord is not given the opportunity to rectify any deficiencies, compensation cannot be claimed retrospectively.

**Boat-shuttle**

If boat-shuttle is included in the price, and no other information is given, the included driving is limited to Bergsfjorden, Sandlandsfjorden and Langfjorden (up to approx. 20 min). Longer trips are possible on request and will cost approx. 500NOK / 0,5h. Boat shuttle for people not staying at Bergsfjord Lodge have other rates.

**Services**

A host will be present during the stay to facilitate the guests' stay at Bergsfjord Lodge. The host will handle the food purchases for the stay and prepare meals. Guests are obligated to inform if there are any food allergies or other considerations that need to be taken into account.

**Guiding**

On our trips, situations may arise that could pose risks and potential harm. As a guest, you must be aware that participation is at your own risk. We use experienced guides with the appropriate expertise and qualifications for the trip. However, neither the guide nor Cohkka AS as the tour operator can be held responsible for any discomfort or injury that may occur. By following the guide's instructions, the risk of harm is reduced. It is your responsibility to disclose any illnesses or disabilities that may make you less capable of ensuring your own safety.

02.01.24  
Bergsfjord Lodge  
post@bergsfjordlodge.no