

SPITERSTULEN TURISTHYTTE

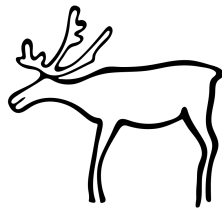
Terms, conditions and cancellation rules for Spiterstulen Turisthytte:

Before you make a reservation, please read the following terms, conditions, cancellation rules and fees. Groups of 60 people or more may have separate terms and conditions depending on individual agreements.

If you have any questions, please contact us at post@spiterstulen.no

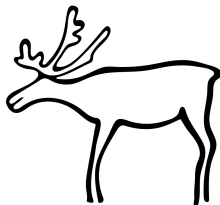
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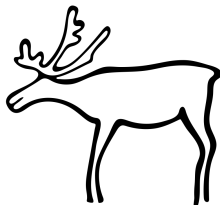
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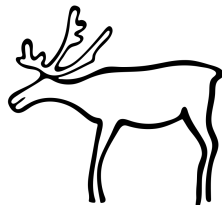
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1. These terms and conditions apply to all reservations made with Spiterstulen Drift AS
 - 1.1. Also including reservations for meals, lodging and extra services in connection with accomodation.
 - 1.2. Spiterstulen Drift AS, hereafter referred to as *Spiterstulen*, *Spiterstulen Turisthytte* and *the lodge*.
 - 1.3. Spiterstulen Drift AS is registered in the Brønnøysund-register under organisation number NO 926 403 273.
2. Financial protection
 - 2.1. Spiterstulen recommends all travelers to have valid travel insurance.
 - 2.1.1. Spiterstulen reminds all travelers from outside the European Union, the European Economic Area, or Switzerland that you are required to have travel insurance when travelling to Norway.
3. The terms and conditions in this document are binding for all visitors
 - 3.1. It is the duty of the reservation-holder to inform their travelling companions of terms, conditions, rules and regulations.
 - 3.2. By making a reservation with Spiterstulen Turisthytte you agree to the terms and conditions.
4. Booking and payment
 - 4.1. Spiterstulen Turisthytte accepts reservations from persons aged 18 or older at the time of reservation.
 - 4.2. Reservations made by or for persons under the age of 18 may be accepted with special permission and written consent from a legal guardian.
 - 4.2.1. The clauses above do not apply to persons travelling with a guardian, as long as the holder of the reservation is over the age of 18.
 - 4.2.2. If, at the time of check-in, it turns out that the reservation has been made by persons under the age of 18 without prior agreement, the reservation will be canceled and the matter will be handled on site.



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- 4.3. When you complete a reservation you will soon receive a confirmation via e-mail. Please read this confirmation thoroughly and update us if there are any mistakes. We will correct any issues as fast as we may.
- 4.4. Payment must have been completed in its entirety before departure, unless other agreements have been made.
 - 4.4.1. If the bill has not been paid in full before departure the case will be handled as fraud. It will also incur a fee of NOK 250,00.
- 5. Alteration and/or cancellation
 - 5.1. Terms, conditions and framework
 - 5.1.1. Arrival is considered to be at 15:00 on the day of arrival.
 - 5.1.1.1. Check-in is possible until 23:00.
 - 5.1.2. The total price of your stay is the subtotal of lodging, meals and extra services (e.g. made beds). Applicable discounts are subtracted.
 - 5.1.3. Altering the arrival date of a booking is possible so long as it falls within the same year as the original booking.
 - 5.1.4. Groups and events may be asked for a non-refundable deposit.
 - 5.1.5. Groups of 60 people or more have special agreements.
 - 5.2. Altering a reservation
 - 5.2.1. Alterations and changes must go via email to Spiterstulen Turisthytte.
 - 5.2.2. Alteration requests must contain the correct reference number.
 - 5.2.3. Alterations fees are calculated based on the time the request is received in our inbox with a reference-number.
 - 5.2.4. Fees for alterations may be found further down in this document.
[Attachment 1](#)
 - 5.2.5. After an alteration your cancellation terms may be subject to change. This will be specified before the change is confirmed.



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5.3. Cancelling a reservation

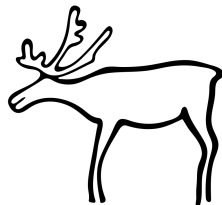
- 5.3.1. Cancellations must be made via email to Spiterstulen Turisthytte
- 5.3.2. Cancellation requests must contain the correct reference number.
- 5.3.3. Alterations fees are calculated based on the time the request is received in our inbox with a reference-number.
- 5.3.4. Fees for alterations may be found further down in this document.
[Attachment 2.1 & 2.2](#)

6. Changes or cancellations done by Spiterstulen Turisthytte

- 6.1. If Spiterstulen is forced to cancel a reservation, the reservation holder will be notified as soon as possible.
 - 6.1.1. If the change necessitates a change of roomstandard Spiterstulen will do their best to upgrade the reservation to a better standard.
 - 6.1.1.1. If an upgrade is impossible so that a downgrade is unavoidable the reservation will be discounted 50% of the new room price. This does not apply in case of Force Majeure.
 - 6.1.1.2. If an upgrade is impossible so that a downgrade is unavoidable the reservation may be cancelled without any fee. This does not apply in case of Force Majeure.
- 6.2. If Spiterstulen is forced to cancel your reservation, the reservation holder will be notified as soon as possible. The reservation holder will be refunded any premade payments. This does not apply in case of Force Majeure.
- 6.3. If Spiterstulen is forced to cancel a reservation they are not liable for any extra costs you may have incurred as a consequence of your reservation, such as plane tickets, guides or any other extra cost not directly connected to Spiterstulen.

7. Unavoidable events (Force Majeure)

- 7.1. Spiterstulen Turisthytte accepts no responsibility for the consequences of war, threat of war, riots, civil disturbances, industrial disputes, actual or



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threatened terrorist activity and its consequences, natural or nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseen technical problems with transport for reasons beyond our control or that of our suppliers, closed or congested airports or ports, hurricanes and other actual or potential adverse weather conditions, and other similar events.

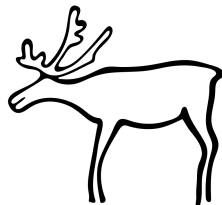
- 7.1.1. If such events result in Spiterstulen having to cancel a reservation, they will attempt to offer an alternative, but accepts no responsibility for the refund of fees or any deposit paid prior to cancellation or curtailment of the stay.

8. Prices

- 8.1. Spiterstulen reserves the right to change prices as a consequence of VAT changes, governmental fees or other extraordinary changes in supply chain cost outside our control.

9. Your responsibility

- 9.1. Every guest is required to follow any and all rules and regulations from the Norwegian Government and Spiterstulen Turisthytte.
 - 9.1.1. It is the responsibility of the reservation holder to inform their travelling companions of rules and regulations, as well as the lodge's rules and regulations. [Attachment 3](#)
 - 9.1.2. Failure to follow the lodge's rules and regulations may incur extra fees. [Attachment 4](#)
- 9.2. Guests that act in a way to disturb or disadvantage employees and/or others may be asked to leave the lodge and may be banned henceforth. The guest is then themselves responsible for any cost this may incur.
- 9.3. Any damage and/or vandalism to buildings, equipment, or furnishings caused by guests at Spiterstulen Turisthytte must be fully compensated by the guest.



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10. Travel visa, ID and travel requirements

- 10.1. You are required to have a passport and travel insurance when travelling to Norway from outside the European Union, the European Economic Area, or Switzerland. We recommend guests always have an ID card.
- 10.2. If you are required to have a visa to travel to Norway it is your responsibility that this is in order before travelling..
- 10.3. If you are travelling with a pet it is your responsibility to check rules and regulations regarding your pet in Norway.

11. Complaints

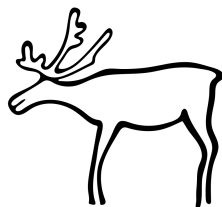
- 11.1. If you are not satisfied with the service we provide, including food, service, or cleanliness, we ask that you inform us as soon as possible so that we can resolve the situation. If the complaint is not resolved to your satisfaction during your stay, you should submit the complaint in writing within 28 days. Disputes are governed by Norwegian law.
- 11.2. If you are not satisfied with building-related conditions such as maintenance or standard, we ask that these complaints be directed to the property company. Contact information for the property management company can be obtained at the reception or by email.

12. Rights connected to photographs.

- 12.1. In connection with some of our activities, we may publish text, video, and images on spiterstulen.no, visitjotunheimen.no, and social media as part of our marketing communications. By participating in our activities, you consent to us using images of you in these media.
 - 12.1.1. We will, to the best of our ability, make it clear when such photos are being taken, and in situations where we clearly show identifiable individuals, you will be informed or the images will be blurred.

13. Privacy Policy

- 13.1. By agreeing to these terms, you accept that you have read and agree to the [privacy policy](#).



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Attachment 1

Alterations of bookings for private individuals and small groups (1–15 pax):

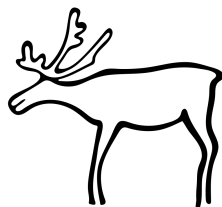
Alteration of reservation is subject to availability.

Alteration 15 days or more before check-in (15:00)	0% of booking total
Alteration 4–14 days before check-in (15:00)	25% of booking total
Alteration 1–3 days before check-in (15:00)	40% of booking total
Alteration within 24 hours of check-in (15:00)	55% of booking total
Alteration after check-in time (15:00)	100% of booking total

Attachment 2.1

Cancellation of bookings for private individuals and small groups (1–15 pax):

Cancellation 15 days or more before check-in (15:00)	0% of booking total
Cancellation 4–14 days before check-in (15:00)	50% of booking total
Cancellation 1–3 days before check-in (15:00)	75% of booking total
Cancellation within 24 hours of check-in (15:00)	90% of booking total
Cancellation after check-in time (15:00)	100% of booking total
Failure to check-in before 23:00 or “No-Show”	100% of booking total



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Attachment 2.2

Cancellation of bookings for groups and events (16–60 pax):

Cancellation 31 days or more before check-in (15:00)	0% of booking total
Cancellation 15–30 days before check-in (15:00)	50% of booking total
Cancellation 7–14 days before check-in (15:00)	75% of booking total
Cancellation 6 days before check-in (15:00)	90% of booking total
Cancellation after check-in time (15:00)	100% of booking total
Failure to check-in before 23:00 or “No-Show”	100% of booking total

Attachment 3

Rules of conduct and quiet hours at Spiterstulen:

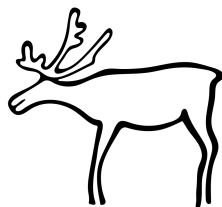
Quiet hours are from 23:00 to 07:30. During this time, there must be silence in the sleeping areas, and guests must not disturb other overnight visitors. This also means that the use of motorised vehicles between buildings and in the courtyard is not permitted.

Smoking is not allowed indoors. This applies to all types of smoking, including water pipes, vaping, e-cigarettes, and similar devices. There are also designated outdoor areas where smoking is prohibited.

Pets are not allowed in rooms, common areas, or the main building. Exceptions only apply in designated pet-friendly sections.

It is not permitted to have more overnight guests than stated in the reservation. This is in accordance with fire safety regulations and applicable laws.

Keys must be returned before departure.



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Attachment 4

Fees:

Noise:

If there is significant noise after quiet hours that disturbs other guests, the reception will issue one verbal warning. If the noise continues after this, a fee of NOK 750.00 per affected guest will be charged.

Smoking:

Smoking is not permitted in rooms. This also includes vaping and e-cigarettes. Smoking in rooms will result in a fee of NOK 5 000.00.

Pets:

Pets are allowed in selected rooms only. Bringing an animal into a non-pet-friendly area will result in a fee of NOK 5 000,00.

Unauthorized overnight stays:

If more people stay in the room than stated in the booking, a fee of NOK 5 000.00 will be charged per person exceeding the stated number.

Lost key:

If the key is not returned upon departure, it must be sent to Spiterstulen as soon as possible: P.O. Box 158, 2686 Lom, Norway. The package must be insured and sent with tracking. All related costs are covered by the reservation holder.

If the key is lost or damaged, a replacement fee of NOK 2 500.00 per key will be charged to the reservation holder.

Failure to check out:

If guests do not check out and leave the room by 11:00, the stay will be automatically extended. If failure to check out prevents other guests from accessing the room, additional costs related to this will be charged to the guest who did not check out and vacate the room.