

Trollhaugen Tours 2021-2022 Terms and Conditions.

RESERVATIONS FOR GROUP TRAVELERS, INDIVIDUAL TRAVELERS & PAYMENTS.

To make a group tour reservation complete the passenger information/registration form for a group tour and send the amount stated on the group tour flyer as per person deposit to the address shown on the form. To make reservation for an individual tour complete the passenger information/registration form for individual travellers and send \$125 planning fee deposit per family or group to the address shown on the form. Billing schedule will be determined by Trollhaugen Tours. The final balance is due 60 days prior to departure. Failure to receive final payment may result in automatic cancellation and loss of deposit. Early departures and/or extended stays are subject to availability, must be requested upon registration, and entail a possible airline deviation fee of \$150 or more plus a booking charge of \$50 and a weekend surcharge of \$30 if applicable. For reservations or final payment made within 21 days prior to departure, there is a \$25 per reservation handling/express fee. For group tours, checks and Money Orders are accepted as forms of payment. Credit cards are accepted as form of payment but a 2.5% convenience fee will be added to the payment. For individual travel, a credit card is needed to make reservation at hotels and cruise lines etc. In the case where Trollhaugen Tours pays for a booking or deposit, a bill will be sent to the customer requesting payment by check or money order. If the individual traveller pays by credit card for Trollhaugen Tours services a 2.5% convenience fee will be added to the payment. In case of billing error, we reserve the right to re-invoice with correct pricing.

INDEPENDENT TOUR PLANNING SERVICES

For travellers requesting custom arrangements, i.e. detailed trip planning outside our group tour packages, we request a non-refundable planning fee of \$125 per family or group. Please see our planning fee schedule form for more information. A signed planning fee schedule form must accompany this agreement. All requests must be submitted in writing before any quote will be provided. Should the client prefer modes of transportation, time schedules, and/or hotel properties other than those presented, it is the responsibility of the client to inquire and request such information from Trollhaugen Tours prior to itinerary confirmation.

TRAVEL DOCUMENTS

It is the responsibility of each passenger to obtain proper travel documents, such as passport and visa. Each passenger must be in possession of a **passport with a validity of at least six (6) months beyond the conclusion of their trip**. A visa is not required for Scandinavia or Western Europe for stays of less than 3 months. For up-to-date entry requirement information for all travellers, please visit the website: <http://travel.state.gov>.

Due to increased travel security around the world, **it is very important that your airline ticket matches your first and last name exactly as it reads on your passport. Any changes to your air booking, which include spelling, could be subject to a change fee, penalties, or cancellation.** With full payment, tour documents are normally sent 14-21 days prior to departure and should arrive within 6 business days. If you request documents earlier, and if it is possible to accommodate you, there is a \$25 per reservation handling/ express fee. Travel documents will not be sent out until payment and this signed reservation form have been received.

PRICES

Prices are based on exchange rates at the time and are subject to change without notice. In addition, prices are based on guaranteed, advanced bookings at Trollhaugen Tours contract rate with each supplier (i.e. hotels); seasonal and occupancy variations may occur. Trollhaugen Tours is not responsible for any such price variance. Price is quoted as a complete package and cannot be broken down at anytime. The right is reserved to substitute hotels when necessary due to availability or vary itineraries for operational reasons from those described in the brochure or website.

CANCELLATIONS

The following per person cancellation fees apply: More than 60 days prior to departure: 10% of tour price; 59-45 days: 25% of tour price; 44-30 days: 50% of tour price; less than 30 days: non-refundable. **Cancellations must be in writing.** A change of itinerary or traveller name (substitution) after receipt of deposit will be treated as a cancellation and new reservation; standard cancellation fees apply. Trip cancellation insurance is strongly recommended.

Airline and cruise line tickets have their own cancellation and change penalties; all of the above fees are in addition to any enforced cancellation fees or other unrecoverable fees from suppliers. No refund can be made for any tour accommodation, services or feature that the traveller does not utilize or voluntarily changes; if you cancel while tour is in progress, there will be no refund for unused portions.

CHANGES

Once deposit has been received, each subsequent change will be subject to the following change fees, only if we can accept the change and travel documents have not been issued. More than 75 days prior to departure: \$50 per person; 75-45 days prior to departure: \$100 per person; 44-30 days prior to departure \$200 per person. Less than 30 days prior to departure or once travel has commenced; no changes accepted. If documents are issued and we can accept the change there will be an additional reissue fee of \$50 per person plus any fees assessed by air/land supplier/s.

FREQUENT FLYER NUMBERS

Frequent Flyer numbers must be supplied to us along with your reservation. Passengers are responsible for reconfirming their number with the airline upon check-in for flights. Please contact the appropriate airline for current rules and restrictions.

LUGGAGE

Size and weight limitations for carry-on and checked baggage on international and inter-European flights vary from airline to airline and are subject to change, so please check with your airline before departure. Trollhaugen Tours is not responsible for additional fees imposed by air carriers regarding baggage. Airport portage is not included as security regulations within most airports require that travellers handle and be responsible for their own luggage. **On the land portion**, due to limited motor coach capacity, we allow only 1 suitcase and 1 carry-on per person. No responsibility is accepted for loss of or damage to baggage or any of the traveller's belongings. Baggage insurance is strongly recommended.

TRIP INSURANCE

The client is urged to protect his/her investment with travel insurance. Generally pre-existing conditions can be covered if premium payment is made within 15 days of your initial trip deposit. Trollhaugen Tours is more than happy to assist you in purchasing travel insurance. We recommend the following travel insurance companies: Allianz Travel Insurance (www.allianztravelinsurance.com), CSA Travel Protection (www.csatravelpro.com), Travel Safe Insurance (www.travelsafe.com), AIG Travel Guard Travel Insurance (www.travelguard.com) or CHUBB (www.chubb.com/us-en/expect-more/travel.aspx?seg=mw). Trollhaugen Tours often contract with CHUBB Travel insurance for group travel insurance that is optionally offered with many

of our group tours. Trollhaugen Tours is not responsible for loss, damage or theft of luggage or personal belongings, or for personal injury, accident or illness.

PACKAGE PRICE INCLUDES

Transatlantic airfare as specified in itinerary, accommodations as specified in itinerary, hotel taxes, service charges and transportation as described in the itinerary, meals as specified (B=Breakfast, L/LP=Lunch/Lunchpack, D=Dinner). Inquire as to more specific tour inclusions with Trollhaugen Tours.

NOT INCLUDED

Air transportation unless specified, airport/hotel transfers unless specified, passport fees, visa fees, where required, personal expenses such as laundry, liquors, wines, mineral waters, phone, valet, room service, meals not specifically listed as included, expenses due to flight delays, strikes, bad weather or other irregularities, travel insurance, excess baggage charges, individual services apart from the group, refunds for tour services not utilized; Any expenses for à la carte meal items not included in pre-planned menus; Gratuities for tour escorts, city guides and drivers. Travellers are responsible for any charges due to voluntary itinerary changes.

HOTELS

Trollhaugen Tours reserves the right to substitute hotels with others of equal or better quality. Rooms in Scandinavian hotels may have twin, double or day beds. As Scandinavian hotels generally have small rooms, we advise against requesting triple rooms. Triple rooms are available on request only and no discount applies. A limited number of single rooms are available at the supplementary cost shown. Single rooms are generally inferior to double rooms in size and location. All rooms are assigned by the hotel management upon arrival. Please note that throughout Europe it is standard policy that hotel rooms are not available for check-in before 2:00pm. Requests for special room assignments should be submitted in writing with final payment, 60 days prior to departure. Special room requests cannot be guaranteed. Please be advised that not all hotels in Scandinavia are air-conditioned.

AIRFARE

Trollhaugen Tours will be happy to book airfare for our clients. Depending on the class of airfare booked, there might be a \$25 booking fee per ticket added to the price of the tickets.

SMOKING

Smoking is not permitted on airplanes or motor coaches.

RESPONSIBILITY & RELEASE OF LIABILITY

Trollhaugen Tours acts only as agent for the contractors providing transportation, accommodations or other services. All tickets and vouchers are issued subject to any and all terms and conditions under which transportation, accommodations and other services are offered or provided and constitute the sole contract between the supplier and the tour member. Trollhaugen Tours shall not be responsible in any way for loss, annoyance, expense, injury or damage arising from an Act of God, Acts of Governments or de facto authority, war, civil unrest, any kind of hostilities, strikes, force majeure, theft, sickness, quarantine, immigrations or customs regulations, hijacking, acts of terrorism, disturbances, breakdown, delay, cancellation, error, omissions or any other cause beyond our control. Trollhaugen Tours reserves the right, without any advanced notice, to make changes or cancellations, in part or in whole, as circumstances dictate; this may include changes in lodging/hotels and in the itinerary. In the event the tour is cancelled, Trollhaugen Tours has no responsibility beyond full refund of monies paid by the participant. Trollhaugen Tours is released of liability for consequences of the personal activities of any passenger, who, as a consenting adult, is deemed personally responsible for decisions concerning conditions of health, safety, fitness for any activity in which the passenger participates. Trollhaugen Tours is not responsible of omissions in prices and programs. Trollhaugen Tours reserves the right to accept or reject any person as a tour participant, to expel any tour participant from the tour it deems it necessary for the comfort, convenience or safety of the tour participants.

Any deposit for a package offered by Trollhaugen Tours shows acceptance and acknowledgement of prices, exclusions, conditions and responsibilities as stated above and releases Trollhaugen Tours and all of its agents and representative from any and all liability, actions, causes of actions, suits, debts, demands that you may have in connections with your participation in a Trollhaugen Tours trip or activity.

Please retain a copy of all pages of this form for your records.

Acceptance of terms:

Signature on the passenger Information request form acknowledges acceptance of Trollhaugen Tours terms and conditions

Trollhaugen Tours

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