

Terms & Conditions

Prices and Payment

All accommodation prices are in NOK, incl 12 % VAT (sales tax). For the bookable extras the amount includes 25 % VAT. There are currently no tourist tax in the region.

Discounts

Various discounts in certain periods provided for groups upon request. NAF and ADAC members get 5% discount on cabins. Please note that discounts are not recoverable on an already bypassed stay at our place.

Booking in advance

Booking can be made through our online booking on the website. The total amount must be paid in advance when the booking is made. The credit cards accepted are Visa and Mastercard. Your booking contract with Trollveggen Camping begins on the date your payment is received by our bank account.

Requirements

If you prefer a particular cabin, you can specify this in the field for requirements. Do you have special needs or requests, please indicate this in the requirement field. We will try our best to meet the requirements, but cannot guarantee to do so, and will not be held liable for any failure to do so.

Cancellation

If you wish to cancel your stay, Trollveggen Camping should receive a written notification within a reasonable time. The following charges will apply, based on the number of days ahead start date the cancellation is done:

- Cancellation more than 30 days before the start date of the stay = a fee of NOK 200.
- Cancellation between 30 and 14 days before the start date of the stay the customer will get 75% of the purchase price refunded.
- Cancellation of stay 7 - 13 nights before arrival the customer receive 50% of the purchase price.
- If the cancellation is made less than 7 days before arrival, or in cases where the customer does not show up there will be no refund of the amount.

Cancellation must be sent to the e-mail address: post@trollveggen.no.

Complaints

Any complaints or pointing out the defects must be made immediately on reception of Trollveggen Camping.

Trollveggen Camping are not responsible if sightseeing, hiking or fishing days are lost due to weather conditions.

Booking of stay

When making your booking with Trollveggen Camping it is implied and accepted that you have read and understood all of these booking conditions, and agree to abide by them.

A receipt will be sent to your e-mail immediately after booking. The order confirmation shows an overview of the purchased products.

Once the booking is confirmed the credit card payment is accepted, and the card will be charged the full amount.

Trollveggen Camping is technically responsible for purchases made on www.trollveggen.com.

Conditions of stay

Arrival and departure

Check-in time for the cottages from kl. 14.00 - to 20:00. If you think you arrive later, you should send us an email in advance for appointment, or make a call to let us know . Tel. +47 71 22 37 00.

Check-out time is at 11.30 am. For a longer stay at the campground or apartment this must be agreed with reception.

Tenant's responsibility

The tenant is obliged to respect the rules applicable to the campsite. The tenant is liable in full for the apartment inventory. Defects and damage caused by the tenant must be compensated before the departure. The person who has booked the cabin/apartment is also liable for damage caused during the rental period of the other residents of the apartment. The cabin/apartment must not exceed the maximum of the number of persons specified in the order.

Trollveggen Camping is not liable for any loss of personal belongings during your stay.

Pets / smoking / barbeque

Pets are allowed in the cabin and on the campsite. Dogs must be leashed. Pets are not allowed in the Station Master's apartment.

Smoking is strictly prohibited in all units, and in all public facilities.

Barbecue is allowed on the campsite, provided that this happens in safe circumstances, and on a fireproof surface.

What is included in the rental price

1. Cottages

Disposal of the cabin and its equipment during the lease period, and free use of the facilities at Trollveggen Camping. Blankets and pillows, as well as towels and bed linens are not included in the rental price. This can be booked online as a bookable extra. The price for renting only duvet + pillow is NOK 25 per unit. A complete bedding package with duvet and pillow + sheet, towel and bed linens can be rented for NOK 110 per unit.

Final cleaning is not included in the rental price, but can be purchased online as a bookable extra. Final cleaning includes vacuuming and washing floors, refrigerator, bathroom and toilet. The price is NOK 350. Before you leave the cabin you must clean up yourself, make sure the trash is emptied and tableware washed up and placed in the cabinets. Otherwise you might be charged for extra cleaning.

2. Apartment

Disposal of the apartment and its equipment during the lease period and free use of the facilities at Trollveggen Camping. Made beds are included in the rental price. Final cleaning is included in the price, which means vacuuming and washing floors, kitchen, bathroom and toilet. It is required that the apartment is cleaned up, trash is emptied and tableware washed up and placed in the cabinets. Otherwise there will be an additional cost for extra cleaning.

Withdrawals

Lov om Angrerett Chapter 5 §19 addresses the limitations of consumer law. In Norwegian phrase point b says that "Ved annet fjernsalg enn telefonsalg gjelder angretten ikke for enkeltstående tjenester dersom selger ved avtaleinngåelsen forplikter seg til å levere tjenesten på et bestemt tidspunkt eller innenfor et bestemt tidsrom". Practically this means no withdrawals for all individual services delivered at a specific date or within a specific period of time, in this case accommodation, and thus applies to all products sold by Trollveggen Camping.