General terms and conditions Din Tur AS

1. General terms and conditions

1.1. These contractual terms and conditions apply when entering into an agreement for the rental of a holiday home and/or additional services between the tenant and Din Tur AS as the provider of holiday homes and additional services.

1.2. Information on the website www.dintur.no, in other marketing material from Din Tur AS and in the travel documents, together with the contractual terms and conditions, form the contractual relationship between Din Tur AS and the tenant. Provisions in these contractual terms shall take precedence over information in other documents in the event of conflict. Din Tur AS does not vouch for information provided by third parties.

1.3. The agreement is binding between the parties when the tenant has received a confirmation of the booking.

2. Payment

2.1. When booking, the first instalment of 20% of the total price is due for payment 14 days after a binding agreement has been entered into. When booking online with a credit card, the credit card will be charged 20% of the total price immediately. All travel documents will be sent to the tenant as soon as the prepayment has been registered. The second instalment of 80% of the total price is due for payment 42 days before the start of the rental period, and must be received by Din Tur AS no later than this date.

2.2. When booking 41 days before the start of the rental period or later, the total price for the service is due for payment immediately after a binding agreement has been entered into. When booking online with a credit card, the credit card will be charged the total price immediately. All travel documents will be sent to the tenant as soon as payment has been registered.

2.3. Bookings for stays shorter than 1 week will incur a surcharge of NOK 600 (approx. € 60) per accommodation unit. Ex. weekly price / 7 x number of days of stay + NOK 600 (approx. € 60).

2.4. If Din Tur AS is to assist the tenant with the booking of transport, the price of the transport is due for payment immediately after a binding agreement has been entered into. The provisions on payment in sections 2.1 to 2.3 do not apply to payment for transport.

2.5. If the payment terms in sections 2.1 to 2.4 are not complied with, this will be considered a material breach of contract and entitle Din Tur AS to cancel the agreement entered into. Din Tur AS will endeavour to notify the tenant before the agreement is cancelled. The tenant's payment obligation is governed by section 4, Cancellation.

2.6. Any visa application costs NOK 100 (approx. €10) per person, minimum NOK 300 (approx. €30).

2.7. A surcharge may apply for payment made by credit card. This will be specified when booking online. This amount covers the additional costs associated with credit card transactions. In certain circumstances, you may be subject to additional fees imposed by your card issuer. Questions relating to such fees should be directed to your card issuer.

2.8. The currency selected at the time of booking is binding and cannot be changed after the booking has been confirmed.

2.9. Din Tur AS reserves the right to change the price agreed in the travel contract as follows: Changes in price after the conclusion of the contract will be allowed in the event of increases in transport costs or fees for certain services incurred, such as port or airport fees, which could not be anticipated, or in the event of changes in government taxes and duties.

2.10. **Tourist Tax and Government Accommodation Fees.** If a tourist tax, visitor fee, or other government fees related to accommodations at the destination are introduced, these will be added to the agreed-upon rental price unless they are already included. This also applies to fees that are introduced or changed after the reservation has been confirmed, to the extent permitted by applicable law. Any such fees must be paid by the renter directly to the vacation rental property during the stay. The amount of the fee is determined by the relevant authorities and may vary between different destinations.

3. Amendment

3.1. Provided that there are at least 56 days left until arrival and that there are available booking options, the tenant has the right to change the booking. Changes may not result in a reduction in the rental amount, and the change must be for the same year and destination as the original booking. The fee per change is NOK 300 (approx. €30).

3.2. If the tenant has booked transport through Din Tur AS, any changes to the transport booking must also be made through Din Tur AS. The right to make changes to the transport booking is limited by the terms and conditions of the transport companies and is only possible to the extent that the changes are accepted by the transport companies. Any additional costs and fees incurred by the transport company for the changes must be covered by the tenant.

4. Cancellation

4.1. Cancellation must be made in writing and is valid from the day it is received by Din Tur AS.

4.2. The following fees are charged for cancellations:

4.2.1. For cancellations up to 50 days before the start of the rental period, the lessee must pay a cancellation fee of 20% of the total price payable by the tenant.

4.2.2. For cancellations between 49-35 days before the start of the rental period, the tenant shall pay a cancellation fee of 30% of the total price payable by the tenant.

4.2.3. In the event of cancellation in the period from 34-20 days before the start of the rental period until the start of the rental period, the tenant will pay a cancellation fee of 50% of the total price payable by the tenant.

4.2.4. In the event of cancellation in the period from 19-8 days before the start of the rental period until the start of the rental period, the tenant shall pay a cancellation fee of 80% of the total price payable by the tenant.

4.2.5. In the event of cancellation in the period from 7 days before the start of the rental period until the start of the rental period, the tenant shall pay a cancellation fee of 90% of the total price payable by the tenant.

4.2.6. The cut-off time for the above-mentioned days is the preceding midnight.

4.3. If the tenant can get another person to take over the rental agreement for the same period and at the same price, and this person is accepted in writing by Din Tur AS, the rental agreement can be transferred to this person for a fee of NOK 500 (approx. €50). The same applies to agreements on additional services directly offered by Din Tur AS. Din Tur AS may reject a change of traveller if the replacement tenant is not suitable for the type of travel booked and his/her participation is against legal provisions or regulatory measures. The replacement tenant and the original tenant are jointly liable to Din Tur AS with regard to the travel price and all additional costs that arise as a result of a third party entering into the contract.

4.4. If the tenant has booked transport through Din Tur AS, any cancellation of the transport booking must also be made through Din Tur AS. The right to cancel transport bookings is limited by the transport companies' terms and conditions, and is only possible to the extent that the cancellation is accepted by the transport companies. Any costs and fees in connection with the cancellation must be covered by the tenant.

4.5. The tenant must arrange their own travel insurance and/or cancellation insurance to cover any costs incurred as a result of illness or other circumstances that prevent the tenant from using the booked holiday home and/or additional services.

Persons resident in Norway can purchase travel and cancellation insurance from Europeiske Reiseforsikring through Din Tur AS at www.if.no.
People living in Germany can buy travel and cancellation insurance from Hanse Merkur through Din Tur AS at https://secure.hmrv.de/rvw-ba/initBa.jsp?baid=1&adnr=4919056&locale=de_DE&wt=POPUP

Important: This encrypted link is valid for approximately 30 minutes only, for security reasons.
If you save this link, you will receive an error message when opening it the following day, for example.
It is therefore important to save the original encrypted link.

Unfortunately, Din Tur AS is unable to offer insurance to people living outside Norway and Germany.

Din Tur AS recommends that people living in an EU/EEA country bring a European Health Insurance Card (EHIC) on the trip in addition to the travel insurance.

In the event of a cancellation of the stay, the actual cancellation must be notified to Din Tur AS, while any claim for financial compensation must be directed to the insurance company.

5. The tenant's responsibility

5.1 The tenant must treat the holiday home with fixtures and fittings, and all other material that is entrusted to the tenant, responsibly. The holiday home and all other equipment handed over to the tenant must be returned in the same condition as when it was taken over.

5.2 The tenant undertakes to leave the holiday home in a tidy and thoroughly cleaned condition. The tenant must pay particular attention to cleaning the fridge, freezer, cooker, oven, barbecue, bathroom and sanitary installations. The holiday home must be left in the same condition as you wish to take it over. Costs for missing or inadequate final cleaning will be invoiced to the tenant. Even if the tenant has ordered final cleaning, this does not exempt the tenant from doing the dishes, emptying the fridge and tidying up in and around the holiday home before departure.

5.3 The tenant is obliged to compensate for any damage caused to the property, residence with furnishings, boats, motors, equipment, etc. and has a corresponding responsibility for such damage caused by persons participating in the rental or to whom the tenant otherwise gives access to the properties.

5.4 The tenant may be required to pay a deposit on arrival equivalent to an amount of between NOK 1,600 (approx. € 200) and NOK 7,000 (approx. € 700) per accommodation unit and possibly one boat. For boats beyond this, a deposit equivalent to NOK 800 (approx. € 100) to NOK 3000 (approx. € 300) per boat may be required. The deposit is paid back to the tenant when the tenant returns the accommodation and the boat in the agreed condition.

5.5 Boat insurance is offered at some holiday resorts. Any insurance agreement is made directly with the host on arrival. The price of the insurance contract applies per boat and varies from NOK 300 (approx. € 30) - NOK 1500 (approx. € 150) per boat/week. Deductible in the event of damage varies.

5.6 Additional costs may apply for the use of sauna, wood burning and hot tub. If pets are allowed and you bring pets with you, additional costs may also apply. Additional costs may also be incurred for charging electric cars, caravans, motorhomes or mobile refrigeration units. These costs will be settled at the holiday resort by agreement with the host.

5.7 It is the tenant's responsibility to have the correct certifications in accordance with Norwegian law to be able to drive a boat.
It is the tenant's responsibility to familiarise themselves with Norwegian law regarding tourist fishing in Norway. Read more about it: Din Tur

5.8 Passport and visa requirements, customs and vaccination regulations. We inform the renter that the passport and visa requirements of the country of stay, including the necessary deadlines for obtaining a visa, as well as health formalities (e.g. vaccinations and certificates required by the police) are necessary for the trip and stay. Travellers are responsible for compliance with passport, customs and vaccination regulations and all regulations important to the conduct of the trip (e.g. fishing regulations, environmental laws of the destination).

6. Arrival and departure time

6.1. Arrival time is 14:00, departure time is 10:00, unless otherwise described on our website www.dintur.no or stated in the travel documents. If arrival at the destination is after 14.00, the tenant must call the host to arrange a new arrival time for handover/instruction. The telephone numbers can be found in the travel documents and by logging on to www.dintur.no If a transfer is booked via Din Tur AS to/from the airport or other destination, the tenant is obliged to pass on any information about announced delays on the part of the airline or other means of transport directly to the lessor as soon as possible after becoming aware of them. Otherwise, additional costs may arise for the tenant. If arrival or departure is between 23.00 and 07.00, the tenant may be charged a fee of NOK 600 (approx. €60) on arrival at the holiday resort.

7. Defects, complaints and remedies

7.1. Any complaints must be notified to the holiday home owner immediately, and at the latest within 48 hours of the start of the rental period or the discovery of the damage/defect, and in any case before the end of the rental period. If the damage/defect is not or cannot be rectified on site, a written complaint must be sent to Din Tur AS within 30 days of the end of the rental period. Din Tur AS is obliged to respond to the tenant within 6 weeks of receiving the complaint.

7.2. A defect exists if the holiday home deviates from what has been agreed or assumed in the agreement, and this is not due to the tenant or circumstances on his part. However, deviations from the agreement are not considered to be a defect if they are of minor significance, or if they are of the type that the customer can expect to occur from time to time. The same applies to deviations in natural conditions that Din Tur AS or the holiday home owner neither had nor should have had knowledge of or control over.

7.3. Some differences in quality, location, equipment, etc. between the various holiday homes at the individual holiday resort must be expected. Some differences must be expected between the holiday homes depicted in the marketing material and the holiday home the tenant is actually allocated. Such differences do not constitute a defect. The fact that other tenants have a holiday home of a different quality, location, equipment, etc. than the tenant's holiday home does not constitute a defect in the tenant's holiday home.

7.4. The tenant undertakes to help prevent the deterioration of damage, defects and faults, and to help keep losses as low as possible for the holiday home owner and Din Tur AS. Din Tur AS shall have a reasonable period of time to correct or rectify any damage or defect.

7.5. Din Tur AS reserves the right, if possible and at the discretion of Din Tur AS, to remedy any damage or defect by relocating the tenant to another holiday home of similar price and quality.

7.6. Din Tur AS's liability only covers direct financial loss. Din Tur AS cannot be held liable for indirect loss (consequential damage) or damage of a non-economic nature (non-material damage). Compensation cannot be claimed for loss or damage caused by the tenant's own negligence or circumstances.

8. Din Tur AS's liability

8.1. Din Tur AS arranges the letting of holiday homes and is not the owner of these. Din Tur AS safeguards the interests of holiday home owners in connection with the termination of the rental agreement. In the unlikely event that a rental agreement cannot be executed for reasons that are beyond Din Tur AS's control, and which could not reasonably be expected to have been taken into account when the agreement was entered into, and which Din Tur AS could not avoid or avert the consequences of, Din Tur AS may cancel the rental agreement against repayment of the rent already paid. However, Din Tur AS will, if possible, offer the tenant a similar holiday home in the same area and at the same price.

8.2. Din Tur AS is not liable for damages if the trip becomes defective as a result of obstacles as mentioned in section 8.1 occurring after the trip has begun. If the trip is shortened by Din Tur AS or the tenant cancelling it due to such circumstances, the tenant will still be entitled to a proportionate price reduction. Din Tur is obliged, to the extent possible, to eliminate any risk or inconvenience to the tenant.

8.3. All forms of transport ordered through DinTur AS are the responsibility of the relevant transport company. Liability in connection with e.g. delays, lost connections, etc., although not limited to this, lies with the individual transport companies. Din Tur AS thus assumes no liability for transport. The transport companies' terms and conditions shall be available to passengers on request.

8.4. Neither Din Tur AS nor the holiday home owner can be held liable for losses arising from theft or other external influences affecting the tenant's private belongings etc.

8.5. Din Tur is a member of the Travel Guarantee Fund, which ensures that the tenant is reimbursed for advance payments and/or an alternative journey home in the unlikely event of bankruptcy. See www.rgf.no.

9. Privacy policy

Din Tur complies with the applicable data protection regulations (GDPR) at all times. Necessary personal information is processed by Din Tur and our partners, such as booking companies, data storage providers and hosts. Din Tur also processes personal data in order to provide you with offers, service and information via e-mail, telephone, post and newsletters. We may also process your personal data in connection with marketing purposes.

For more detailed information, read our privacy policy Din Tur.

10. Force majeure

10.1. If the implementation of the rental agreement is made difficult or impossible as a result of force majeure circumstances, such as war, natural and pollution disasters, epidemics, closed borders, traffic conditions, suspension of currency trading, strikes, lockouts and similar circumstances that could not be foreseen when the rental agreement was entered into, Din Tur AS and the holiday home owner may cancel the agreement. Neither Din Tur AS nor the holiday home owner can be held liable for losses arising as a result of such cancellation. Din Tur AS is obliged to take the necessary measures if the contract includes a return journey to ensure that the tenant returns home. The additional costs for such a return journey shall be shared equally by Din Tur AS and the traveller. In all other cases, the additional costs will be covered by the tenant.

11. Terms and conditions for the purchase of flights through Din Tur AS

11.1. Booking flight tickets via Din Tur AS is only possible in connection with the booking of a package holiday. Please note that flight tickets are generally booked on scheduled flights and that these are usually non-refundable. In the rare instances where the entire package holiday is cancelled (see section 4. Cancellation), the following rules apply to the flight booking:

Scheduled airlines require Din Tur AS to issue flight tickets well in advance of departure (in most cases at the time of booking). Once an air ticket has been issued, Din Tur AS has a financial obligation to the airline. If the customer cancels the trip after the air ticket (e-ticket) has been issued, Din Tur AS will charge the traveller a fee corresponding to the amount payable to the airline and third-party suppliers. The exact fee will be provided on request.

11.2. The deadline for payment of flight tickets will generally be 14 days after the flight booking is made; or earlier if the airlines' rules require tickets to be issued sooner.

11.3. It is the customers responsibility to keep themselves updated on their flight schedule prior to departure, as changes and cancellations may occur very close to the departure date. Din Tur AS does not guarantee the flight schedule stated at the time of booking. All flight schedules are subject to change until actual departure.

11.4. It is also the customers and travelers responsibility to keep themselves informed of the airlines' rules as described on the airlines' websites.

11.5. The airlines are responsible for the operation of the flight. In the event of errors and/or complaints regarding the flight or luggage, these should be directed to the airline.

11.6. The customer/ the lead passenger is obliged to provide a correct email address and mobile number when booking, so that all co-passengers can be contacted in the event of schedule changes or cancellations. Information regarding schedule changes and cancellations will initially be sent by email, and it is therefore important that the customer/ lead passenger keeps themselves updated via their email. Din Tur AS cannot be held responsible for incorrectly provided email addresses, spam filtering, technical faults on the recipient's end or other circumstances beyond Din Tur AS's control.

11.7. It is the responsibility of the customer and the co-passengers to familiarise themselves with and comply with the applicable rules and requirements relating to stopovers and entry in connection with their flights. This includes, amongst other things, visa requirements, entry permits, passport requirements, vaccination requirements and other documentation and entry requirements applicable to both the destination country and any transit countries. Din Tur AS cannot be held responsible for denied boarding, entry to the country of transit or the final destination.

11.8. Din Tur AS reserves the right to make price changes and subject to availability on the part of the airlines from the time of booking/payment until the issue of the flight tickets. In the event of price changes prior to ticket issuance, Din Tur AS will offer the flight at the updated price or refund the amount paid for the flight.

11.9. Din Tur AS reserves the right to make changes to flight schedule or cancellations on the part of the airlines. In the event of significant changes to flight schedule or cancellations, the booker will be contacted by email with the airline's proposed alternative. If the airline's proposed alternative does not suit the current journey or if the airline is unable to offer an alternative, Din Tur AS will investigate other options for alternative flight arrangements. Price differences may apply for flight arrangements with other airlines.

11.10. Voluntary changes and cancellations must be made in writing during Din Tur AS's opening hours and at least 7 days before departure, and shall take effect from the date on which Din Tur AS receives them.

11.11. Voluntary changes to flights will incur a charge, provided that the airline's terms and conditions for the relevant flight tickets permit such changes. The cost of changing a flight will vary according to the airlines' terms and conditions for the relevant flight tickets and also includes administrative fees charged by Din Tur, as well as any fees charged by third-party suppliers involved.

11.12. In the event of a voluntary cancellation of a flight, the cancellation fee will be determined in accordance with the airline's applicable cancellation terms if the flight ticket is partially refundable. This may also include administrative fees charged by Din Tur, as well as any fees charged by third-party suppliers used for issuing flight tickets. For non-refundable flight tickets, the cancellation fee will be 100%. All flight tickets will incur a cancellation fee of 100% in the event of voluntary cancellation within 6 days prior to departure.

11.13. Any refunds will be calculated in accordance with the applicable rules and terms and conditions of the airline, the ticket issuer and third-party suppliers. Any refund may not exceed the amount that Din Tur AS actually receives as a refund from the suppliers involved, less any applicable fees and administrative costs.

12. Terms and conditions for the purchase of hotel accommodation through Din Tur AS

12.1. Voluntary changes and cancellations must be made in writing during Din Tur AS's opening hours and at least 7 days before departure, and shall take effect from the date on which Din Tur AS receives them. In the event of a voluntary cancellation made within 6 days prior departure, a cancellation fee of 100% applies.

12.2. In the event of a voluntary change or cancellation of hotel accommodation up to 7 days before check-in, the supplier's rules and terms and conditions apply. Any costs and fees associated with the change or cancellation must be covered by the customer. The exact fee or cost will be provided on request.

12.3. Cancellations can only be made for the entire room, not for individual guests. No refund will therefore be given to individual guests who are unable to travel or use the hotel accommodation, provided that the room as a whole is retained. Any cancellation must apply to the entire room and will be handled in accordance with clauses 12.1 and 12.2.

13. Force majeure

13.1. Flights are subject to circumstances beyond Din Tur AS's control, including those mentioned in clause 10 (Force majeure). Din Tur AS is not liable for any loss, costs or inconvenience arising from such circumstances, unless otherwise required by mandatory legislation.

14. Other provisions

14.1. Reservations are made for printing errors on Din Tur AS's websites, catalogues and other marketing material. Din Tur AS is not financially responsible for any printing errors or other unintentional misinformation that harms the tenant.

14.2. Disputes between the tenant and Din Tur AS must be resolved amicably. If the tenancy is a package holiday pursuant to Section 2-1 of the Package Travel Act (i.e. if the agreement includes additional services in addition to the rental of a holiday home), the tenant may bring any disputes with Din Tur AS before **the Package Travel Board** free of charge**, see** Lovdata.no/pakkereiseloven and Lovdata.no/pakkereiseforskriften.

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