

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.

Booking in advance

Booking can be made through our online booking at the website. The credit cards accepted are Visa, MasterCard and AmericanExpress. Your booking contract with Trollstigen Resort begins at the time you receive your confirmation.

Requirements

Do you have any special needs or requests, please indicate this in the requirement field. We will try our best to meet your requirements, but cannot guarantee to do so, and will not be held liable for any failure to do so. Your requirements are not accepted until we have confirmed them.

Cancellation

Cancellations at any time will be charged for the total price. In cases where the customer does not show up, the prepayed amount will not be refunded.

Complaints

Any complaints or pointing out the defects must be made immediately to the reception of Trollstigen Resort. Trollstigen resort is not responsible if sightseeing, hiking or fishing days are lost due to weather conditions.

Booking of stay

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

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

Once the booking is confirmed and your credit card is accepted, the credit card can/will be charged the full amount. Depends on if you book through Bokun or Booking.com.

Trollstigen resort is technically responsible for purchases made at www.trollstigenresort.com

Conditions of stay

Arrival and departure

Check-in time for cabins from 12:00 to 18:00. If you know you will arrive later, you should contact us in advance for appointment. info@trollstigenresort.com or +47 71 22 68 99.

Check-out time is at 11:00. For a longer stay at the campground or cabin/apartment, this must be agreed with the reception.

Tenant's responsibility

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

Trollstigen Resort is not liable for any loss of personal belongings during your stay.

Pets/smoking/barbeque

Pets are allowed in the cabin and at the campsite. Dogs must be leashed.

Smoking is strictly prohibited in all units, and in all public facilities. Smoking in this area will be fined with Nok 1.000,-

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

What is included in the rental price

Disposal of the cabin and its equipment during the lease period, and use of the facilities at Trollstigen Resort. All cabins do have blankets and pillows. Bed linen is not included in the rental price. Bed linen can be rented for Nok 50,- pr set incl. one towel.

Final cleaning is not included in the rental price. The tenants can choose to do the final cleaning themselves. Final cleaning includes vacuuming and washing floors, refrigerator, and also bathroom and toilet. Final cleaning can be bought at the reception at Nok 350,-

Before you leave the cabin you must clean up, make sure the trash is emptied and tableware washed up and placed in the cabinets. Otherwise you might be charged for extra cleaning.

Withdrawals

Lov om Angrerett Chapter 5 §19 addresses the limitations of consumer law. In Norwegian phrase point b, says: " Ved annet fjernsalg enn telefonsalg gjelder angre retten 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 Trollstigen resort.