

GENERAL TERMS AND CONDITIONS

These General Terms and Conditions govern the relationship between Wilderness Vision Sturm and its clients for guided tours and other outdoor activities. By booking a tour with us, you agree to these terms and conditions.

Assumption of Risk

Participation in outdoor activities such as hiking, skiing, rock climbing, canoeing, and other activities involves inherent risks. These risks include but are not limited to slips, falls, equipment failure, drowning and unpredictable weather conditions. Clients must accept these risks as a condition of participation. Wilderness Vision Sturm is not responsible for any injuries, accidents, or damages sustained during the tour.

Liability Waiver

For certain activities, clients may be required to sign a liability waiver before participating. This waiver releases Wilderness Vision Sturm, its owners, employees, and affiliates from any liability for any injuries, accidents, or damages sustained during the tour.

Privacy Statement

Wilderness Vision Sturm respects the privacy of its clients and is committed to protecting their personal information. We collect and process personal information only for the purpose of providing our services and as required by law. We will not disclose or sell your personal information to third parties without your consent.

Refunds

If a guide becomes ill and no replacement can be arranged, we will provide a full refund of any payments made for the tour. However, Wilderness Vision Sturm is not liable for any other costs or damages incurred by the client.

Cancellation Policy

- a. Cancellations must be made in writing and sent to us by email or postal mail.
- b. Cancellations made more than 90 days before the start of the activity can be fully refunded, minus an administrative fee (5% of the booking price)
- c. For cancellations made more than 30 days before the start of the activity, we will refund 50% of the payment.
- d. For cancellations made less than 30 days before the start of the activity, no refund will be provided.
- e. No refunds will be given for any activities not completed due to weather or other circumstances beyond our control.
- f. We recommend all participants a travel insurance that covers cancellations in case of illness and other common reasons to cancel a trip.

Equipment Rental

Clients who borrow equipment from Wilderness Vision Sturm are responsible for returning it in the same condition as when they received it. Clients are liable for any damages or loss of equipment. Please see our equipment rental policy for more information.

Fitness and Health Requirements

Clients must be in good physical condition and have the necessary equipment to participate in the activity. Wilderness Vision Sturm reserves the right to deny participation in an activity if a client is deemed unfit or does not have the appropriate equipment. Please see our fitness and health requirements for more information.

Guide's Authority

The guide has the authority to make decisions regarding the safety and well-being of the group. Clients are expected to respect the guide's decisions and follow their instructions.

Insurance

Clients are required to have their own travel and accident insurance. Wilderness Vision Sturm has liability insurance, but this does not cover personal accidents or damages.

Transport

Clients are responsible for their own transportation to the meeting point unless otherwise agreed. Wilderness Vision Sturm is not responsible for any delays or other issues with transportation. Please see our transport policy for more information.

Communication

In case of an emergency or accident, Wilderness Vision Sturm will be responsible for communicating with relevant authorities and/or medical personnel. Please see our communication policy for more information.

Governing Law

These General Terms and Conditions shall be governed by and construed in accordance with the laws of Norway. Any disputes arising out of or in connection with these terms and conditions shall be subject to the jurisdiction of the courts in Oslo.

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