

**DAGALI FJELLPARK (FULL ON AS)**

Perstulvegen 100, 3588 Dagali

booking@dagalifjellpark.no

(+47) 90622675

[www.dagalifjellpark.no](http://www.dagalifjellpark.no)



## **Guidelines and safety**

### Alpine skiing & Sledding

Dagali Fjellpark Ski Center

**Facility operator:**

Address:

Org no.

CEO:

The company is registered:

Email address:

Phone:

**FULL ON AS**

P.O. Box 17, Geilo 3581, Norway

813 655 462

Vojtěch Hejtmánek

Brønnøysundregisterne, Postboks 900, 8910 Brønnøysund, Norway.

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Approved:

20.10.2021

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# 1. Basic guidelines

These terms and conditions apply between **FULL ON AS** (or "ski center", "ski resort", "facility", "we" or "Dagali Fjellpark"), and you (or "the customer") who **themselves or through others** make a booking or purchase of a ski pass or a sled ticket.

The following basic guidelines apply to Dagali Fjellpark Ski Center:

## 1.A - Safety in the ski center and on the sled run

Alpine skiing and sledding are associated with a certain risk. Therefore, safety must be the most important aspect for everyone on the slopes. We take the safety of our guests seriously!

Violation of the Skiing rules (see Appendix 2 - Skiing rules on the ski slopes) and the rules on the sled run (see Appendix 1 - 10 Safety rules for sledding) may result in the confiscation of a ski pass/sled ticket and expulsion from the area.

### **Alpine skiing**

Skiing rules for safety from Alpinanleggenes Landsforening (see Appendix 2 - Skiing rules on the ski slopes) apply at Dagali Fjellpark Skisenter. When you visit us, it is your responsibility to get familiar with these skiing rules and to act according to them. The rules can be found in the ski rental.

There are both ski slopes and the special sled run at Dagali Fjellpark. Therefore, there is a special rule in addition to the skiing rules: **Skiing on the sled run is strictly forbidden!**

**All skiing, both on and off marked and groomed slopes, is at your own risk.**

### **Sledding**

For sledding, which takes place on the special trail, rules for sledding apply (see Appendix 1 - 10 Safety rules for sledding). You get a training before you can sled. Stay focused and ask if anything is unclear.

### **Ski lift**

Downhill skiing, jumping, messing around and other activities in the lift, which involve danger to people and the lift equipment are prohibited.

### **Defibrillator**

We at Dagali Fjellpark Ski Center constantly focus on the safety of you, our guests. To help in the emergency, we have a defibrillator. It is located in the ski rental.

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## 1.B - Weather and riding conditions

Dagali Fjellpark Ski Center is located on the Hardangervidda's slope, where strong wind can occur sometimes.

### **Alpine skiing**

Weather and riding conditions can change quickly. You are responsible for assessing the conditions based on your own skiing skills before purchasing a ski pass.

### **Sledding**

You usually order sledding in advance, to secure the desired date and time. Bad weather is not the reason to cancel the booking in the last minute, and demand a refund. If the ski centre's employees consider, based on their experience, that the weather does not cause dangerous conditions on the slopes (due to the cold, rain, wind or ice on the slopes), the facility stays open regardless of the weather.

It is the ski center's right to assess the weather and snow conditions, and decide about shutting down if necessary.

**The ski center has the right to stop the operation for safety reasons without notice.**

In case of shutting down due to bad weather (cold, rain, wind, ice on the slopes), which could lead to dangerous conditions on the slopes, Dagali Fjellpark cancels and deal with the relevant bookings (according to 2.D – Cancellation terms and refunds for sled tickets). If your booking has been canceled, but you have arrived anyway, Dagali Fjellpark does not refund you for your transport costs to the ski center and back.

### **The ski center's website with current information**

To avoid misunderstandings to the highest possible extent, we have prepared a special website, which keeps you updated.

**Always check the facility's website with relevant information ([HERE](#)), before you set off to visit us.**

On this website, which we update every day at 9:00 am, you will find information about:

- if the facility will be open on the actual day
- about the probable risk of shutting down due to the weather in the next day: level 1 (lowest) - level 5 (highest).

It is your responsibility to check this webpage:

- the evening before the visit (so that you have an idea of something that may be in the way of your visit on the next day)
- 9:00 am on the day you have ordered sledding.

**If the probable risk of shutting down due to the weather on the coming day is at level 5 (highest), and you have ordered sledding for this coming day, and want to move the term, you can do so free of charge.** Simply send an email to [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no), or call (+47) 906 22 675 (from 9:00 to 17:00).

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Read more about the cancellation in case of shutting down due to bad weather, which could lead to dangerous conditions on the slopes, below in the text (2.D - Cancellation terms and refunds for sled tickets).

## 1.C - Responsibility of the customer

**All skiing, snowboarding, sledding and other skiing practiced both on and off marked and groomed slopes are at your own risk.**

Before you make a final booking or purchase on a ski pass or a sled ticket, you must read and familiarize yourself with this document (Guidelines and Safety). You are responsible for ensuring that the purchase is according to your own wishes. With payment, you express your consent with the booking and cancellation terms.

**You are responsible for checking the facility's website ([HERE](#))** with relevant information before you leave to visit us. Updated daily at 9 am, this website contains information about conditions and opening of the ski center.

### **Alpine skiing**

At Dagali Fjellpark Ski Center, Skiing rules apply for safety from the Alpinanleggenes Landsforening (see Appendix 2 – Skiing rules on the ski slopes). The rules can be found in the ski rental. When you visit us, it is your responsibility to familiarize yourself with these skiing rules and to act according to them. It is your responsibility to avoid injury. You have to act in a way that you do not harm yourself or others.

### **Sledding**

At Dagali Fjellpark's sled run, 10 Safety rules apply for sledding (see Appendix 1 - 10 Safety rules for sledding). When you visit the sled run, you always rent a sled. At the same time, you will get training about the rules. Then you sign a confirmation that you have understood the rules. It is your responsibility to familiarize yourself with the content of the form, ask if something is unclear and then to act according to the rules.

## 1.D - Responsibility of the facility

**The ski center is fully responsible only for injuries that happen on the ski lift.**

**The ski center is not responsible** for you and your equipment during skiing, snowboarding, sledding and other skiing practices practiced both on and off marked and groomed slopes. This is at your own risk.

**Dagali Fjellpark does its best to ensure a safe experience by:**

- placing the skiing rules in a central place in the center, so that they become well known among the guests,
- informing about the rules that apply on the sled run, as well as training for the use of sleds,
- following infection control measures,
- updating the home page with current weather information,
- checking the daily technical condition of the ski lift and rent equipment (sleds, etc.),
- daily checking the slopes for markings.

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- expel visitors in case of violation of the skiing rules and rules for the sled run,
- assess weather and snow conditions, and decide to shut down or adapt the opening hours if necessary,
- adapt and limit the facility's capacity (number of sleds on the slopes, number of skiers on the slopes).

**To make your experience enjoyable, Dagali Fjellpark takes additional care to:**

- prepare ski slopes and the sled run,
- prepare the parking lot,
- ensure hygiene at the sleds and other rental equipment.

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## **2. General terms and conditions for the purchase and use of ski pass and sled ticket**

### **2.A – Ordering and payment**

**Alpine skiing**

Alpine skiing (half-day ticket, day ticket, multi-day ticket, punch card, single trip) you book at the ticket office (at ski rental). You can pay by card, Vipps or cash.

Season ticket it is only possible to book through [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no). You can either pay by invoice, card, Vipps or cash when you pick up the season pass.

**Sledding**

**For individual customers**, booking and payment of sledding (sled rental and ski passes) is preferred through the on-line booking system, which is located either on the facility's website or on a partner's website. Only through on-line booking can you insure the best times for your visit. Availability of future trips is changing rapidly. Therefore, it is not possible to book sledding for individual customers through e-mail.

**Groups of more than 10 people** can order sledding through e-mail [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no).

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**If you already have a valid ski pass for Dagali Fjellpark**, do not book sledding via on-line booking, but contact us directly by email [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no) or phone (+47) 906 22 675 (from 9:00 to 17:00). The on-line system does not offer the possibility to book only sled rental without a ski pass.

**When you book for more people**, you confirm that you have the authority to book on behalf of yourself and eventual travel companions. You accept responsibility for ensuring that payment is made for all guests in your group. You are responsible for ensuring that your reservation follows terms and conditions (e.g. age of children, etc.). You will be responsible for ensuring that everyone in your group is kept fully informed of what has been booked, what rules must be followed and about any changes.

**If it is not possible to buy tickets online** via dagalifjellpark.no due to technical issues, tickets can be booked by email [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no) or phone (+47) 906 22 675 (from 9:00 to 17:00).

**The booking is binding on both sides**, once you have received written confirmation from Dagali Fjellpark of payment received. Dagali Fjellpark will deliver you sledding in the best possible quality, with a guarantee of plenty of space for you on the trail, while at the same time you are financially responsible for your booking.

**The document you receive when you have booked serves as your ticket (you only need to have it digitally) for the sledding, and you must have it available throughout your visit in Dagali Fjellpark.**

### Sledding - terms for partners who book for groups

Terms and conditions for partners who book for groups are regulated in the individual partner's agreement with us.

## 2.B – Price of cards and tickets

Dagali Fjellpark supports the local community in Dagali, especially Dagali sti- og løyelag (through Dagalifjellets Vel), which takes care of ski tracks in the Dagali area (160 km prepared ski tracks). 5 NOK from any ticket, purchased during the winter season at Dagali Fjellpark, is sent to Dagali sti- og løyelag in support of their work on the ski tracks at Dagalifjell.

### Ski pass – Half-day tickets and day tickets

Ski pass is a card that you rent and which you return after skiing.

All ski passes are personal and cannot be transferred to others. Lost card is not replaced.

	Morning ticket (10:00 – 13:00)	Afternoon ticket (13:00 - end of opening hours)	Day ticket
Adults	325 NOK	325 NOK	385 NOK
Children (7-17 years) and seniors (65 years +)	245 NOK	245 NOK	295 NOK
Children up to 6 years	0 NOK	0 NOK	0 NOK

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## Ski pass - Multi-day ticket

Ski pass is a card that you rent and which you return after skiing.

All ski passes are personal and cannot be transferred to others. Lost card is not replaced.

	2-day ticket	3-day ticket	4-day ticket	5-day ticket	6-day ticket
<b>Adults</b>	685 NOK	955 NOK	1145 NOK	1425 NOK	1565 NOK
<b>Children (7-17 years) and seniors (65 years +)</b>	495 NOK	685 NOK	885 NOK	1085 NOK	1275 NOK
<b>Children up to 6 years</b>	0 NOK				

## Ski pass - Season ticket

Season passes are valid during normal opening hours from the facility's opening at the start of the winter season to the end of the season. The length of the season varies from Christmas to Easter. **The length of the season is guaranteed by 66 days for the purposes of this document.**

Season passes are personal and cannot be transferred/loaned to others. There's a name on the ski pass.

Season pass is only possible to book through [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no). The card is prepared at the ticket office and you can pick it up before your first visit.

In case of loss or damage of season passes, the card can be recharged.

	Season ticket
<b>Adults</b>	3255 NOK
<b>Children (7-17 years) and seniors (65 years +)</b>	2655 NOK
<b>Children up to 6 years</b>	0 NOK

## Ski pass – Punch card

Punch card is a card you rent, which includes **10 trips**.

Punch cards are valid from the date of purchase to the end of the season, during normal opening hours.

Punch cards are not fixed in terms of ownership. Punch cards are purchased at the ticket office and do not need to be booked in advance. Lost card is not replaced.

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	<b>Punch card - 10 trips</b>
<b>Adults</b>	545 NOK
<b>Children (7-17 years) and seniors (65 years +)</b>	365 NOK
<b>Children up to 6 years</b>	0 NOK

## Ski pass – Single trip

Single trip is approved by the ski lift by showing the receipt. Lost receipt is not replaced.

	<b>Single trip</b>
<b>Adults</b>	65 NOK
<b>Children (7-17 years) and seniors (65 years +)</b>	45 NOK
<b>Children up to 6 years</b>	0 NOK

## Sled ticket

If you buy a sled ticket, you pay for both ski lift and equipment rent for that specific period of time. Included in the price is rent (sled, helmet, glasses, headlamp) and ski pass.

Sled ticket is a card that you rent and that you return with the rented equipment.

Sled ticket is personal and cannot be transferred to others. Lost ticket is not replaced.

	<b>Sled ticket - 1 hour</b>	<b>Sled ticket - 2 hours</b>
<b>Person</b>	305 NOK	405 NOK

## Sledding without a ski pass

If you already have a ski pass and want to sled in addition to alpine skiing, these prices apply for sled rent. Included in the price is then only rent (sled, helmet, glasses, +/- headlamp).

**If you already have a ski pass, do not book sledding via on-line booking, but contact us directly** by email [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no) or phone (+47) 906 22 675 (from 9:00 to 17:00). The on-line system does not offer the possibility to book only sled rent.

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	Rent - 1 hour	Rent - 2 hours
Person	225 NOK	345 NOK

## 2.C – Cancellation terms and refunds for ski passes

Dagali Fjellpark never provides a refund for transport, which you have arranged in in order to visit to the facility, whether there is shutting down due to technical problems or bad weather, which could lead to dangerous conditions in the slopes.

### Half-day tickets and day tickets

**In case of shutting down due to technical problems with the ski lift**, the cardholder is entitled to a proportionate refund for the time the ski pass could not be used. The operating interruption must be of at least 30 minutes duration and the sum of the interruptions must be more than 1/3 of the validity period of the ski pass.

**In other cases** (for example, in case of shutting down due to bad weather, or interruptions that are beyond the ski center's control), no refund is given when purchasing half-day tickets and day tickets.

### Multi-day ticket

Multi-day tickets are purchased with a specific validity (a certain number of consecutive days).

**In case of shutting down due to technical problems with the ski lift**, the cardholder is entitled to a proportionate 100% refund for the time the ski pass could not be used. The operating interruption must be of at least 30 minutes duration and the sum of the interruptions must be more than 1/3 of the validity period of the ski pass.

**In case of shutting down that has been caused by the ski center's fault**, the cardholder is entitled to a proportionate 100% refund for the time the ski pass could not be used. The sum of the interruptions must be more than 1/3 of the validity period of the ski pass.

**In case of shutting down which is beyond the ski center's control - force majeure**, the following applies:

- if the facility is closed for less than 1/3 validity period (1/3 included), nothing is refunded,
- if the facility is closed for more than 1/3 validity period, the cardholder is entitled to a proportionate 90% refund for the time the ski pass could not be used.

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This applies in case of shutting downs as a result of, for example, weather and wind conditions, lack of snow, avalanches, lightning, flooding, fire, power outages, strikes, public law bans or restrictions, pandemics, etc. and which constitute conditions that the facility could not reasonably expect to take into account at the time of purchase. It is up to the facility to document that the shutting down is due to such conditions and that the facility has not had the opportunity to avoid or overcome the consequences.

**In case of illness or injury**, the cardholder will be entitled to a proportionate refund of the card expenses for the time the card could not be used. The injury or illness must be documented on request through a medical certificate. The card should be returned as soon as possible.

Any refund claims cannot be settled until the validity period has ended. Until the validity period has ended, the ski center can consequently reject any refund claims.

## Season ticket

In order to calculate any refunds for the season tickets, it is assumed that the total time period (season) lasts for **66 days** (the number of days when the facility plans to stay open on average according to opening hours during the winter season from December to April).

**In case of shutting down that has been caused by the ski center's fault**, the cardholder is entitled to a proportionate 100% refund for the time the ski pass could not be used. The sum of the interruptions must be more than 1/3 of the validity period of the ski pass (i.e. more than 22 days).

**In case of shutting down which is beyond the ski center's control - force majeure**, the following applies:

- if the facility is closed for 22 days or less, nothing is refunded,
- if the facility is closed for more than 22 days, the cardholder is entitled to a proportionate 90% refund for the time the ski pass could not be used.

This applies in case of shutting downs as a result of, for example, weather and wind conditions, lack of snow, avalanches, lightning, flooding, fire, power outages, strikes, public law bans or restrictions, pandemics, etc. and which constitute conditions that the facility could not reasonably expect to take into account at the time of purchase. It is up to the facility to document that the shutting down is due to such conditions and that the facility has not had the opportunity to avoid or overcome the consequences.

**In case of illness or injury**, the cardholder will be entitled to a proportionate 100% refund of the card expenses for the time the card could not be used. The injury or illness must be documented on request through a medical certificate. The card should be returned as soon as possible.

Any refund claims cannot be settled until the validity period has ended. Until the validity period has ended, the ski center can consequently reject any refund claims.

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## Punch card and single trip

No refunds are given.

## 2.D – Cancellation terms and refunds for sled tickets

Dagali Fjellpark Ski Center never gives a refund for transport, which you have arranged in order to visit the ski center, whether there is shutting down due to technical problems or bad weather, which could lead to dangerous conditions on the slopes.

### Terms and conditions for direct bookings at Dagali Fjellpark both via on-line system and e-mail

These cancellation policies apply:

- for everyone who has purchased sledding on-line at [www.dagalifjellpark.no](http://www.dagalifjellpark.no)
- for everyone, who has purchased sledding on-line directly at Dagali Fjellpark using an ordering widget (located anywhere on-line)
- for groups that have booked sledding through [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no)
- for bookings made at Dagali Fjellpark via e-mail or telephone in case the online booking system does not work.

**The booking is binding on both sides**, once you have received written confirmation from Dagali Fjellpark about the payment. Dagali Fjellpark will deliver you sledding in the best possible quality, with a guarantee of plenty of space for you on the trail, while at the same time you are financially responsible for your booking.

If it is possible to sled safely and the facility stays open, bad weather is not the reason to cancel your order in the last minute and require a refund.

When we keep the time for you, we reject other interested parties, work on your order, customize the capacities on the actual day, adjust the number of employees in the long term, etc. Therefore, you can never cancel with no cost.

#### **General financial consequences of a cancellation:**

- Cancellation 7 days or more before appointment – it is refunded 80%.
- Cancellation 7 days – 48 hours before the appointment – it is refunded 50%.
- Cancellation less than 48 hours before the appointment – it is refunded 0%.

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**To cancel your entire order, or part of it** (one or more people), please send an email on [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no):

- please write your name and time, you should have come,
- describe whether you are cancelling the entire order or just a certain number of people,
- provide your bank account number and contact information for a refund, if you are entitled to a refund.

**If you can't come, someone else can take over your order.** You won't lose your money if you find someone else who wants to take over your order. Changing customer information is free of charge. Just write about it on

[booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no):

- please write your name and time, you should have come,
- write us the name of the new customer, as well as phone number and e-mail address, so that we can contact the new customer, if we need to.

## Terms and conditions in case of shutting down due to bad weather

**These cancellation conditions apply in case of shutting down due to bad weather, which could lead to dangerous conditions on the sled run.**

As written in part 1.B, it is the right of the facility to assess weather and snow conditions, and determine to shut down if necessary. The facility may stop operation for safety reasons without prior notice.

**Always check the facility's website with relevant information ([HERE](#)) both the night before your visit and before you set off to visit us.**

In case of shutting down due to bad weather, which could lead to dangerous conditions on the sled run, you will receive information about this by e-mail and often also SMS. This can take place, and often also takes place, on the day you have planned your visit. The weather does not always develop according to the weather forecast, and we cannot know exactly the day before whether the weather will be really bad, the type that could lead to dangerous conditions on the sled run, or just not nice.

**In case of shutting down due to bad weather, which could lead to dangerous conditions on the sled run, the following applies:**

- **you can move the trip to a new date,**
  - the best thing is to call,
  - you can also send an e-mail on [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no):
    - please write your name, phone and the time, when you should have come,
    - check on-line booking, look at available terms and please write which term you have chosen, i.e. date and time

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- in case of rebooking by email, we do not guarantee that the time you have chosen will still be available, as on-line booking changes every minute. We reserve the right to choose a different available time.
- **if you do not want to move the term, you can be refunded 85% of the prepaid amount\***,
  - please write an e-mail on [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no),
  - write your name and time, you should have come,
  - provide your bank account number and contact information for a refund, to get a refund.

**Refunds are made at your request.** It is your responsibility to let us know if you want to move the term or get a refund of 85% of the prepaid amount.

**Refunds will be paid if you request is no later than 30 April for the season you should have come.**

\*Weather is something that is beyond the control of the ski center. According to the terms of force majeure (2.D - Cancellation terms and refunds for sled tickets) this is not something we are obliged to refund you for, but we make an exception here. We hope that the opportunity to get a refund of 85% of the prepaid amount is a good compromise, covering both most of your costs, and at the same time our administration fee.

## Terms and conditions for technical problems

**In case of the ski lift stop due to technical problems, which are caused at Dagali Fjellpark,** the cardholder is entitled to a proportionate refund for the time the sled ticket cannot be used. The operating interruption must be of at least 30 minutes duration and the sum of the interruptions must be more than 1/3 of the validity period of the sled ticket.

**Always check the facility's website with relevant information before you set off to visit us.**

In case of shutting down due to technical problems, you will receive information about this by e-mail and often also SMS.

In case of shutting down due to technical problems, which are caused at Dagali Fjellpark, the following applies:

- **you can move the date on a new date,**
  - the best thing is to call,
  - you can also compose an e-mail on [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no):
    - please write your name, phone and the time, when you should have come,
    - check on-line booking, look at available terms and please write which term you have chosen, i.e. date and time
    - in case of rebooking by email, we do not guarantee that the time you have chosen will still be available, as on-line booking changes every minute. We reserve the right to choose a different available time
- **if you do not want to move the term, you can be refunded 100% of the prepaid amount,**
  - please write an e-mail on [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no),
  - write your name and time, you should have come,
  - provide your bank account number and contact information for a refund, to get a refund.

## DAGALI FJELLPARK (FULL ON AS)

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booking@dagalifjellpark.no

(+47) 90622675



[www.dagalifjellpark.no](http://www.dagalifjellpark.no)

**Refunds are made at your request.** It is your responsibility to let us know if you want to move the term or get a refund 100% of the prepaid amount.

**Refunds will be paid if you request it no later than 30 April for the season you should have come.**

**In case of lift shutdown due to technical problems, which do not have their causes at Dagali Fjellpark,** such as problems with energy supply, the conditions for force majeure apply.

## Terms and conditions for force majeure

In case of unforeseen circumstances beyond a party's control, which make the contract difficult or impossible to fulfill, the party has the right to walk away from the agreement. It can be man-made events such as strikes, transport bans, riots, coups, war, longer interruptions in water or energy supplies, fires, or nature- hazards such as earthquakes, natural disasters, floods, extreme water and weather conditions, hurricanes, and also epidemics.

If such instances result in either party having to cancel a booking, Dagali Fjellpark will attempt to offer an alternative, but assumes no responsibility for the return of fees.

**We will arrange a new date for the activity, or you will receive a voucher with validity of one year.**

## Terms and conditions for partners, who book groups

Terms and conditions for partners who book groups are regulated in the individual partner's agreement with us.

## Terms and conditions for cancellations caused by coronavirus

Coronavirus is a risk you know when booking a trip, and is often the main argument for buying travel insurance. The corona pandemic is now a well-known and actualized phenomenon. **It is therefore no longer considered a risk beyond the party's control.**

**If you cannot come because you are in quarantine/isolation,** the general financial consequences of the cancellation apply.

**If Dagali Fjellpark cannot open for its own reasons related to the corona pandemic,** (for example, lack of employees due to illness or quarantine/isolation), and must cancel agreed assignments or shut down the business, you will be contacted. You will be refunded 100% of the price paid, or you can choose a new date.

**If Dagali Fjellpark is closed due to a public ban or restriction,** whether it is simply not allowed to fulfill the agreement (if Dagali Fjellpark is shut down due to municipal or state decision, or if the authorities should decide

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about quarantine or travel ban, if it is not allowed to carry out the activity, if groups are not allowed to arrange the trips), the terms of force majeure apply.

## Terms and conditions for illness or injury

**In case of illness or injury**, when presenting a medical certificate proving that you could not have come for sledding, refund takes place in the same way as in case of shutting down due to bad weather, i.e.:

- you can move the date on a new date,
- if you do not want to move the term, you can get a refund of 85% of the prepaid amount.

## 3. Additional terms and conditions

### 3.A - Right of withdrawal

When purchasing ski passes or sled tickets containing date-based events, there is no right to cancellation or refund (Angrerettloven, § 22. Unntak fra angreretten, letter m). This also applies to packages and campaigns containing date-set ski passes, tickets or date-set events.

### 3.B - Processing of personal data

Processing of personal data is a separate document contained on our website that you agree with when purchasing the products.

Dagali Fjellpark never provides your personal data without your consent to third parties for marketing purposes.

On the basis of a request, Dagali Fjellpark will delete all your personal data, which it manages, as long as Dagali Fjellpark does not need these personal data for the fulfilment of contractual and legislative obligations or the protection of its legitimate interests.

Customer data is stored according to Norwegian law.

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### 3.C - Change in taxes

If taxes and/or fees change, thereby leading to a cost increase for Dagali Fjellpark after the booking has been completed and paid, the price may be increased accordingly for the customer. The price change will be immediately notified to the customer.

### 3.D - Dispute Resolution

We ask you to contact us if you have anything to postpone at the booked event. If we are unable to negotiate an agreement, any dispute concerning the previously concluded agreement shall be resolved in local court.

### 3.E - Insurance

**The ski center is fully responsible only for damage that occurs on the ski lift.**

**But you are responsible for your own insurance, especially accident insurance on the slopes and sled run.** You are not insured through Dagali Fjellpark if an accident occurs on the **ski slopes and sled run** as a result of a situation you are to blame for, or for which Dagali Fjellpark cannot be charged.

Neither Dagali Fjellpark, nor persons acting on behalf of Dagali Fjellpark, can be made responsible for any kind of damage that should occur to you on the **slopes and sled run**. Injury is meant both injury to the person and objects.

### 3.F - Photos and video

Photos and video from Dagali Fjellpark, which are taken during opening hours, and can therefore capture people, Dagali Fjellpark can use for the company's marketing.

### 3.G - Contact

If you would like to ask something, **feel free to contact us:** [booking@dagalifjellpark.no](mailto:booking@dagalifjellpark.no).

## **Appendix 1 - 10 Safety rules for sledding**

Sleds on the sled run at Dagali Fjellpark can reach speed up to 70 km/h. It's fun, but it also carries some risk. When you visit us, it is your responsibility to familiarize yourself with these safety rules, and to act according to them.

1. Participation in the activities is not permitted for persons outside the age limit. Sled are only rented to persons:
  - from 10 years, if an adult drives side by side with the child,
  - from 12 years, if the children move on the sled run without an adult supervising them.
2. Always keep the sled under control. Show consideration for the others on the sled run.
3. You are obliged to follow during the safety training. Make sure you understand everything.
4. Helmet and goggles are required during sledding.
5. Do not stop in the middle of the slopes. If you are forced to stop, go to the side immediately.
6. Sledding is possible only on the sled run. You cannot sled on the ski slopes.
7. It is not allowed to have more than 1 person on the sled. Each person must have their own sled.
8. Sledding under the influence of alcohol or other drugs is prohibited.
9. Follow the signs, markings and instructions. You are also obliged to follow Dagali Fjellpark's employees' instructions and messages.
10. Help in case of an accident: In case of injury, everyone has a duty to help. Witnesses and contributors are obliged to provide personal information.

## **Appendix 2 – Skiing rules on the ski slopes**

At Dagali Fjellpark Ski Center, the following skiing rules apply for safety (from Alpinanleggenes Landsforening). When you visit us, it is your responsibility to familiarize yourself with these skiing rules, and to act according to them.

1. Responsibility to avoid an injury: You must take care not to injure yourself or others.
2. Adjust the speed according to the conditions: You must ski in a controlled way and adjust the speed and style according to your skills, terrain, skiing conditions and traffic.
3. Duty to give way: If you come from behind (from above), you are responsible for avoiding a collision.
4. Overtaking/straight downhill skiing: It is forbidden to drive straight downhill except during organized training. If you drive past another skier/snowboarder, you must give the person sufficient space for both controlled and uncontrolled movements.
5. Starting, entering or turning upwards on the slope: If you drive into or turn upwards on a slope, make sure that this happens without danger to yourself or others. The same applies to skiing after stopping.
6. Stop on the slopes: Do not stop or sit in tight or confusing places.
7. On foot on the slopes: If you are on foot, use only the outer edges of the slopes.
8. Ski breaks/straps: Ski breaks/straps are mandatory. Check that the binding is set up correctly.
9. Respect signs: Follow signs, markings and instructions.
10. Help in case of an accident: In case of injury, everyone has a duty to help. Witnesses and contributors are obliged to provide personal information.

It is forbidden to stay in the ski center outside opening hours. This can lead to a risk of death, as construction work and preparation are in progress.

Alpine skiing is associated with a certain danger. Drugs and skiing don't fit together. Violation of the alpine rules may result in expulsion from the facility.

Source: Alpinanleggenes Landsforening