

Terms and conditions

Individual booking

- In case of cancellation more than 22 days prior to arrival, no charges apply.
- In case of cancellation 21-8 days prior to arrival, the customer will be charged 50% of planned stay, travel, and booked equipment and facilities.
- In case of cancellation within 7 days of arrival, the customer will be charged 100% of planned stay, travel, and booked equipment and facilities.

Groups (6 people or more)

- In case of cancellation more than 120 days prior to arrival, no charges apply.
- In case of cancellation 120-60 days prior to arrival, 50% charge of planned stay, travel, and booked equipment and facilities.
- In case of cancellation within 60 days prior to arrival, 100% charge of the planned stay, travel, and booked equipment and facilities.

Special terms for groups

- A list of names and room designations for all participants must be sent to Kings Bay at least 60 days prior to arrival. Any allergies/special dietary needs participants may have must be included in the list.
- If the group requires individual invoicing, a fee of 350 NOK will be added to each invoice.

Changes and extra work

Individual bookings: No charges apply for changes made prior to 22 days of arrival. Any changes made less than 22 days prior to, or after arrival, is assessed a charge of 250 NOK per change. In case of significant changes, Kings Bay will charge per hour of work to facilitate the changes. Kings Bay will inform the customer about the cost before making the changes.

Groups: No charge if changes are made prior to 60 days before arrival. If changes occur less than 60 days prior to arrival, a charge of 500 NOK per change apply. In case of significant changes, Kings Bay will charge per hour of work to facilitate the changes. Kings Bay will inform the customer about the cost before making the changes.

General terms

When the customer receives the booking confirmation from Kings Bay it is considered accepted by both parties, unless the customer immediately sends Kings Bay a written notification about errors in the reservation.

A fee of 150 NOK is added to invoices sent outside of Norway. A fee of 75 NOK will be added to invoices sent within Norway. In case the invoice address information is missing/wrong a fee of NOK 250 for correcting/change will be added.

A fee of 350 NOK will be added on each reminder on invoices not paid by due date.

Bookings made through RiS must be cancelled through RiS. Cancellations are not valid until this has been done. Only cancellations made in writing are valid.

In case of flight delays or cancellations due to force majeure (bad weather, unforeseen safety measures etc.) the customer is not entitled to any compensation from Kings Bay or Lufttransport. In case of bad weather or other force majeure the planned flight must be paid by the customer even if the customer decides to travel with an alternative form of transport. Kings Bay encourages its customers to have travel insurance.