

Booking

Our guiding products and museum tickets, except for private arrangements, can be booked directly at our homepage. We recommend online booking.

Online booking

Please notice that the Bilberry booking system charges an additional fee to guests for their booking services, based on a percentage of the total amount/payment of the hike ("Guest Fee").

Private guided hikes and arrangements

Requests for private guided hikes and arrangements have to be made in advance by email: post@bre.museun.no and will be responded as soon as possible.

Cancellation

Customers will receive a full refund or credit with a minimum 48 hours' notice of cancellation. 24-48 hours in advance you will be charged 50%. No-shows will be charged the full price.

Rebooking is possible with a minimum 48 hours' notice of cancellation.

All of our deadlines are also valid in case of illness or accident, and they are identical with the cancellation rules. Travel insurance is therefore highly recommended.

Contact us by mail post@bre.museum.no or phone +47 57 69 32 88 to cancel or inquire about a cancellation.

Age limit

The age limits indicated in the product specifications must be followed.

Start time – Meeting point

If the customer does not appear at the specified time in the program or at the right meeting point, the person has no right to any compensation for the tour fee.

Safety declaration

Your safety is of our utmost concern. We minimize the risk through our well trained and experienced guides. By paying a ticket, customers accept the safety declaration. The participants are on their own responsibility and we or the guide shall not be liable for any personal injuries and damages arising on the guided hike or arrangement.

We do not refund any tickets if participants don't meet or interrupt the guided hike or arrangement.

Guests who are not fit to the physical requirements can be excluded by our guides without any right to compensation.

Any loss of distributed equipment is the participant's responsibility and must be compensated. Price e.g: Ice ax NOK 600.-

Changes

As far as possible, we will strive to carry out the specified guided products in accordance with the program. If necessary, however, we reserve the right to change the program. Such changes will not affect prices.

Customer liability

It is up to the customer to decide whether he/she meets the demands that the guided product specifies. The customer is obliged to have the required equipment specified in the guided hike description and to comply with the advice of the guide/instructor. Should this not occur, the customer can be excluded from participation without the right to demand compensation.

The customer accepts full responsibility for his/her safety on all our activities. The Norwegian Glacier Museum does not accept responsibility for accidents or injuries which may arise in conjunction with one of our guided products.

Force Majure

In the event of situations out of The Norwegian Glacier Museum's control such as fire, natural catastrophes, etc, The Norwegian Glacier Museum reserves the right to cancel any agreement and accepts no legal liability for claims of damage, personal loss or injury.

THE CUSTOMER IS RESPONSIBLE FOR HIS/HER OWN TRAVEL INSURANCE IN CASE OF INJURY OR ILLNESS.