Booking Conditions

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These conditions apply to stays and experiences at Gullfuglen's residences. The booking details — reference, dates, guests, price, inclusions, payment schedule, any security deposit and house rules — are set out in the booking agreement for each booking.

1 Booking and payment

A reservation is confirmed only after written acceptance by the provider and receipt of the required payment. For accommodation booked more than 60 days before arrival, 50% of the agreed accommodation price is due upon confirmation, and the remaining 50% is due 60 days before arrival. Bookings made 60 days or fewer before arrival require 100% payment upon confirmation. Any experience or other additional service is invoiced separately or itemised clearly in the booking agreement.

2 Accommodation cancellation

Cancellations must be sent in writing. If received more than 60 days before arrival, the accommodation booking may be cancelled without charge and accommodation payments received will be refunded in full to the original payer. If received 60 days or fewer before arrival, the accommodation price is non-refundable, subject to mandatory law. The 60-day threshold is measured by calendar days before the scheduled local arrival date. Failure to arrive is treated as a late cancellation, subject to applicable law.

3 Private experiences and extra services

Private experiences are bespoke arrangements involving advance commitments to specialists and suppliers. Unless otherwise expressly agreed in writing, 100% payment is required upon confirmation and payments are non-refundable if cancelled by the guest, except where applicable law requires otherwise. Exact scope, dates, named suppliers (if agreed), substitutions and any supplier-specific conditions are disclosed before booking. If an experience cannot be delivered by the provider, statutory and contractual remedies remain available.

4 Travel agent bookings

For accepted agent-introduced accommodation bookings at any of Gullfuglen's residences — Gullfuglen, Lille Venezia / Little Venice, Livets Dans / Dance of Life and Sommerro Hage / Sommerro Garden — the agent commission is 10% of the accommodation amount excluding VAT. The agent pays the agreed net settlement amount in advance, after deduction of commission, according to the same payment schedule. Commission does not apply to experiences, transfers or other extras. The commission is granted as a discount on the price to the agent, and VAT is calculated on the net amount the agent pays. The contracting party responsible for payment is confirmed in the booking agreement. No exclusivity or guaranteed allocation is granted.

5 Changes and responsibility

Changes to dates, guest numbers or services require written agreement and may incur price differences or committed supplier costs. The original dates remain binding until a change is confirmed in writing. The provider remains responsible for services it contracts to deliver and does not exclude mandatory legal rights.

6 House rules

Check-in is from 15:00 and check-out by 12:00 unless the booking agreement states otherwise; access details are sent before arrival. Unless the booking agreement states otherwise, the following house rules apply: only the guests named in the booking may stay overnight, and additional visitors require prior approval; no smoking or vaping indoors; no pets unless agreed in writing before arrival; no parties, events, commercial photography or filming without prior written approval; consideration for neighbours, with low noise between 23:00 and 07:00; artworks, collectible design and furnishings must not be moved or rearranged, and candles, open flames, food and drink must be kept at a safe distance from artworks and textiles; parents and guardians supervise children at all times, particularly around staircases, terraces and valuable furnishings; any damage, breakage or malfunction is reported to the concierge as soon as possible.

7 Security deposit and damage guarantee

To protect the residence and its contents, one of the following security arrangements is required for each reservation, and the applicable arrangement is confirmed in the booking agreement prior to arrival. Option 1 — Travel agent guarantee: the booking travel agent assumes direct financial responsibility for any documented damage or loss caused by the guest or members of the guest's party during their stay, excluding normal wear and tear; the agent accepts this guarantee expressly by a separate confirmation when signing the booking agreement. Option 2 — Credit card pre-authorisation: a security deposit equivalent to one night's accommodation rate is secured through a pre-authorisation on the guest's credit card upon arrival, and the authorisation is released following departure and inspection of the residence, provided no documented damage or loss has occurred. Any claim for damage or loss must be supported by appropriate documentation. The guest remains responsible for substantiated damage exceeding the security deposit, where legally recoverable.

8 Provider cancellation, law and privacy

If the provider cannot deliver confirmed services, it will promptly advise the contracting party and provide the remedies required by the agreement and applicable law. Norwegian law applies, without prejudice to mandatory consumer protection and jurisdiction rules. Guest data is used for booking administration and service delivery under applicable data protection law. Where accommodation and experiences are sold together, mandatory package travel or linked travel arrangement rules may apply regardless of separate line items or invoices.

9 Acceptance

By signing the booking agreement, the contracting party confirms it received these terms, the full price breakdown, and any incorporated supplier terms before booking.