

# CLOUDBERRY ESCAPES – TERMS & CONDITIONS

## 1. INTRODUCTION

Cloudberry Escapes is a high-end Destination Management Company (DMC) specializing in curated luxury travel experiences in Northern Norway. By booking with Cloudberry Escapes, you agree to the following Terms and Conditions.

Cloudberry Escapes operates as a Business-to-Business (B2B) and Business-to Client (B2C) service provider and accepts bookings from travel agents, tour operators, professional travel planners and direct clients. (Hereafter referred to as 'Agent / Client')

## 2. BOOKINGS & PAYMENT

- A **non-refundable deposit of 30%** is required upon confirmation of the booking.
- The remaining balance must be settled **45 days prior** to the guest's arrival in Norway.
- Payment is accepted via **bank transfer** in NOK or **credit card payments** with applicable transaction fees.
- Prices may fluctuate due to external cost variations such as taxes, fuel surcharges, or supplier rate changes.

## 3. CANCELLATION & REFUND POLICY

- Cancellations made **90 days or more** before arrival: 30% of the total amount is charged.
- Cancellations made **46-89 days** before arrival: 50% of the total amount is charged.
- Cancellations made **less than 45 days** before arrival: 100% of the total amount is charged.
- No refunds will be issued for late arrivals, early departures, unused services, or "no-show" situations.
- If cancellation occurs due to extreme weather or force majeure, Cloudberry Escapes will attempt to provide an alternative experience, but refunds are not guaranteed.

#### 4. TRAVEL INSURANCE & LIABILITY

- All travelers must have **comprehensive travel and medical insurance**, covering:
  - Emergency evacuation
  - Medical expenses
  - Repatriation costs
  - Trip cancellation/interruption
  - Damage, theft, or loss of personal belongings
- Cloudberry Escapes is not responsible for losses due to missed connections, visa issues, airline cancellations, or supplier failures.

#### 5. ITINERARY CHANGES & FORCE MAJEURE

- Bespoke itineraries require detailed planning; therefore, a **trip planning fee** may be applied for complex itineraries or urgent requests.
- Cloudberry Escapes reserves the right to modify itineraries due to circumstances beyond our control, such as:
  - Weather disruptions
  - Political instability
  - Supplier limitations
  - Safety concerns
- In the event of force majeure (natural disasters, pandemics, war, strikes, or government-imposed restrictions), Cloudberry Escapes may reschedule or modify services without liability for compensation.

#### 6. DAMAGE & RESPONSIBILITY

- Travelers are financially responsible for any damages caused to hotel rooms, vehicles, or other properties used during the trip.
- The Agent is responsible for ensuring that all participants comply with safety guidelines and local regulations.

## **7. PRIVACY & DATA PROTECTION**

- Cloudberry Escapes complies with EU GDPR regulations and ensures the protection of personal data.
- Customer data is collected solely for the purpose of itinerary management, and no personal information is shared with third parties without consent.

## **8. LEGAL JURISDICTION**

- Any disputes arising from these Terms & Conditions will be governed by Norwegian law.
- The legal venue for disputes will be the courts of Norway.

By confirming a booking with Cloudberry Escapes, the Agent / Client acknowledges and agrees to these Terms & Conditions.