



Information to agents booking on www.fjordtours.com/agents

New booking system

Please find updated information about new booking system on www.fjordtours.com/agents .

There are some changes from the old system. Please see the most important changes below:

- 1) Electronic Tickets will be sent after tour is confirmed with payment
- 2) Some tours have additional tickets that must be booked separate from our side; you will receive these tickets in separate e-mail as soon as they are booked – please see list below
- 3) We are not able to receive request for seats on train; the system will pick seats for you
- 4) We do not offer comfort seats on regional trains
- 5) From 1/1-2019 most local trains will have seat reservation Bergen – Voss – Myrdal v.v. – the system will book seats for you where it is needed
- 6) We have new Terms & Conditions for Cancellation / refund / change – see below

Tours with additional tickets:

- Sognefjord in a nutshell – winter

Cancellation / refund / change:

Tour tickets;

- Tours can be changed or cancelled at a fee of **NOK 400** per person until **30 days** before first travel date.
- Tours can be changed or cancelled at a fee of **NOK 600** per person between **30 and 10 days** before first travel date.
- Tours changed or cancelled **later than 10 days** before travel date are **non-refundable**.
- The refund will be credited to the credit card used for the booking.
- For general terms and conditions please see www.fjordtours.com
- Customers should refer to their agents' terms and conditions and relevant regulations in their country of operation.
- Fjord Tours does not offer a cancellation protection, so it is recommended to buy a private travel insurance covering potential cancellation.
- It is **NOT** possible to change name and reduce number of travellers on a booking without cancelling the booking and book new tickets for the whole tour. We cannot change only one stretch of the tour, we must rebook all stretches. If one stretch in the new booking is fully booked, we do not normally take the chance to cancel and think the seats are still there. We might lose the seats for the rest of the party. Please consider this before you confirm to client that you can reduce number of pax in a booking.

Activity

- Activities can be changed or cancelled **free of charge** until **14 days** before the activity takes place.
- Activities cancelled or changed **later than 14 days** before the activity takes place are **non-refundable**.
- The refund will be credited to the credit card used for the booking.
- For general terms and conditions please see www.fjordtours.com

- Customers should refer to their agents' terms and conditions and relevant regulations in their country of operation.
- Fjord Tours does not offer a cancellation protection, so it is recommended to buy a private travel insurance covering potential cancellation.

Hotel booking

- Hotel bookings made on www.fjordtours.com/agents can be cancelled free of charge until 6 pm the day before the hotel stay.
- Hotel cancellations must be sent to sale@fjordtours.com by e-mail before 6 pm the day before hotel stay.
- Weekends: From Friday 3 pm until Monday 9 am or during Public Holidays the agent is responsible to inform the hotel of cancellation.
- NO SHOW: Invoices sent to Fjord Tours from hotels that experience "no shows" will be forwarded to the travel agent responsible for the hotel booking.

Contact with Fjord Tours

For contact with the Fjord Tours Sales Office, please use this e-mail sale@fjordtours.com only. There is no need to send copy to other e-mail addresses in the company. We will get back to you as soon as possible.

God luck with sales in 2019.

Fjord Tours Sales Office
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