Lofoten Golfdrift AS

LOFOTEN LINKS

Booking and Cancellation Terms – Tour Operator

Last updated: 06.10.2026

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1. About These Terms

These terms apply to all bookings made by tour operators, travel agencies or similar professional intermediaries ("tour operator", "we", "us" referring to Lofoten Links) with Lofoten Links.

By completing a booking with us, the guest confirms having read, understood and accepted these terms. These terms take precedence over any conflicting verbal agreements, unless otherwise confirmed in writing by Lofoten Links.

We recommend reading this document in full before booking, and paying particular attention to chapter 3 (Third-party suppliers). These terms apply to everything we sell, but for certain experiences arranged by third-party suppliers, stricter terms from the supplier may also apply – we will present these to you when relevant.

2. Definitions

2.1 Seasons

- Summer season: From the first Friday after 15 May, through the last Sunday before the first Monday in October.
- Winter season: From the first Monday in October, through Thursday after the first Monday after 15 May the following year.

2.2 Key terms

- Arrival date: The date on which the booked service actually begins – the first night for rooms, the first day of play for golf, or the agreed pick-up time for transport. For combined bookings (room + golf), the earliest of these dates applies as the arrival date for the entire booking.
- Total price: The full agreed price for the booked service before any group-size discounts but including any green fees and surcharges.
- Cost charged: Unless otherwise specified, the percentages in chapter 5 are calculated on the total price of the services the cancellation concerns.
- Written cancellation: Cancellation notified by email to our booking department. Verbal or telephone notice is not considered a valid cancellation until confirmed in writing. The cancellation deadline is calculated from when the email is received by us.
- Combined booking: A booking that includes more than one service – for example room and golf, and/or any other service arranged by us.

3. Our Services and Third-Party Suppliers

3.1 Our own services

The following services are delivered directly by Lofoten Links and are fully governed by the terms in this document:

- Accommodation
- Golf (green fee and course access)
- Transport operated by us

- Other resort services, such as sauna, hot tub, welcome gifts, room service and similar

3.2 Services arranged through third parties

Activities, dining and certain transport services (for example RIB safaris, guided tours, restaurant bookings or external bus transport) are delivered by independent third-party suppliers. These terms apply to everything booked through Lofoten Links, including services delivered by third-party suppliers.

4. Booking and Prepayment

4.1 Payment Terms

- Summer season: A non-refundable booking/prepayment fee of 10% of the total price is charged at the time of reservation.
- During the summer season, rooms cannot be booked without also booking green fees, and at least 50% of the guests in the booking must have green fees included.
- For summer season bookings made more than 8 months before arrival, a deposit of 30% of the total price is required at the time of booking (inclusive of the ordinary 10% booking/prepayment fee mentioned above).
- The total amount of the booking must be paid no later than 30 days before arrival.
- If payment is not received 30 days before arrival, we are free to release the booking, but will still require payment in accordance with our Cancellation Policy, see chapter 5.
- A minimum stay of 2 nights is required. Single-night bookings are generally not accepted.
- One complimentary place (tour leader or driver) is provided per 15 full-paying guests.
- Winter season: No prepayment is required at the time of booking, unless otherwise agreed in writing.

4.2 Special Requests

We are happy to receive special requests, for example regarding room preferences, allergies or dietary needs, and we do our best to accommodate them. However, such requests cannot be guaranteed, and failure to meet them does not in itself give grounds for a price reduction or compensation.

Special requests must be communicated no later than 14 days before arrival in order to be considered. Lofoten Links is not liable for requests that are not communicated within this deadline, and the guest is not entitled to a refund or price reduction in such cases. Fulfilling special requests may result in additional costs for the guest.

5. Cancellation Terms

The deadlines below are calculated from the time a written cancellation is received by Lofoten Links, measured against the arrival date as defined in chapter 2.2.

5.1 Winter Season

Time of cancellation	Charge
More than 30 days before arrival	Free of charge
30–15 days before arrival	50% of the cost
14 days or less before arrival	100% of the cost

Bookings may otherwise be reduced by up to 10% (rooms) free of charge for changes made at least 14 days before arrival.

5.2 Summer Season

Time of cancellation	Charge
More than 90 days before arrival	Full refund, minus a 10% admin fee (min. NOK 1,500)
90–31 days before arrival	50% of the cost
30 days or less before arrival	100% of the cost

Bookings may otherwise be reduced by up to 10% (rooms) free of charge for changes made at least 14 days before arrival. Remember the requirement for green fees for at least 50% of guests, see 4.1.

For combined bookings with several arrival dates (e.g. golf and accommodation on different dates), the earliest date applies as the basis for cancellation for the entire stay, see 2.2.

6. Changes to a Booking

A reduction in the number of rooms or guests is treated as a partial cancellation, and the free-of-charge reduction allowances in chapter 5 apply first. Reductions beyond these allowances, or changes notified less than 14 days before arrival, are charged according to the same tiers as an ordinary cancellation under chapter 5.

An increase in the number of rooms, guests or nights is treated as an additional booking and is confirmed subject to availability – not as a change to the original booking.

If you wish to move your booking to new dates instead of cancelling, please contact us as early as possible. We will try to accommodate rebooking where practically possible, but this is subject to agreement and is not a right under these terms.

In the event of significant changes to a group booking – for example changed dates, cancellation of accommodation, green fees or catering for part of the group – Lofoten Links reserves the right to revise the booking, cancel it, or adjust the price.

Any changes or revisions made to a booking, including but not limited to changes in dates, accommodation, room category, number of nights, number of guests and/or name changes, will be subject to the rates and promotions in effect at the time of the change. Travel date revisions are limited to a twelve (12) month travel window from the original travel dates.

Once a booking has been confirmed, any changes to the booking will incur a fee of NOK 500 per change.

7. No-Show

If a guest does not arrive at the confirmed arrival time without prior written cancellation, this is considered a no-show. A no-show is charged at 100% of the total price for the service in question, regardless of season, and does not entitle the guest to a refund or rebooking.

If a guest is delayed but notifies us before the agreed arrival time, we will try to accommodate a later arrival the same day where practically possible, without this changing the payment obligation for the booking.

8. Weather, Course Conditions and Use of Facilities

8.1 Weather and Course Conditions – Golf

Lofoten Links is a natural links course, and playability may at times be affected by weather and course conditions (including frost, strong wind, irrigation or maintenance). If the course is officially closed by Lofoten Links at the confirmed tee time, the following applies:

- The guest is offered a new tee time (voucher) valid for the remainder of the current season or the following season.
- A cash refund of the green fee if a new tee time cannot be arranged within the validity period.

This applies only when the course is officially closed by us. A guest's own decision not to play due to weather that has not resulted in course closure is treated as an ordinary cancellation or no-show under chapters 5 and 7.

8.2 Use of Facilities – At the Guest's Own Risk

Use of the golf course, practice facilities and other amenities at Lofoten Links is at the guest's own risk. Lofoten Links is not liable for personal injury or the course is not permitted.damage to equipment arising from normal use of the facilities, unless the damage is caused by negligence on the part of Lofoten Links or our employees. Guests are encouraged to follow posted safety rules and signage on the premises.

8.3 Golf Carts and Alcohol on the Course

The following rules apply to the use of golf carts and alcohol on the course:

- Golf carts must never be driven on public roads.
- The alcohol limit when operating a golf cart is 0.2‰ (blood alcohol content).
- Drinking alcohol on

Breach of these rules may result in removal from the course and/or withdrawal of golf cart access for the remainder of the stay, in addition to any liability for damage under chapter 9.5. A separate fee will be charged for breaching these rules, see chapter 12.

9. Deposit and Liability for Damage

9.1 Deposit

Lofoten Links may require a deposit at check-in to cover any damage, excessive cleaning or other costs incurred during the stay. The deposit is refunded after check-out if no such issues have arisen. Reception reserves the right to use the deposit to cover any outstanding balances, damages or additional fees incurred during the stay.

9.2 Hot Tub and Sauna – Misuse and Damage

The hot tub and sauna must be used in accordance with the instructions provided on site. Using soap, food, drinks or other foreign substances in the hot tub, as well as other damage to the equipment, is not permitted and will be charged to the guest. Misuse that requires the hot tub to be drained, cleaned, refilled and reheated before it is ready for the next guest will additionally be charged for lost revenue and the labour time involved.

9.3 Excessive Cleaning

Cleaning beyond normal housekeeping standards – for example spills, heavy soiling or pet stains – is charged separately, calculated based on the additional time required beyond ordinary cleaning.

See chapter 10 for published housekeeping and additional cleaning prices.

9.4 Damage, Loss or Missing Items

The guest is responsible for damage to, loss of, or missing inventory in the room or lodge, including but not limited to furniture, textiles, electronics and other equipment, arising during the stay. Such matters will be invoiced to the guest after check-out, corresponding to the cost of repair or replacement.

9.5 Damage to the Golf Course, Golf Carts and Rented Equipment

Damage or vandalism to the golf course resulting from a guest's conduct will be charged to the guest, corresponding to the cost of materials and labour required to repair the damage. Damage to, or misuse of, rented golf carts or golf equipment will be assessed and charged accordingly, based on the extent of the damage.

10. Housekeeping and Additional Cleaning

10.1 Stayover Housekeeping (Included)

During your stay, our standard housekeeping service includes:

- Replacement of used towels.
- Emptying of rubbish bins.
- Restocking of toilet paper.
- Restocking of firewood.

10.2 Additional Housekeeping Requests

If you would like your beds to be remade or require additional cleaning during your stay, please inform Reception in advance so the service can be scheduled with our housekeeping team.

10.3 Linen Change

- Stays of less than 3 nights: Extra linen change – NOK 200 per person.

10.4 Winter Groups

For group bookings during the winter season, bed making and additional cleaning are not included in the stay. The following services are available upon request:

- NOK 200 per room – Extra cleaning and bed making (no linen change).
- NOK 400 per room – Extra cleaning, bed making and full linen change.

10.5 Mid-Stay Cleaning Prices – Winter Season

The following prices apply for mid-stay cleaning during the winter season:

Unit	Price
Kleppstad House (includes full linen change, cleaning of all bathrooms, surfaces and floors)	NOK 4,000
Kleppstad Lodge	NOK 1,800

Unit	Price
Kleppstad Apartment	NOK 1,800
Deluxe Lodge	NOK 1,800
Luxury Lodge	NOK 1,800
Barstrand Lodge	NOK 1,800

10.6 Firewood

Each lodge includes one package of firewood upon arrival. Lodges with a wood-fired hot tub (heated by guests themselves) include five packages of firewood. For stays longer than two nights, housekeeping will replenish the firewood for the fireplace after the second night. Additional firewood is available from Reception during opening hours for a fee. After 15:00, when Reception is closed, guests must purchase additional firewood at Låven Reception.

11. Drones

Guests wishing to operate a drone on the property must apply for permission and receive written approval from Lofoten Links before any flight takes place. Fees may apply, and any required documentation will be reviewed as part of the application process. Drone flights without prior approval are not permitted, and will be charged a fee, see chapter 12.

12. Reception and Practical Fees

12.1 Winter Season Opening Hours and Contact

During the winter season, our reception is not staffed. Check-in is self-service, and detailed instructions for collecting your lodge keys will be sent to you prior to your arrival.

If you have any questions before or during your stay, please feel free to contact us by email or phone. Please note that after 18:00, our phone line is reserved for emergencies only. For all non-urgent enquiries, we kindly ask that you contact us by email, and we will respond as soon as possible.

12.2 Fees

- Lost room key: NOK 1,000 replacement fee.
- Late check-out: NOK 1,000 fee, unless otherwise agreed with reception in advance.
- Damage to rental golf sets or golf carts will be assessed and charged according to the extent of the damage, see chapter 9.5.
- Accessing the golf course without paying the green fee: You have to leave the golf course & Double first round green fee price.
- If a golf cart is driven outside the designated area (Golf course, crossing public road is ok), the renter will be charged a fee of NOK 1000 in addition to any costs associated with damage, transportation, or penalties imposed by public authorities. Not allowed to drive on public roads.
- Flying a drone without prior approval from Lofoten Links: NOK 2000.
- Animals in the lodge: NOK 1000
- Extra cleaning of the lodge due to extraordinary circumstances (e.g. vomit in the bathroom): NOK 750 pr hours cleaning

See chapter 9.1 regarding use of the deposit to cover such fees.

13. Luggage Handling

Our luggage handling service is available to make your group's arrival and departure as smooth and convenient as possible.

13.1 Service Area

- These services and fees apply exclusively to facilities and accommodation units operated by Lofoten Golfdrift AS and its subcontractors on Gimsøy Island.
- The luggage handling service covers transportation of luggage between Lofoten Links Reception or Restaurant Låven and accommodation units located on Gimsøy Island during check-in and departure.
- Luggage handling outside this service area may be available upon request and is subject to a separate quotation.

13.2 Service Fee

- Base rate (up to 10 guests): NOK 2,500 per group.
- Groups of more than 10 guests: NOK 250 per guest.

13.3 Group Booking

The luggage handling service must be booked for the entire group and cannot be reserved for individual guests within the same booking.

13.4 Booking Deadline

The service must be requested and confirmed no later than 14 days prior to arrival.

13.5 Late Requests

- Requests made within 14 days of arrival are subject to availability and cannot be guaranteed.
- If the service can be accommodated on short notice, an additional surcharge may apply to cover the operational costs associated with last-minute arrangements.

13.6 Luggage Identification

- Each piece of luggage must be clearly labelled with a luggage tag.
- The luggage tag must display the guest's full name written using Latin (English) characters to ensure correct identification and delivery.
- Luggage that is not properly labelled, or cannot be identified, cannot be guaranteed to be delivered to the correct accommodation.
- Any unidentified luggage will be delivered to the lodge where the tour leader is staying. The tour leader will then be responsible for distributing the luggage to the appropriate guests.

13.7 Cancellations

Cancellations or amendments to the luggage handling service are subject to our Booking and Cancellation Terms. Any applicable cancellation fees will be charged in accordance with the terms in effect at the time of cancellation.

14. Force Majeure

Neither Lofoten Links nor the guest is liable for delays or failure to perform the agreement caused by circumstances beyond the parties' control, including but not limited to natural disasters, extreme weather, pandemics or government-imposed restrictions, closed airports or main roads to/from Lofoten, fire, strikes or war.

In the event of force majeure that makes it impossible to carry out the booking, the guest will be offered a new date where practically possible. If a new date cannot be agreed, amounts paid will be refunded less any costs already incurred by Lofoten Links that cannot be recovered elsewhere.

15. Lofoten Links' Right to Cancel or Change a Booking

We reserve the right to cancel or change a booking in the event of force majeure (chapter 14), course closure for necessary maintenance, or if a group booking does not reach the required minimum number of guests. In such cases, the guest will be notified as early as possible, and the amount paid for the cancelled service will be refunded in full, or an alternative date/service of equivalent value will be offered.

Lofoten Links is not liable for indirect losses resulting from a cancellation on our part, including lost flight tickets or other travel costs booked by the guest.

Where necessary, for example due to maintenance, force majeure or other practical circumstances, Lofoten Links may offer the guest a different room of equivalent or higher category than originally booked. This does not in itself give grounds for a price reduction or compensation, unless otherwise agreed.

16. Prices, Payment and Currency

- All prices are stated in Norwegian kroner (NOK) including VAT, unless otherwise agreed in writing.
- Deposit and prepayment amounts are due at the time specified in chapter 4.
- The remaining balance is due no later than arrival, unless otherwise agreed in writing in advance.
- We reserve the right to adjust prices in the event of significant changes to public duties, fuel prices (for transport) or similar circumstances beyond our control, with notice to the guest as soon as possible.
- We reserve the right to correct typographical errors or mistakes in prices or other information on our website or in offers/confirmations. If a booking is based on an obvious error in price or information, Lofoten Links may cancel the booking and offer a full refund.

17. Refund Processing

Refunds owed to the guest under these terms are paid to the same payment method used at booking, normally within 14 business days after the cancellation has been confirmed in writing by us.

18. Privacy and Customer Communications

18.1 Processing of Personal Data

We process personal data related to bookings (name, contact details, payment information and any special requirements) in order to administer and fulfil the agreement. Data is processed in accordance with our privacy policy, available on our website or on request.

18.2 Customer Communications

By making a booking with Lofoten Links, you agree that we may send you emails related to your booking and, after your stay, invite you to complete a guest satisfaction survey. As an existing customer, we may also send you occasional emails about Lofoten Links' own products, services and special offers. You may unsubscribe from promotional emails at any time by using the unsubscribe link included in every email.

19. Governing Law and Disputes

These terms are governed by Norwegian law. Any disputes that cannot be resolved amicably may be brought before the ordinary Norwegian courts, with Lofoten District Court (or the applicable local court at the time) as the agreed venue.

20. Accessibility

We want as many guests as possible to be able to visit Lofoten Links. Please contact us before booking if you have questions about the accessibility of rooms, the golf course or other facilities for guests with reduced mobility or other special needs, so that we can provide you with accurate, up-to-date information.

21. Contact Information

If you have questions about booking, cancellation or these terms, please contact our booking department. Contact details are available on our website and in your booking confirmation.

These terms supersede all previous versions and may be updated from time to time. The version in effect at the time of booking governs the individual agreement.