

General Terms and Conditions

FURU Hostel is operated by FJELLJO AS. Here on after will we refer solely to FURU Hostel, however FJELLJO AS is the legal entity.

IDENTIFICATION

Please make sure to bring a valid photo identification with you, preferably a passport, government issued I.D. card or driving license. You'll need this to check in.

AGE RESTRICTIONS

We cannot accept bookings from any person under the age of 18 unless they are accompanied by an adult (18 or over).

The accompanying adult must book a whole dorm, private room or apartment for any guests under the age of 18.

ARRIVALS AND DEPARTURES

Check-in is from 16:00 to 22:00. If you arrive before 15:00, we can check if there is a room already available for check-in. If we cannot provide you with a room before 15:00 you are welcome to leave your luggage in our storage room while exploring the islands.

If you do not arrive within the reception hours, please let us know in advance so we can arrange a late arrival for you.

Check-out is until 11:00. Please make sure you (and your belongings) are out of the room by then. After Check-Out you are welcome to keep your luggage at our storage for the rest of the day.

We are happy to store your luggage overnight if you are heading out for a camping trip and come back to stay at FURU Hostel the night after.

If you would like to sleep in longer or just want some extra time before leaving the room, we offer a late Check-Out. The fee is 150kr per person. Late check-out is until 14:00 and must be agreed with FURU Hostel prior to the check-out time. We reserve the right to charge the late Check-Out fee of 150kr per person in case you check out later than 11:00.

If you booked a late Check-Out and miss the check-out at 14:00 we reserve the right to charge you for another night as you departure will be interfering with the arrival of new guests.

FURU Hostel also reserves the right to remove your belongings from the rooms to the storage by 14:00 and charge the late Check-Out fee of 150kr if you fail to check-out by 11:00 on the agreed date of departure. We do not accept liability for any loss of or damage to these items whatsoever.

CANCELLATION POLICY

FURU Hostel upholds the right to cancel bookings if the customer doesn't comply with its terms & conditions.

All re-bookings, changes, alterations and cancellations must be announced to FURU Hostel via email to islandlife@furuhostel.com in order to be valid. All rates include taxes and VAT.

Please check the separated terms and conditions for package travels to see the cancelation policy for your specific travels. If you are in doubt what to do regarding a cancellation, please contact us via email or phone and we are happy to assist with any questions.

Other terms and conditions may apply if a reservation has been made via third party sites.

Due to the coronavirus (COVID-19), FURU Hostel currently isn't accepting guests from certain countries. If you are in doubt of the Norwegian travel restrictions, feel free to contact our team.

As soon the travel regulations are lifted, this line will be removed from the terms & conditions.

ROOM ALLOCATION

If you're travelling with friends or family, we will do our best to allocate you in a dorm room together – but this can't be guaranteed. Please make sure to let us know during the booking process if you are traveling in a group and want to share a dorm.

If you want to make sure that you are not separated from your group, we recommend booking a private room, apartment or all beds in a dorm.

Please note that all our dorms are mixed unless you are booking a female only dorm.

GROUP RESERVATIONS

For group reservations that exceed 6 persons, please contact us directly at islandlife@furuhostel.com. We reserve the right to cancel your reservation if you haven't pre-arranged your group booking with us. Members of the group are required to check-in and check-out together. If this is somehow not possible please inform us in advance.

Depending of the chosen room type we may not be able to accommodate the whole group on the same floor but we will do our best to locate the members of the group as close together as possible.

The earlier you book the stay the higher are the chances to allocate all guests close to each other.

We require the following information at least 1 week before arrival of the group:

List of all guests (Full names)

Allocation of guests to the rooms (if you have special requirements)

Name and contact details of the group leader and contact person

Number and names of all under 18- year-olds

Allergies or other essential information for our kitchen team

We do not host group members in the same dorms as single travelers, hence the group will pay for the full occupancy of a room.

PRE-AUTHORIZATION

Under certain circumstances FURU Hostel will require a pre-authorization of a credit card. We will inform you prior if a pre-authorization is needed.

The pre-authorization is used to cover incidental items including (but not limited to) breaches of terms and conditions, breakages, damages to the property or cleaning above the normal level due to the apartment being left in an unacceptable state of cleanliness.

The deposit will be released at the time of check-out, when the rooms have been checked and are in good condition. Please be advised that the time it takes to release the deposit depends on the guest's bank.

PAYMENT

If no other agreements have been made, we will charge the full payment during your booking process of the room(s). Other terms and conditions may apply if a reservation has been made via third party sites.

The Payment can be made by credit card or prepayment by bank transfer. Cash is only accepted for walk-in bookings. You will be responsible for all unsettled bills and all extra services are to be paid when ordered.

We accept the following card types: Visa/Mastercard, American Express. If we are unable to charge your credit card, your reservation or order may be cancelled.

GUEST BEHAVIOR

Sub-letting of beds is prohibited. The beds are only to be used for the purpose of agreed accommodation. FURU Hostel does not allow parties in the rooms.

FURU Hostel reserves the right to remove guests that creates nuisance or that do not follow the instructions. FURU Hostel reserves the right to enter rooms if there is a need for it during the tenancy.

The comfort, safety and security of our guests is important to us. We reserve the right to refuse any guest(s) who, in the opinion of the owners or daily manager, compromise the comfort, safety or security of other guests, staff or residents.

They will be asked to leave the hostel premises and will not be given a refund. Our guests are expected to respect other guests as well as staff, residents and the property.

LIABILITY FOR DAMAGE

Our guests will be expected to reimburse FURU Hostel for any damages caused by inappropriate behavior during their stay. You shall be responsible for any damage caused to FURU Hostel as a result of negligent or willful behavior.

Our guests shall be responsible for preventing fire, especially by ensuring that the panel heaters are not covered. Any negligence resulting in fire or an emergency call-out by the Fire and Rescue Service will be charged in accordance with the cost of any such call-outs.

Please read the FURU Hostel's fire instructions, which are placed in every room.

If any keys/keycards from FURU hostel are lost/damaged by the guests, we reserve the right to charge NOK 200 to replace the item.

NO SMOKING

Smoking is not permitted anywhere inside the buildings. We have two designated smoking areas outside. Any guest smoking inside the building will be fined with NOK 2000 and will be asked to leave the premises. A refund will not be issued for the stay.

NO DRUGS

Any guest found using drugs will be fined with NOK 2000 and will be asked to leave the premises. A refund will not be issued for the stay.

ALCOHOL AND FOOD CONSUMPTION

We will not serve alcohol to anyone under the age of 18.

Guests cannot drink their own alcohol on the premises. This is against Norwegian laws and FURU Hostel could lose its alcohol license over such negligence.

Therefore, we must keep a strict rule over this. The guest will be asked to leave the premises with a fine of NOK 2000. A refund will not be issued for the stay.

The same accounts for food consumption. We cannot allow you to cook your own food inside the building due to fire hazard and we will fine the guest with NOK 2000.

LINEN

Bed linen are provided for all dormitories and rooms. We do not allow guests to use sleeping bags or their own linen. Our guests will be held accountable and need to reimburse FURU Hostel for any damages caused by using their own bedding or sleeping bags.

PET POLICIES

It is in general not allowed to keep pets in the main building. Non-compliance will be subject to a fine of NOK 2000 and we will ask you to leave the premises. A refund will not be issued for the stay.

Pets can be held outside and inside one of our apartments. We only have one apartment suitable for pets which has to be agreed prior to your booking.

FURU Hostel is not responsible for any injury, damage, loss or accident inflicted on any person or thing caused by the pet. The guest shall be responsible for any damage caused to FURU Hostel as a result of negligent or willful behavior on the part of the guest or its pet.

We at FURU Hostel love animals and dogs, but due to allergic reasons of potential guests, we need to be respectful in this subject.

PERSONAL PROPERTY

Each dormitory has a personal locker for small valuables which we recommend you to use. All rooms can be locked with your personal key. It is your responsibility to ensure that personal belongings are secured at all times. FURU Hostel accepts no liability for the loss, theft or damage to your property, however sustained or caused, unless such is caused by intent or gross negligence on the part of FURU Hostel.

We encourage all guests to carry travel/home contents insurance in the unlikely events of such incidents.

COMPLAINTS

Any complaints made by guests or the person making the booking shall be submitted to FURU Hostel in writing as soon as possible and no later than the day of departure.

OVERBOOKING

In the unlikely event of overbooking, we shall undertake to provide similar services within the organisation or another company within reasonable proximity of the Hostel.

FORCE MAJEURE

In the event of Force Majeure (governmental action, transportation interruption, terrorist attack, acts of God...) affecting your booking, we uphold the right to cancel your booking. In an unlikely event that we are unable to refund customers, we reserve the right to further collect any outstanding payments in connection to your confirmed booking.

We therefore encourage all guests to carry travel insurance in the unlikely events of such incidents. We will always work hard in finding a solution that satisfies our customers.

LIABILITY

FURU Hostel acts as an agent only for the offered activities or rentals. Thus FURU Hostel is not responsible for any injury, damage, loss or accident inflicted on any person or thing (including financial damage) caused by negligence or with intent from any such operator.

PRIVACY POLICY

We ask for personal information in the booking request section. This information is necessary to ensure that we are able to make and confirm your booking.

This information will not be used for any other purposes, and will not be shared with any other outside parties except for necessary information given to the parties involved in your booking (Activity providers etc.).

The personal information will not be sold or shared, and your email address will not be forwarded to outside parties. FURU Hostel complies with its obligations under the General Data Protection Regulation of the European Union (hereinafter: GDPR). We will process personal data (as defined in the Act) in relation to Customers and Guests solely for the purpose of performing its obligations and exercising its rights in connection with the contract.

ERRORS AND OMISSIONS

Any omission or error in sales literature, websites, order form, quotation, price list, order acknowledgement, dispatch note, invoice or other documents issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as is reasonably possible thereafter.

DISCRETION

All bookings are subject to availability and FURU Hostel reserves the right to decline any booking at its discretion.

By confirming a reservation at FURU Hostel, regardless if this sheet is signed, you are agreeing to the above terms & conditions.

If you made it this far in our terms and conditions, we salute you :) Thanks for your attention.