

# Gaustabanen – Terms & Conditions of Purchase

## Terms & Conditions of Purchase

Applies to purchases in Gaustabanen's online store (tickets, multi-ride cards, gift cards, etc.).

### Tick boxes at checkout (recommended):

- I accept the terms and conditions of purchase.
- I understand that date-specific tickets/experiences are not covered by the right of withdrawal.
- I request immediate delivery of digital products (gift cards/multi-ride cards) and accept that the right of withdrawal lapses once delivery begins.

## 1) Seller

Gaustabanen AS (org. no. 863 891 892)  
c/o Rjukan Økonomisenter AS, Sam Eydes gate 211, 3660 Rjukan  
Switchboard: +47 45 50 22 22  
Email: post@gaustabanen.no

## 2) What these terms apply to

These terms and conditions apply to orders placed in Gaustabanen's online store for tickets, clip cards/multi-ride cards, gift cards and other products offered at checkout. The purchase becomes binding once payment has been completed and an order confirmation has been issued.

## 3) Price and payment

All prices are stated in NOK. The total price is shown before you confirm the purchase. Payment is made using the payment methods offered at checkout, and is charged upon ordering.

## 4) Delivery

The products are normally delivered digitally (on screen and/or by email). A valid ticket/code/QR must be shown upon inspection.

## 5) Validity

Ticket type, date/time period, quantity, validity period and any restrictions are stated in the product description in the online store and/or on the ticket/card.

## 6) Right of withdrawal (summary)

**Date-specific tickets/experiences:** No right of withdrawal when the ticket applies to a specific date or a specific time period.

**Digital products (gift cards, clip cards, etc.):** When purchasing, you may be asked to consent to immediate delivery. Once delivery begins (code/ticket/QR is made available), the right of withdrawal lapses.

This does not limit your rights in the event of errors (for example incorrect charges or incorrect delivery).

## **7) Changes, cancellation and refunds**

Check the date, quantity and ticket type before payment. In some cases, Gaustabanen may offer rescheduling, but this depends on capacity and product rules.

In the event of a full closure or operational stoppage that means Gaustabanen cannot deliver, we will normally offer rescheduling or a refund for unused purchases (after assessment).

## **8) Operations and safety**

Gaustabanen may change opening hours and stop operations for reasons of safety, weather or maintenance. In the case of partial operations/deviations, refunds are normally not provided.

## **9) Misuse**

Copying, manipulation, illegal resale or other use contrary to the terms may result in blocking without a refund.

## **10) Personal data and subsequent use of data**

When you shop, Gaustabanen processes personal data and order/ticket data in order to:

- deliver and administer the purchase (customer service, inspection, troubleshooting)
- comply with statutory requirements (for example accounting/documentation)
- statistics, analysis and improvement of operations and services (data minimization and, where possible, anonymization/pseudonymization).

**Marketing (email/SMS):** Sent only if you have consented, and you can unsubscribe at any time.

More information is available in Gaustabanen's privacy policy on the website.

## **11) Complaints**

Contact us at [post@gaustabanen.no](mailto:post@gaustabanen.no) with the order number if you have questions, errors or complaints. If we cannot reach agreement, you may take the case further to the Norwegian Consumer Authority / the Consumer Complaint Board (Forbrukertilsynet/Forbrukerklageutvalget).

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