

Travel terms – Airport Express

The Airport Express is operated by the carrier Bussring AS ("Bussring"). These travel terms apply to all trips on the Airport Express.

Pre-purchased tickets

Pre-purchased tickets for a fixed date cannot be used to travel on another date. The ticket is only valid to and from the bus stops specified on the ticket.

A binding agreement is entered into when the customer receives the order confirmation to the customer's stated e-mail address. The total price of the trip is stated in the order confirmation.

All communication between the parties, including notices of order cancellations, cancelling or changing the trip or complaints, shall be made in writing to the parties' listed e-mail addresses. The customer is responsible for informing Bussring if changes are made to the contact person or address.

Payment terms

All orders by private individuals (consumers) shall be prepaid with credit card.

Bussring may accept payment by invoice or other payment methods for larger orders from professional customers (B2B). In the event of delayed payment, a late fee accrues pursuant to the Norwegian Debt Collection Act and interest on overdue payment accrues pursuant to the Norwegian Act relating to Interest on Overdue Payments. Extra costs may accrue for bank services when making the payment if the customer chooses to pay with an international bank check. Bussring may also require a deposit to be paid in advance for orders.

Tromsø Safari is a partner to Bussring/The Arctic Route and manages your booking and payment in collaboration with Nets and Sparebank 1 Nord-Norge.

Cancellation/changes

The customer is entitled to cancel or make changes to the trip free of charge within 7 days before the scheduled time of departure. For cancellations 6 days before the time of departure or later, there is a 100% cancellation fee of the purchase price.

Cancellations or changes shall be made either in writing to flybussen@bussring.no or via "My Page" on. Unused tickets are not refundable.

Inspection of tickets

The customer is responsible for holding a valid ticket during the entire trip, either in hard copy or electronic form. The tickets may be checked by the personnel at any time during the trip.

Rules during the trip

It is not allowed to enjoy own alcoholic beverages during the trip. Passengers may be refused on board if they are excessively drunk. Smoking is not allowed onboard the bus.

Delays

The listed arrival time is only an estimate, and may deviate depending on rush-hour traffic, weather and driving conditions. Therefore, it is important that you calculate your arrival at the airport in good time before the plane's time of departure. You are only entitled to a ticket refund if the bus is delayed by more than 90 minutes from the estimated time of arrival.

Guide dogs and pets

Guide dogs may be brought on board free of charge. Bussring may deny pets on board the bus.

Prams and wheelchairs

Prams and wheelchairs may be brought on board free of charge. However, Bussring cannot guarantee that there will be space for prams and wheelchairs at any time.

Luggage

Each passenger may bring one item of hand luggage (that fits under the seat or the overhead bin) as well as up to two items no larger than 250 x 79 x 112 (length x height x width), and that does not weight more than a total of 64 kg.

Bussring cannot guarantee space for larger items of luggage or special luggage (skis, bicycles, golfing equipment, firearms). Bussring may require an additional fee for allowing the luggage on board.

Lost or damaged luggage

Bussring is not responsible for any luggage, goods or other articles lost or damaged during the transportation, except for damage caused by Bussring, for example reckless driving or malfunctions on the vehicle. Compensation is limited to NOK 12,000 per customer.

Compensation for damage caused by the customer

Bussring may claim compensation for any damage to the vehicle or other property caused intentionally or negligently by the customer, such as contaminated seats that need to be rinsed due to vomit or other bodily fluids.

Changes to the agreement

Beyond price adjustments, Bussring may only make insignificant changes to these terms. In the event of such changes, the customer shall receive a written notice. If the customer does not object within 30 days, the changes are considered to be accepted by the customer.

Complaints

The customer is liable for filing complaints about the trip within reasonable time after the trip was carried out or should have been carried out. The complaint shall be sent in writing to flybussen@bussring.no.

Norwegian customers who are unhappy with their trip and do not come to an agreement with us may complain to the Norwegian Travel Complaint Handling Body. Information on the Travel Complaint Handling Body is found here: <https://reiselivsforum.no/web/klageinformasjon/buss/>

Foreign customers unhappy domiciled in the EU may complaint to their relevant complaint handling body in their country of domicile. You may find the correct complaint handling body here:

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage>

Intellectual property rights

Bussring AS holds all rights to the Airport Express' trademark, logo, design, shape and pictures applied to the buses of Bussring AS and the website bussring.no as well as all other intellectual property rights related to the website bussring.no.

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