

# Contract and General Terms for Agents – 2025

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## **1. General**

### ***1.1 Scope of contract***

The contract concerns the conditions of purchase for agents when purchasing services from Norled.

### ***1.2 Duration and termination of agreement***

The duration of the contract is the calendar year 2025.

A mutual period of written notice of one month will apply. This will commence from the day the contract is terminated. Written notice must be sent to [booking@norled.no](mailto:booking@norled.no).

### ***1.3 Force Majeure***

Norled is not liable to pay damages in the event of any non-compliance with this contract resulting from force majeure (engine breakdown, poor weather, etc.).

### ***1.4 Insurance***

All Norled vessels are insured, refer to Appendix: Insurance.

### ***1.5 Transfer of the agreement***

Norled may transfer its rights and obligations in this agreement to subsidiary-/affiliated company which belongs wholly or partly to the same group.

### ***1.6 Approvement of the agreement***

This agreement is legally binding when terms in section 6 (Other) is fulfilled.

## 2. Services and products offered by Norled that is included in this agreement

### 2.1 Services and products with commission:

Service	From-To	Period	Booking
<b>Express boat</b>	Bergen-Sogndal-Bergen	All year	Web: booking.norled.no
<b>Express boat</b>	Bergen-Selje-Bergen	All year	Web: booking.norled.no
<b>Express boat</b>	Bergen-Flåm-Bergen	*01.April - 31.Oct	Web: booking.norled.no
<b>Tourist boat Hardangerfjord</b>	Norheimsund-Eidfjord-Norheimsund	01.May– 31.Aug	Web: booking.norled.no
<b>*Pulpit Rock Cruise</b>	Lysefjord	15 June- 15. Sep	fjordcruise.norled.no/trips
*Extra departures on busy days. Charter available all year for groups. Contact: <a href="mailto:fjord@norled.no">fjord@norled.no</a>			

### Terms and conditions

- Agent must have digitally signed and accepted agreement with Norled
- The trip must be booked by agent via Norled's online self-service solution
- Travel documents issued during booking via Norled's online self-service solution must accompany the travelling party to be produced for scanning at point of embarkation.
- If serial bookings are made, and more than 10% is cancelled, Norled reserves the right to impose restrictions such as limited access to prebooking, invoicing 10% of cancelled bookings etc.

### Commission for 2025

See section 3.2

Commission is deducted (ex-vat) automatically during booking via the online self-service solution.

### **Commission**

*Is deducted from the ordinary adult, child, student, senior fare one way (Ordinary fare – vat-commission)* NB: Be aware of complex rounding rules and always check during booking confirmation or on the travel document (receipt) for exact price including commission.

### **2.2 Preikestolcruiset / Pulpit Rock Cruise**

For individuals, you book via [fjordcruise.norled.no/trips](https://fjordcruise.norled.no/trips) and get 8% commission. For groups of 12 adults or more, Norled offers 17 % discount, **but no commission**. 1 tour leader is free of charge. You are allowed to use own vouchers for these groups. Reservations for groups must be done by sending email to [fjord@norled.no](mailto:fjord@norled.no). Changes/cancellation will be accepted until 7 days before departure. Payment at the pier before departure leaves no fee. We accept Visa/Mastercard. For private charter, available all year, please contact [fjord@norled.no](mailto:fjord@norled.no).

### **2.3 Products and services without commission**

Norled cannot offer commission on trips with our car ferries or other express boat routes we offer that is not mentioned in section 2.1. Read more about prices and Autopass and Autopass ferry card here: <https://autopassferje.no/?lang=en>

## **3. Payment and invoicing**

### **3.1 Products and services via booking.norled.no**

In our online self-service booking solution, it is possible to book seats on the express boats and the tourist routes as described in 2.1.

At time of booking, a choice of card-payment (Visa/Masterdcard) or invoice is presented. See conditions under 3.2.

### **Invoicing**

- Invoice is issued after date of travel, normally with an invoice maturity of 14 days.
- If there is more than one booking at time of invoicing, one consolidated invoice is produced.
- Invoice fee:  
Manual or system generated invoice sent by email: 0,- Nok per invoice

Questions regarding invoicing? Please contact [regnskap@norled.no](mailto:regnskap@norled.no)

### **Defaulting on the agreement – lack of payment of invoice**

In case of overdue payment, arrears will be calculated and added according to the Act on interest on delayed payments. Late fees will be accrued and added as reminders and debt collection notice are issued.

In case of non-payment, Norled is entitled to take the following action:

- Agent portal will be closed for booking.
- Invoicing as method of payment will be closed in Agent portal.
- Norled can refuse passengers embarkation.
- The case is sent to collection.

### **3.2 Conditions for payment method and commission 2025.**

The levels are set by price – discount-commission (sales previous season).

**Note: Level 1 has only credit card payment. Level 2 and 3 has Credit card payment & invoice payment. For 2026 a volume increase will also have an impact on the commission level.**

<b>Adult ticket:</b>	<b>Level 1: up to 99 999,-</b>	<b>Level 2: 100 000-499 999,-</b>	<b>Level 3: From 500 000,-</b>
High season 15.06-31.08.25	8 % commission	10 % commission	15 % commission
Other	10 % commission	13 % commission	18 % commission
<b>Children Senior Student:</b>			
All season	6 % commission	6 % commission	6 % commission

#### **Supporting documents**

In the need for invoice supporting documents, the agent **MUST** retrieve a copy of the travel documents in the account on the Agentportal. Travel documents will not be attached to the invoice. **Login > agent >bookings.**

#### **Your booking reference.**

This must be filled out by the agent during booking in order to get your booking reference on the invoice.

## **4. Amendments and cancellation**

### **Full payment is required if:**

- Terms and conditions for amendments and cancellation is not adhered to
- No show

**Note:**

- When amending during weekends and on holidays, please allow extra time for notification.  
NB. Valid also for Norwegian holidays.
- All **cancellations** must be done by agent in online self-service booking solution. Bookings are retrieved in order history and can be cancelled from there. NB you must be logged in on your account in order to cancel your ticket.
- All **amendments** are carried out by customer service center by sending a request via [booking@norled.no](mailto:booking@norled.no) , incl booking number, time and date of departure and message with requested amendment. Amendments via phone will not be accepted.
- This is defined as **amendments**: Amend number of passengers up and down (a passenger category cannot be amended to 0). All other amendments are defined as cancellations and agents must cancel and book new tickets.
- Prepaid tickets cannot be amended. Only cancellation is possible, according to the terms of cancellation.

**Terms and conditions for cancellation and amendments**

Product	Amendments	How
Expressboat	7 days before departure	Contact: <a href="mailto:booking@norled.no">booking@norled.no</a>

Product	Cancellation	How
Expressboat	7 days before departure	In agent portal under order history

## 5. Travel documents and voucher

### ***5.1 Products and services via booking.norled.no***

Travel documents produced in Norled's online self-service solution as described in 2.1 are the only valid travel documentation for passengers for these bookings. See example of travel documents in Appendix: Travel documents. **Vouchers will not be accepted.**

### ***5.2 VOUCHERS***

**Norled no longer accepts vouchers as payment. This is applicable to all our ferries and express boats, except Preikestolcruiset (see 2.2)**

## 6. Special circumstances

***This agreement will be legally binding for both parties when:***

- The agent accepts the terms and conditions in the registration form on:
- [Register and accept agent agreement - Norled](#)
- Successful credit check of agent is performed.
- When Norled confirms the agreement, you can sign up for an account on our website
- Please note that an official business email must be used to create an account. Emails like Gmail, Hotmail, yahoo, online etc. will not be accepted.

### ***Campaigns/change of price***

Norled reserves the right to publish campaign pricing on certain express boat routes. For example, Bergen-Sogndal-Bergen and Bergen-Selje-Bergen. Campaign pricing is valid for a fixed number of seats per departure. Campaign pricing is an offer aimed at local passengers to stimulate use of express boat instead of bus, private car or plane. Campaign prices will not be available to agents.

Norled reserves the right to change the prices during the season, according to the price regulative.

### **Ticket sold via other commercial sites than directly via your agent sites**

All products sold via third part must be approved by Norled. This applies to product sold via, but not limited to, for example Viator, GetYourGuide etc. Please contact us in order to set the details and conditions for the sales. NB, Unauthorized trips/products, can result in the agent account being closed without further notice.



## Appendices:

- Example of Norled Travel document
- P&I

*Example of Norled Travel document*



### REISEDOKUMENT

Norled AS

Telefon: (+47) 5186 8700

booking@norled.no

Org.nr:981940768MVA

**Salgsdato:** 24.09.2020 23:05:58

**Reservasjonsnummer:** 4626856379 **Kund ref:** UPHEADS

**Kunde:** Frøydís Vestrheim

**Agent:** Kundesenter\_TestNorled

**Billettnr:**

**Bergen Strandkaierterminal - Lygra kai**

29.09.2020 08:00 Bergen Strandkaierterminal 29.09.2020 08:40 Lygra kai



4626856379

**1 Voksen**

Senest oppmøte i Bergen og Stavanger er 20 minutter før avgang. Reisedokument er din billett og må medbringes på turen.

To whom it may concern

Aon Norway AS  
C.Sundtsgt 17/19  
N-5804 Bergen

## Confirmation of Cover – P&I

We hereby confirm that all vessels owned by Norled AS are entered with SKULD, Bergen.

Subject to the Rules of the Association and the Member's terms of entry the following liabilities are covered by the insurance:

- Cargo
- Passenger's personal injury, loss of life and loss of or damage to baggage.
- Other persons carried onboard the vessels
- Property liability
- Pollution
- Wreck removal

PERIOD: 12 months with effect from renewal date 20.02.2024.

Bergen, 20. February 2024



Connie Husevik  
Senior Account Executive

Aon Norway AS