

English - General Terms

1. General

Bungy STHLM is a trademark under Peak Experience Gravity Sports, org.nr. 800116-0616 which provides leisure products for individuals and companies. By using the information on Bungy STHLM's website and/or ordering our products, you accept our general terms and conditions.

2. Document of Value

Bungy STHLM sells vouchers corresponding to the full value of the product and which contains a booking code. The booking code is a document of value and accompanies the order confirmation which is sent to the specified email address, and where applicable in the physical gift card. A physical gift card can be ordered additionally if the experience is intended as a gift to someone else other than the customer.

The booking code/gift card is not a personal value document and can be transferred to someone else. We have limited ways of verifying the rightful owner of the value document in advance. A used gift card/booking code may not be redeemed again and is thus considered consumed. Therefore, make sure to keep your booking code safe from unauthorized access.

If you have lost your booking code, you can contact Bungy STHLM and we can help you obtaining it. Make sure to provide us the receipt or contact information to the person who transferred/gave away the value document to you. Bungy STHLM will conduct a verification process before restoring the booking code.

3. Terms of Purchase

To buy our products, you must be of legal age or have parental approval. To take part in any of our products, people under the age of 18 need to present a guardian's certificate on site. As a consumer, you are covered by the Swedish Consumer Services Act and the Distance Contracts Act. We follow at a minimum the requirements imposed on e-retailers by Trygg E-handel, the Swedish certification organ for online retailers.

Purchases of our products are made online on our website. In connection with the purchase, a gift card can also be ordered. An order confirmation along with a booking code is sent to the customer's E-mail address. The booking code functions as a ticket and can also be found inside the gift card. The booking code is not personal and can thus be transferred to others.

4. Validity Period

The validity period for a purchase of any of our products is 2 years from the day the order was placed. In the event that the validity period has expired without redemption, we will do our best to accommodate and reserve a slot with respect to the existing queue. Contact us and we will try to help you to the best of our ability.

5. Payment Methods

We work with Verifone to handle payments on our website. You can pay by card through VISA/Visa Electron/Mastercard/American Express. You can also pay through The Swedish mobile payment systems Swish, Klarna Pay and Klarna financing where applicable. For international customers, however, additional rules might apply.

6. Payment Security

No sensitive payment information is handled or sent by Bungy STHLM. Payments are made in a secure environment on Verifone's payment page. Verifone is responsible for handling information obtained through the service in accordance with the requirements set for certification in accordance with the PCI DSS (Payment Card Industry Data Security Standard) and other applicable security regulations.

7. Personal Data

As a customer, your personal information is collected in order to facilitate and improve your shopping experience. All data is processed in accordance with the Personal Data Act. By using our services, you agree to the collecting of the relevant information. Your personal information is never resold or passed on to third parties. If you still want us to delete your personal data from our register, you can notify us via e-mail info@bungysthlm.se for removal.

8. Right of Withdrawal and Refund

According to the Swedish Act on Distance Contracts, you, as a consumer, have a 14-day right of withdrawal on goods and services that you buy online. In order to withdraw from your purchase, you must notify us within 14 days of receiving an order confirmation. Our contact information is listed on our website. Refunds are normally made without delay but within 30 days of the right of withdrawal being used by the customer. The purchase of a physical gift card (value SEK 29) will not be refunded as it is considered as used up.

9. Booking Conditions

As ballooning is highly weather-dependent and the weather forecasts can deviate significantly from one day to the next, customers are usually booked no earlier than 3 days prior to the flight. The cancellation policy is normally 48 hours before the gathering time on the intended flight day, which takes place 2 hours before the flight. In the event that Bungy STHLM contacts the customer less than 48 hours before the gathering time for the intended flight day, the customer will be given a time window of 6 hours from the time he/she has been offered a slot during which cancellation can take place. In the event of cancellation after the 6 hour time window has elapsed, the value document is considered exhausted. However, upon presentation of a medical certificate, Bungy STHLM may allow rebooking to another date. If you do not show up for a booked flight, the document of value is considered exhausted.

It may be that a flight must be canceled at short notice due to reasons beyond our control, such as bad weather or technical issues. Ballooning is extremely weather dependent and weather forecasts provide merely a limited view of the actual weather conditions for the intended flight day. In the event of a canceled flight due to unforeseen events, Bungy STHLM will notify you without delay. Bungy STHLM does not reimburse and shall not be held responsible for any additional costs that may have arisen as a result of a canceled event. Such additional costs include, but are not limited to, travel and accommodation.

In the event of a canceled flight as a result of the above mentioned circumstances, priority is given to a canceled customer in order to be rebooked for the first best flight pending customer availability.

10. Obligations of the Passenger

Passengers are requested to follow Bungy STHLM's rules of procedure and the pilot in command's instructions regarding order and safety on board the balloon. Passengers are requested to familiarize themselves with the balloon's safety instructions. These are sent out to each passenger before the flight. Before take-off, brief information is given about the aircraft's safety instructions and rescue equipment on-board. The staff is always on hand to advice regarding security issues.

Members of the balloon's crew have the right to refuse access to passengers who may pose a danger or cause disturbance to other passengers, to themselves or to the safety of the balloon, or are under the influence of alcohol or other intoxicants, behave disruptively or threateningly or do not meet current age requirements, rules of procedure and other rules.

11. Force Majeure

Bungy STHLM is exempt from liability to the customer if we are prevented from fulfilling our obligations due to circumstances that are considered grounds for exemption such as fire, natural disaster, power outage, mobilization or military conscription, war or similar circumstances. Grounds for exemption means that Bungy STHLM is exempt from fulfilling its obligations at the agreed time and for such time thereafter as an event must be postponed as a result of the aforementioned factors. Bungy STHLM commits to notify the customer without delay of such circumstances.

12. Personal data and GDPR

Bungy STHLM gathers personal data of our customers solely for the purpose of enabling booking of the experience, and facilitating the communication before and after the event should we need to reach them for a matter linked to their order. By using Bungy STHLM's services, you agree to the collection of information. All data is processed in accordance with the Swedish PUL (Personal Data Act) and the EU-regulated GDPR (General Data Protection Regulation). Bungy STHLM will not pass on your personal data to third party, unless this is required by law in connection with i.e. criminal investigations or the like. You have the right to request an extract from our register of information stored about you as a customer. At your request, Bungy STHLM may delete your personal information from the internal system.

13. Cookies

A cookie is a small text file that is stored on your computer and which contains certain information of impersonal nature. We use cookies when needed so that your order can be carried out as smoothly as possible. If you do not want to allow the storage of cookies on your computer, you can turn off the function in your browser settings.

14. Changes

Bungy STHLM reserves the right to change the terms stipulated under General Terms without notice. Changes will take effect upon publication on our website. By viewing the information on our website and using our products and services, you are deemed to have accepted any changes in the terms.