

ESSENTIAL INFORMATION



NORWEGIAN COAST
01.11.2017–31.03.2018

ALCOHOL POLICY

Due to strict laws surrounding alcohol in Norway, and for the safety of our guests, alcohol that has not been purchased on board may not be consumed in any public area of the ship or in your cabin. Guests may bring up to two unopened bottles (maximum 1.5 litres each) per person onboard, but will be required to be checked in at the reception desk, and will be returned at the end of your voyage.

ANNOUNCEMENTS

Announcements on board are made in several languages. These announcements may also be heard in your cabin by activating the telephone system, if available on the ship. No public announcements are made at night.

CAFE

Hot and cold drinks, meals and snacks may be bought in the café. Opening hours are advised on board.

CHECK-IN/OUT

CARS AND VEHICLES

Please be at the quayside at the latest 1 hour prior to the scheduled departure from Bergen, Trondheim, Bodø, Tromsø and Kirkenes. For all other ports, please be at the quayside at the latest 30 minutes prior to the scheduled departure time.

Times in Bergen for driving the cars on board:

- In the summer season (01. Jun - 31. Oct): between 18:00 and 19:00.

- In the winter season (01. Nov - 31. May): between 19:30 and 21:30 hrs.

Passengers must embark with their luggage via the Hurtigruten Terminal in Bergen and via the Hurtigruten quay in other ports. You will receive your control key card for your car at check-in. Only the driver is allowed in the car when driving on or off the ship. The control key card for your car must be shown to the crew on the car deck. You can drive the vehicle on board the ship yourself, or you can ask for help from the crew. If there is limited time to check in before departure, you will receive the control key card directly from the crew on the car deck. In the high season, there is limited car capacity on certain short stretches. Please note that there will be no access to the car deck during the voyage and it is not possible to go ashore by car when the ship calls at ports. Caravans and trailers cannot be brought on to the ships. MS Lofoten and MS Spitsbergen do not have a car deck.

Please note the following dimensions for vehicles:

	Max. length (m)	Max. width (m)	Max. height (m)	Max. weight (kg)
MS Finnmarken	6,30	2,40	2,20	5000
MS Kong Harald	6,40	2,40	2,25	5000
MS Midnatsol	6,30	2,40	2,30	5000
MS Nordkapp	6,40	2,40	2,20	5000
MS Nordlys	6,40	2,40	2,20	5000
MS Nordnorge	6,40	2,40	2,20	5000
MS Polarlys	6,40	2,40	2,20	5000
MS Richard With	6,40	2,40	2,20	5000
MS Trollfjord	6,30	2,40	2,30	5000
MS Vesterålen	5,40	2,20	1,85	5000

Please note that any supplementary load is included in these measurements. For example, a roof/ski box is included in the height of a car.

CABINS

- Cabins for departures from Bergen are available from 18:00 hrs.
- The times for checking out of cabins are according to the ship's timetable and may vary from day to day. The usual check out time is 12:00 mid-day. In specific ports, other times will be announced in accordance with arrival/departure times. If you are travelling in a suite, different check-out timings may apply. Please contact the reception for more information.
- The facilities of the cabins vary between the ships and the various cabin grades. Towels and shower gel/liquid soap are provided in all cabins. Most of the ships have hair dryers in all cabins. If not, you may borrow one from the reception. Tea/coffee making facilities are available in Arctic Superior cabins and Expedition Suites only.
- It is possible to book baby cots on board; a limited number can be pre-booked. Please note that cots do not fit into all cabins. Please contact Hurtigruten for further information.
- For bookings with unspecified cabin grades/ numbers, requests for adjacent cabins or accommodation in a specific area of the ship etc. cannot be guaranteed.
- Some cabins have portholes that might be covered during the winter period.
- There are safety deposit boxes in suites on MS Midnatsol and MS Trollfjord, and in all cabins onboard MS Finnmarken and MS Spitsbergen. Hurtigruten cannot accept liability for any loss. Valuables may be handed in at reception to be kept in the ship's safe.

LUGGAGE

Passengers may bring up to 50 kg baggage. We recommend that you only bring baggage that you are able to carry yourself, as baggage service is not provided for in any other ports than Bergen and Kirkenes. We ask our guests not to store any baggage in the ship's common area. You may store your baggage in the luggage room/locker on your own responsibility. Hurtigruten is not responsible for any loss of baggage. Any oversized/heavy baggage is counted for as cargo and must be paid for extra. Please remember to always keep any medication you rely on as well as your passport and glasses in your hand baggage.

PASSPORT/ID CARD

All guests checking in at the Hurtigruten Terminal or on board our ships have to present a valid Passport or government approved ID Card.

CHILDREN'S PLAY AREA

There is a small play area for children on the following ships: MS Trollfjord, MS Midnatsol, MS Finnmarken, MS Richard With, MS Nordlys, MS Kong Harald and MS Vesterålen.

CRUISE CARD AND CURRENCY ON BOARD

For your convenience, we offer a Cruise Card system on board all our ships. This system allows you to charge all on board purchases to your cruise card. Cruise card accounts can be created at all points of payment on board the

ship. We accept VISA, Master Card, Diners, American Express or cash (NOK, EUR, GBP, USD) as deposit. Credit cards must be valid for at least another three months. Please contact the reception for more information.

The currency used on board is Norwegian Kroner. Exchange rates are similar to those in a hotel. Please check with the reception for methods of payment. Please note that a PIN code is required when paying with a credit card on board.

ELECTRICITY

220v AC. - 2 pin Continental-type for which an adapter is required. If you need an adapter/converter, you can buy it in the shop on board.

HAND HYGIENE

Hurtigruten wishes to ensure that your voyage will be as pleasant as possible and would like to ask you, for the sake of your own health and that of other people, to be especially careful with hand hygiene during your voyage. Anti-bacterial hand gel is available throughout the ship.

INTERNET

We have wireless Internet available on board for a small charge. Please ask for more information at the reception on board and our personnel will help you find the best solution.

ITINERARY/WORKING SHIPS

Hurtigruten ships are working vessels operating a regular service to a set timetable, as shown on our website. Our ships carry goods, vehicles and passengers between ports around the clock as an integral part of Norwegian daily life. You may expect some noise and vibration in a few cabins during the loading of goods. This varies depending on the location of your cabin and the type of ship.

Hurtigruten reserves the right to make changes to the programme and shore excursions due to weather and/or other conditions. As Christmas approaches itineraries may change in order for the ships to host dinners and celebrations for local communities.

JACUZZI

MS Finnmarken, MS Midnatsol, MS Trollfjord, MS Spitsbergen. MS Kong Harald, MS Nordkapp, MS Polarlys and MS Nordnorge have Jacuzzis on board. They may be closed at times during the winter season or due to the weather conditions. If you are travelling without a cabin, towels can be hired on board for a small fee. The shop on board has a limited selection of bathing suits.

MEDICAL

The Norwegian Coastal Voyage ships do not leave territorial waters and are rarely far from land. There is no doctor or pharmacy on board and medical assistance is available at ports or, in an emergency, by helicopter. Some of the crew are trained in first aid and there is a First Aid room on all ships. If you need assistance, please contact the reception. At the time of printing there are no compulsory vaccinations or health requirements for travelling to Norway. It is however the responsibility of all passengers to ensure they comply with any health requirements at the time of travel.

If you have any mobility or hearing/sight problems, please advise reception on arrival. This will ensure that you receive assistance in the

event of any emergency.

If you are prone to seasickness, we suggest you carry effective medication. Some tablets are available on board, for which a charge is generally made, but they may not be appropriate for every passenger.

MEALS/SPECIAL REQUESTS

The usual regular meal times are subject to change to adapt port of calls, but generally:

- Breakfast from 07:00 – 10:00 (open seating)
- Lunch from 12:00 – 14:30 (open seating)
- Dinner times vary according to the itinerary. It is usual for dinner to start at 18:00, and there will be a variety of seating options available (times advised on board).

For our full board passengers, the culinary journey begins with a buffet served upon departure day in Bergen and ends with a lunch served when sailing into Bergen on the last day. The food on board is mainly Norwegian according to the concept “Norway’s Coastal Kitchen” which is based on local sourcing from a number of small producers from the region we are sailing in. There are always vegan alternatives available upon request.

It is safe to drink tap water on board. For our Platinum guests drink package is included, and is also possible to purchase on board for our Basic- and Select guests.

All ships are fully licensed; the price level is the same as on mainland Norway. Further information is available on board.

All our ships, except MS Lofoten, MS Vesteraalen and MS Spitsbergen offer a separate A la Carte restaurant, where we invite our guests to enjoy a meal in a calmer environment and with personal service. Experience a selection of innovative courses based on local sourcing with premium quality.

Depending on your fare type, you may upgrade from your existing meal plan or pay according to menu. Our Platinum guests are welcomed to eat in the A la Carte restaurant without any extra charge every day of their voyage. Opening hours and menu are presented on board the ships.

MOBILE PHONES

Mobile phones may be used on board although reception may vary, check with your provider for costs when using your phone abroad.

MOBILITY

We are happy to welcome passengers who are not fully mobile and all ships (except MS Lofoten) have at least one cabin equipped for travellers using a wheelchair. Passengers who use a wheelchair must bring their own, standard size, foldable chair. Guests who can navigate around the ship unaided in a wheelchair need not have a travel companion. Those who need assistance may need to be accompanied. Please discuss this with your booking agent. In the ports, there is a ramp or gangway for embarkation/ disembarkation. Excursions have not been adapted specifically for passengers with walking difficulties.

NB: Airlines usually do not allow wet battery wheelchairs on aircraft. Excursions are not suitable for passengers with electric wheelchairs although some are possible with a man-

ual, foldable chair. Please contact the tour leader /expedition leader on board who will be able to advise which excursions are suitable. Drivers and guides are not permitted to lift wheelchairs or passengers at any time.

For assistance at train stations please call NSB (Norwegian State railways) on: +47 815 00 888, for assistance when using the Oslo airport train (Flytoget) please call +47 64 821772. Please call at least 24 hours before you travel.

SAFETY

It is a safety requirement that all Hurtigruten passengers attend a compulsory safety briefing in Bergen and Kirkenes before the ship leaves port.

After check-in and before embarkation please go to the first floor of the terminal building where the safety briefing will be given at intervals by Hurtigruten staff. This will last between 10 – 15 minutes with the first taking place at 15.45 (embarkation is from 16.00, also from the first floor).

The briefing will include a demonstration of how to put on a life jacket and the instructions to be followed in the unlikely event of an evacuation or other emergency during the voyage. The briefing is compulsory for all passengers including those who have travelled with Hurtigruten on previous occasions. There will be an opportunity to ask questions if you have any concerns. When you have completed the safety briefing please embark straight away. The last briefing will take place at 19.30. Guests who arrive after this time will be required to attend a safety meeting on board at 20.00 before the ship leaves Bergen.

Please familiarize yourself with the safety procedures posted on the inside of the cabin door and in the public areas on board. Please contact reception if you have any questions or are uncertain. We ask that guests with physical disabilities and impaired vision or hearing inform the reception when boarding the ship to ensure that you get the necessary assistance should an emergency arise.

In most ports of call there will be a great deal of activity on the quay, with vehicles boarding and driving ashore, as well as loading and unloading of goods. Please pay attention to this type of traffic and exercise care when boarding and going ashore.

SHOPS

All our ships have a shop with a good selection of high quality products. We provide clothing by high end Norwegian brands and equipment suitable for attending our excursions and hikes, as well as gifts and memories to bring home. You can also find Hurtigruten labelled products and our own brand Arctic Pure. There is also a small selection of toiletries available for purchase. On MS Lofoten, this service is handled by the cafeteria.

SMOKING

Smoking is only permitted in designated areas on the outside decks. It is not permitted when the ships are in port and you are not allowed to smoke on deck during the refueling of the ship in Bergen. This will be advised by the staff. To show respect for the environment, please

use the provided ashtrays. Throwing cigarette ends overboard is strictly prohibited. Smoking in the cabin is prohibited and subject to a cleaning charge of NOK 1500 to return the cabin to a non-smoking standard.

TOUR LEADER/EXPEDITION LEADER

Each ship has a tour leader or expedition leader on board who sells and gives advice regarding excursions, issues a daily programme and news bulletin and makes announcements regarding places of interest, disembarkation, etc. Occasionally this service may be carried out by the reception. All tour leaders speak Norwegian, English and German. Expedition leaders speak Norwegian and English but not necessarily German. However, the Expedition Team will have German-speaking team members.

WAKE-UP CALLS

When arriving at night disembarking passengers will be woken half an hour to an hour before arrival. On early morning arrivals, a wake-up call will be made to allow time for you to vacate the cabin for it to be prepared for the next occupants. You may use the ship's public facilities and the luggage room until you disembark.

Hurtigruten reserves the right to make changes.

CONTACT INFORMATION - SHIPS

MS Midnatsol	+47 99 48 72 77	resepsjon.ms@hurtigruten.com
MS Trollfjord	+47 99 48 72 76	resepsjon.tf@hurtigruten.com
MS Finnmarken	+47 48 03 40 00	resepsjon.fm@hurtigruten.com
MS Nordnorge	+47 97 59 10 00	resepsjon.nn@hurtigruten.com
MS Polarlys	+47 99 48 72 75	resepsjon.pl@hurtigruten.com
MS Nordkapp	+47 97 58 10 00	resepsjon.nk@hurtigruten.com
MS Nordlys	+47 99 48 72 74	resepsjon.nl@hurtigruten.com
MS Richard With	+47 97 57 10 00	resepsjon.rw@hurtigruten.com
MS Kong Harald	+47 99 48 72 73	resepsjon.kh@hurtigruten.com
MS Vesterålen	+47 48 01 80 00	resepsjon.va@hurtigruten.com
MS Lofoten	+47 91 35 20 00	resepsjon.lo@hurtigruten.com
MS Spitsbergen	+47 97 49 10 00	reception@sb.hurtigruten.com

IMPORTANT PHONE NUMBERS

ASHORE IN NORWAY

Police: 112
Ambulance: 113
Fire Service: 110

WHILE TRAVELING TO AND FROM YOUR VOYAGE

Phone **+44 3308081884**

Call this number in the event of an emergency or for urgent assistance when traveling to and from your voyage



HARBOUR ADDRESSES

Bergen, Nøstegt, 30, Hurtigruteterminalen
Berlevåg, Storgaten 39
Bodø, Terminalveien
Brønnøysund, Havnegt 42
Båtsfjord, Holmen kai
Finnsnes, Bernh.Lundsvei 11
Florø, AS Fugleskjærskaien
Hammerfest, Hamnegata 3
Harstad, Torvet 7B
Havøysund, Strandgt. 85 A
Honningsvåg, Holmen 2A
Kirkenes, Kaiv.4
Kjøllefjord, Strandvegen 95
Kristiansund, Holmakaia - Devoldholmen
Mehamn, AS Værveien 15
Molde, Birger Hatlebakksv. 22
Måløy, Inter-Com Terminalen
Nesna, Kaia, Moveien
Risøyhamn, Risøyhamn
Rørvik, D/S Kaiaen
Sandnessjøen, Torolv Kveldulvsongst. 7
Skjervøy, Havnegt 18
Sortland, Havnegata 7
Stamsund, J.M Johansens vei 11
Stokmarknes, Nordnesveien 1
Svolvær, O J Kaarbøsgata 12
Tromsø, Prostneset
Trondheim, Pir 1 nr. 7 (HR-kaien)
Vadsø, Havneterminal
Vardø, Kaikaga 26 A
Øksfjord, Njordveien 20-27
Ørnes, Havnevn.7
Ålesund, Skansekaia

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