



Arrival and departure information

Valid for voyages that depart from Bergen in 2022

This document will provide you with information about your arrival and departure and transfer services available.

In Bergen, Kirkenes, Trondheim and Oslo most transfers are included in your package if you have booked our arrival and departure package. For further information please refer to your booking confirmation. If your booking doesn't include any transfers, you are still able to participate/book some of the transfers as outlined.

If transfers for your voyage in Norway are already included in your travel arrangements, please present the transfer voucher that was enclosed with your travel documents to the bus driver. Transfers outside our scheduled transfers have to be arranged independently and are at your own expense.

Flights

We recommend being at the airport for check-in at least 3 hours before departure. Internet and/or self-service kiosk check-in may be available depending on which airline you are travelling with.

Due to health & safety reasons, its preferable you use the online check-in processes on the airline websites. You can log on using your flight reference number on your booking confirmation to access flight information, any kind of updates, and to order special services like meals, wheelchairs or seat reservation.

Your flight tickets are electronic, no further documents will be sent to you. Some code share flights are operated by a different carrier than the one shown on your itinerary. Please retain the luggage tag issued at check-in until after you have collected your luggage.

Luggage through check-in:

If you have a connecting flight to Norway with an onward flight to another destination in Norway, you can take your hand luggage directly to the gate mentioned on your boarding pass. Due to possible gate changes, please double check your gate number at the transfer desk and listen for announcements and check the arrival/departure board at the airport.

Your checked luggage will be checked through to your final destination. If you are holding separate tickets on different airlines it is usually not possible to check luggage through. Check-in staff will advise you whether luggage may be checked through or not.

Generally, one piece of hand luggage can be brought on board the plane.

Airline	Code	Economy class	Business class
British Airways	BA	1 bag at 23 kgs, 56x45x25 cm	Club Europe, 1 bag at 23 kgs, 56x45x25 cm
KLM	KL	1 bag at 12 kgs, 55x25x35 cm	Europe Business Class, 2 bags at 55x35x25 cm
Norwegian Air	DY	1 bag at 10 kgs, 55x40x23 cm	n/a
SAS	SK	1 bag at 8 kgs, 55x40x23 cm	SAS Plus, 1 bag at 8 kgs, 55x40x23 cm

Usually your check-in luggage is restricted to one piece weighing up to 23 kg. Any excess luggage must be paid upon check-in or you can pre-pay it on the airline's website, which might be cheaper than paying at the airport. Any single piece of luggage weighing over 32kgs will not be accepted for carriage.

Airline	Code	Economy class	Business class
British Airways	BA	1 bag at 23 kgs	Club Europe, 2 bags at 32 kgs
KLM	KL	1 bag at 23 kgs	n/a
Norwegian Air	DY	1 bag at 23 kgs	n/a
SAS	SK	1 bag at 23 kgs	SAS Plus, 2 bags at 23 kgs

Checked baggage allowance for UK charter flights

Airline	Code	Economy class	Business class
Jet 2	LS	23 kgs	n/a

Transfers

Transfers are usually unaccompanied. The transfers are operated via chartered buses (at fixed times) or the official Airport Express bus (official schedule). The fixed times comply with the daily ship arrival and departure times, so waiting times at the airport might occur.

Bergen

Jekteviksterminalen/Hurtigruten Terminal

Nøstegaten 30
5010 Bergen

Opening Hours

Daily from 11:00-21:00.

The Hurtigruten Guest Lounge is located on the 2nd floor of the terminal and is open from 13:00. Here you are welcome to enjoy some light refreshments. Complimentary WIFI, USB chargers and sockets are available.

Luggage lockers are available in the terminal in varying sizes and can be paid for by credit card.

Hurtigruten Luggage Service: between 13:00-14:30

Check-in: from 15:30

Boarding: from 16:00

Cabins available: from 18:00

The mandatory Safety Briefing will be held in the Lecture Hall located in the lounge before boarding.

The latest arrival time is 30 minutes before ship departure.

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The transfer bus departs from the airport and will be operated by the official airport bus Flybussen. Transfer time will be approximately 45 minutes to Jekteviksterminalen/Hurtigruten Terminal. The official timetable applies: <https://www.flybussen.no/en>

Flybussen Bergen's service runs to and from Bergen Flesland Airport, with arrivals and departures just outside of the terminal building. The Express Bus follows a route by Fyllingsdalen to Bergen Bus Station and city centre.

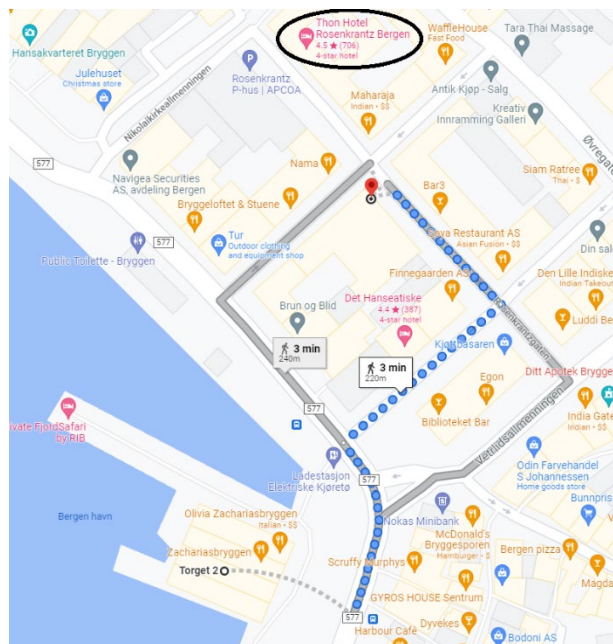
For urgent questions call Flybussen Tide on: +47 05505

Transfers from airport to hotels/Hurtigruten Terminal (Jekteviksterminalen) in Bergen:

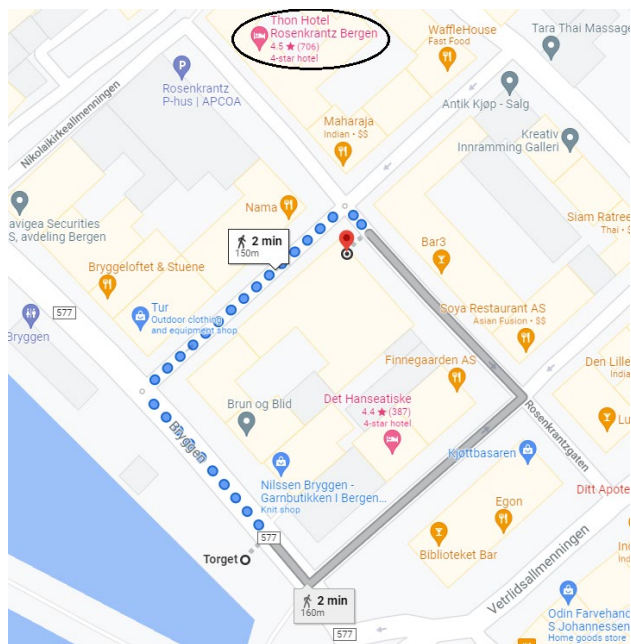
Bus stops for Flybussen: <https://www.flybussen.no/en/airports/bergen-airport/where-does-flybussen-bergen-stop/>

- Hurtigruten terminal – bus stop Jektevik terminal
- Clarion Hotel Admiral – bus stop Strandkai terminalen (120 m)
- Clarion Hotel Bergen – bus stop into the city, - Torget C (240m) and out of the city, - Torget D (140 m)
- Thon Hotel Rosenkrantz – bus stop into the city, - Torget C (270 m) and out of the city, - Torget D (170 m)
- Radisson Blu Royal – bus stop Dreggsallmenningen (28 m)
- Clarion Collection Havnekontoret - bus stop Dreggsallmenningen (26 m)

Torget C:



Torget D:



Schedule info from hotel to airport/Hurtigruten Terminal (Jekteviksterminalen) can be requested at the hotel receptions.

Transfer from the railway station to the Hurtigruten terminal (Jekteviksterminalen) / hotel

As you disembark the train, exit the railway station under the archway to your right. The Hurtigruten Transfer Service Bus will be waiting outside. (Please do NOT go to the central bus station).

From train station to hotel/Hurtigruten terminal (Jekteviksterminalen)

Transfer 20 minutes after the train arrival.

Transfer from the hotel/Hurtigruten terminal (Jekteviksterminalen) to railway station

You will be picked up from your hotel 45 minutes prior the train departure.

Transfer from Hurtigruten terminal (Jekteviksterminalen) to airport/hotels/railway station

Hurtigruten ships arrive to Bergen 14:45. Transfers are arranged after that.

Platinum guests' private airport transfers*

*in Bergen and Trondheim

Meet & greet by an English-speaking driver and transfer with a private car/taxi to the Hurtigruten Terminal or your hotel in Bergen/Trondheim or in reverse order. Exclusively for PLATINUM guests travelling on one of Hurtigruten Classic Voyages.

From Bergen/Trondheim airport:

Please look out for a Hurtigruten sign and your name in the arrival hall of the airport. Your driver will take you to the private car.

From hotels in Bergen/Trondheim:

The pick-up time from the hotel will always be three hours before your flight departure time. The driver will meet you in the hotel lobby.

From Hurtigruten pier:

Please look out for a Hurtigruten sign and your name when leaving the ship. Your driver will take you to the private car. This transfer pick-up information also applies to guests using wheelchairs. Private transfers and wheelchair transfers can only be pre-booked.

Trondheim

The Værnes-Ekspressen/Unibuss transfer bus runs from the Hurtigruten pier to Trondheim Værnes Airport (Bus stop A4) and the city centre (incl. hotels and train station). Transfer time from the Hurtigruten pier to the airport is approximately 25-30 minutes. Please find an official timetable here : <https://www.vaernesekspresen.no/rutetider/>

The following transfer times are offered:

Hurtigruten Pier- Rail Station (train to Bergen 08:19), City Center (Hotels) - Trondheim Airport Værnes (flight departures until 13:00):	07:45
Hurtigruten Pier-Trondheim Airport Værnes, with stop in the city center (flight departures from 13:00):	09:30

Bus stops:

Trondheim Central Station and Clarion Congress Hotel:	Søndre gate
Radisson BLU Royal Garden Hotel and Grand Olaf Hotel:	Bakkegata

Værnesekspresen Emergency phone numbers:

Monday to Friday 8:00 – 16:00: **+47 9417 2944**

Monday to Friday 16:00 - 00:00, and on weekends: **+47 9488 5475**

Kirkenes

The transfer bus is a Hurtigruten chartered bus that departs from the airport and from Hurtigruten quay. Transfer time will be approximately 30 minutes.

If we cannot provide a suitable transfer, Hurtigruten will inform you before your journey.

Transfers from Airport to Hurtigruten Quay via hotels

Monday – Sunday

12:00 from airport to Hurtigruten Quay.

12:00 Thon hotel to Hurtigruten Quay

Thursday, Friday, Sunday

20:30 from airport to Kirkenes city centre/hotels

Transfer from Hurtigruten Quay to the airport

Monday – Sunday

09:00 from the Hurtigruten quay to the airport.

09:30 from Thon hotel to the airport

If there is a large number of passengers, there will be several buses departing to different destinations. Please ensure that you board the correct coach.

Tromso

The official airport bus „Bussring“ will take you to hotels in the city centre. The timetable varies on weekends. Please look out for red busses that leave in front of the arrival hall of the airport. The bus stop „Prostneset“ is the closest one for the Hurtigruten Terminal (www.bussring.no).

If we cannot provide a suitable transfer, Hurtigruten will inform you before your journey.

Oslo

Transfer from the airport to Oslo bus terminal (central train station)

The official airport bus (*Flybussen* Airport Express) stops in front of the terminal (bus line FB5). The latest timetable is available at <https://www.flybussen.no/>. Buses arrive at Oslo Bus Terminal that is located next to the Oslo Central Station. Airport transfers will take approximately 55 minutes.

Transfer from the airport to your hotel

Please exit at *Bussterminalen* for Clarion Hotel The Hub, Comfort Hotel Karl Johan, Thon Hotel Terminus, Comfort Hotel Grand Central, Thon Hotel Opera and at the final bus stop for Radisson BLU Scandinavia Hotel.

Please ask the bus driver where to exit when staying at other hotels.

Entry requirements

As you know, rules and entry requirements frequently change during these unprecedented times. That's why we've created a COVID-19 Information Hub where you'll find the very latest information on everything you need to do before, during and after your trip to comply with mandatory entry requirements. **We kindly ask that you regularly check the following webpage for the latest entry requirements:** [Entry requirements web page](#)

Please note: Guests are responsible for making sure they comply with all entry requirements.

Safer together

Whenever you sail aboard The Norwegian Coastal Express, whether for 12 days or a few hours, your safety is our highest priority. A range of measures is in place, designed to reduce the spread of Covid-19 and other contagious respiratory diseases. We'll constantly update these practices based on the latest guidelines from the Norwegian health authorities. **Stay up to date with the latest information by regularly checking for updates on our safety procedures website:** [Safer together web page](#)

Emergency contact information

If you have any questions, don't hesitate to contact your travel agency or the Hurtigruten Sales Support Centre.

In the event of an emergency or urgent assistance while traveling to and from your voyage, please contact: + 61 871 303 690

All times and information are subject to change!