

The Svalbard Line

Bergen – Longyearbyen – Bergen

ARRIVAL AND DEPARTURE INFORMATION

Dear guest,

We are excited to welcome you on board MS Trollfjord to embark on this Signature voyage deep into the Arctic Circle and the land of the Midnight Sun.

Please note that the arrival and departure information here may change. Some services may also not be part of your personal travel arrangements. Please refer to your booking confirmation and individual itinerary.

Looking forward to seeing you on board soon!

Sincerely,
Hurtigruten



Reminders

- Is your passport or national travel ID (Schengen only) up to date and valid for travel?
- If you need a visa, is it ready? Find more information at the [Norwegian government site here](#).
- Are your valuables, perishable items, keys, travel documents, and any medicine in your hand luggage?

Sailing information

Ship: MS Trollfjord

Port: Jektevik terminal and Hurtigruten
Terminal Guest Lounge - Nøstegaten 30, 5010
Bergen.

Depart: 14:30

Return: 07:00

ARRIVING IN BERGEN BEFORE YOUR VOYAGE

Only for guests who have this as part of your package

FROM THE AIRPORT TO YOUR HOTEL - BERGEN - Day 1

Once you've collected your luggage, please exit Bergen airport and go to platform A5 in front of the airport.

Here, you can board 'Flybussen', the official airport shuttle operated by Tide that brings you to the city centre. You can find Flybussen's [official schedule here](#).

Please present the transfer voucher that's included in your travel documents to the bus driver.

The Flybussen stop for your hotel is listed below:

Hotel	Flybussen Stop
Clarion Hotel Admiral	Strandkaiterminalen (120 m walk)
Clarion Hotel Bergen	Torget C (240 m walk) or Torget D (140 m walk)
Thon Hotel Rosenkrantz	Torget C (270 m walk) or Torget D (170 m walk)
Magic Hotel Kløverhuset	Torget C (200 m walk)
Clarion Collection Hotel Havnekontoret	Dreggsallmenningen (26 m walk)

ONE NIGHT IN YOUR HOTEL - BERGEN - Day 1

You can check in to your hotel from 15:00, and the rest of the day is yours to explore Bergen. You might have time to take the Fløibanen funicular to the top of nearby Mount Fløyen for views over Bergen. Or browse the shops in the UNESCO-listed Bryggen area.

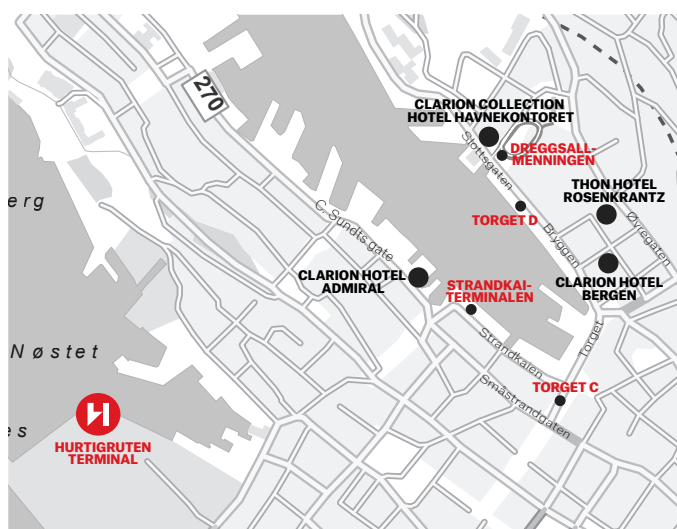
FROM YOUR HOTEL TO THE PORT - BERGEN - Day 2

After breakfast at your hotel, a transfer bus with the sign 'MS Trollfjord' will pick you up and take you to Bergen's Jektevik port where the ship is waiting.

The transfer bus will pick you up at either Clarion Admiral Hotel or Clarion Bergen Hotel at the following times:

- 11:00 transfer: all cabins on Deck 8* and unassigned cabins
- 11:15 transfer: all cabins on Deck 7*
- 11:30 transfer: all cabins on Deck 6*
- 11:45 transfer: all cabins on Deck 4*

* Transfer times may vary, please check with the Hurtigruten welcome desk at your hotel. Your deck number is the first number of the cabin number in your travel documents.



BOARDING THE SHIP - BERGEN - Day 2

At the port, the dedicated Hurtigruten Guest Lounge is located on the second floor of the building. Here, you can enjoy some light refreshments and complimentary Wi-Fi.

Before boarding, all guests must attend a safety briefing in the lecture hall at the Hurtigruten Guest Lounge.

Once you're checked-in on board the ship, lunch will be served in the main restaurant Flora between 12:00-14:00.

Your cabin will be ready for you at 14:00. We'll set sail at 14:30.

LEAVING BERGEN AFTER YOUR VOYAGE

FROM THE PORT TO THE AIRPORT - BERGEN - Day 16

Your journey on The Svalbard Line on board MS Trollfjord comes to a close when we arrive back at Jektevik port in Bergen at 07:00.

There will be a Flybussen transfer from the port to the airport. The crew on MS Trollfjord will let you know the exact transfer times on board before you leave the ship for the last time.

If you have a late flight from the airport and prefer to travel to the airport later, you can store your luggage at Jektevik port. You will need to make your own arrangements to the airport. [The official Flybussen timetable is here.](#)

Thank you for sailing The Svalbard Line with us. We wish you a pleasant journey home and hope to see you again soon.



Contact information

If you have any questions, please don't hesitate to contact your travel agency or the Hurtigruten [Customer Sales Centre](#). We are happy to help.

MS Trollfjord

+47 99 48 72 76

Reception.tf@hurtigruten.com

Hurtigruten Svalbard

(local supplier in Longyearbyen)

+47 79 02 61 00

Clarion Hotel Admiral

C. Sundts gate 9, 5004 Bergen

+47 55 23 64 00

Clarion Hotel Bergen

Rosenkrantzgaten 8, 5003 Bergen

+47 53 05 15 00

Clarion Collection Hotel Havnekontoret

Slottsgaten 1, 5003 Bergen

+47 55 60 11 00

Radisson Blu Polar Hotel

Vei 229-3, Longyearbyen, 9171

+47 79 02 34 50

Thon Hotel Rosenkrantz

Rosenkrantzgaten 7, 5003 Bergen

+47 55 30 14 00

Magic Hotel Kløverhuset

Strandgaten 13/15, 5013 Bergen

+47 55 90 01 00

Emergency contacts

In the event of an emergency while travelling to and from your voyage, you can contact us 24 hours a day, seven days a week by calling: +44 33 08 08 18 84