

ARRIVAL AND DEPARTURE INFORMATION**Dear guest**

We hope you're looking forward to our voyage together at the top of the world on The Spitsbergen Adventurer. We're excited to show you the beauty of this rugged Arctic archipelago where whales, seals, and polar bears roam.

In this document, you'll find details about getting to Svalbard and returning home after your voyage.

See you on board soon!

Sincerely,
Hurtigruten

Reminders

- Is your passport up to date and valid for travel?
- If you need a visa, is it ready?
- Are your valuables, perishable items, keys, travel documents, and any medicine in your hand luggage?
- Have your transfer vouchers printed?

**SAILING INFORMATION**

SHIP:	MS Nordstjernen
PORT:	Gammelkaia, Longyearbyen, 9170
DEPARTURE:	Thursday 17:00
ARRIVAL:	Monday 09:00

BEFORE YOUR VOYAGE**FROM THE AIRPORT TO YOUR HOTEL - LONGYEARBYEN****BUS TRANSFER**

- Once you've collected your luggage, please exit the airport and board 'Flybus', the official airport shuttle. Inform the bus driver that you're travelling on our ship MS Nordstjernen and **hand the driver your printed transfer voucher**. The driver will take you to your hotel.

**RADISSON BLU POLAR HOTEL OR COAL MINERS' CABINS**

- Your booking confirmation will state which hotel you are booked in
- Check in from 15:00. Luggage storage is available at the hotel if you arrive earlier
- A two-course dinner will be served at your hotel between 19:00 and 21:00
- One night at the hotel
- Enjoy breakfast at your hotel the next morning from 07:00
- Check out by 11:00
- Enjoy lunch at your hotel at 12:00

FROM YOUR HOTEL TO THE PIER - LONGYEARBYEN

TRANSFER FROM HOTEL WITH CITY TOUR TO PIER

- The bus will meet you at your hotel on Thursday at 12:45
- The city tour includes a visit to the Svalbard Museum and Camp Barentz in the Advent Valley
- After the tour, the bus will bring you to the pier where your ship MS Nordstjernen is preparing to depart at 17:00

AFTER YOUR VOYAGE

FROM THE PIER TO THE AIRPORT - LONGYEARBYEN

BUS TRANSFER

- After MS Nordstjernen arrives back in Longyearbyen on Monday, a bus will meet you at the pier and bring you to the airport
- If you have a flight later in the day, the transfer from the pier will drop you off in Longyearbyen for some free time in the city before your flight. Please be at Radisson Blu Polar Hotel two hours prior to your flight time to catch the transfer bus. **Please hand the driver your printed transfer voucher.**

CONTACTS

LOST OR DAMAGED LUGGAGE

If your baggage is delayed, damaged, or lost during the flight, please report it immediately to the airline desk before going through airport customs. Please also inform our staff on board the ship.

USEFUL CONTACTS

HURTIGRUTEN SVALBARD

Phone: +47 79 02 61 00

MS NORDSTJERNEN

Phone: +47 46 93 55 68

(only available when in a port)

reception@msnordstjernen.com

RADISSON BLU POLAR HOTEL

Vei 229-3, Longyearbyen, 9171

Phone: +47 79 02 34 50

COAL MINERS' CABINS


Vei 100, Longyearbyen, 9171 (Nybyen)

Phone: +47 79 02 63 00

CLARION HOTEL AND CONGRESS OSLO AIRPORT

Hans Gaarders veg 15, Gardermoen

Phone: +47 63 94 94 94

 In the unlikely event of an emergency while travelling to and from your voyage, please call our 24/7 helpline

UK/AU: +44 33 08 08 18 84

French: + 33 97 75 50382

German: +49 40 3018 7190

US: + 1 888 970 6509

Nordic: + 47 81 50 37 36

Swiss: +41 800 557 804