

# FLIGHTS

## FLY FROM AN AIRPORT NEAR YOU

Joining your Norwegian Coastal Voyage has never been easier, with regular scheduled flights to Norway from London Heathrow and London Gatwick plus many more departures to Norway from 18 regional airports.

For information on other routings, including all flights for our Explorer Voyages, please call our office.

## FARES AND FLIGHT INFORMATION

### FLIGHTS TO SUIT YOU

Designed to give you total flexibility plus the benefits of reduced airfares, the prices for all our Norwegian voyages exclude international flights and land arrangements. We have designed a range of arrival and departure packages that allow you to travel from your regional airport (where connections exist) and included our most popular destinations. Details of these can be

found in the brochure or the appropriate dossier. Should you not find the option you are looking for please contact our reservation team.

If you prefer to arrange your own international flights you still have the option of adding extensions and/or extra nights and participate in some Hurtigruten transfers. Please ask for details.

### FARE CONDITIONS

The airfares offered in this brochure are special package tours and can not be altered or cancelled without charge. They can only be used in conjunction with our voyages. Refunds are not permitted on any unused portion of the air ticket and if you decide to return on a flight other than that shown on your air ticket, the full one way fare will be charged by the airline.

All flight package prices are based on specific booking classes, if the relevant booking class is not available a supplement may apply. Our

reservations team will advise you at the time of booking.

### AIRLINES AND AIRCRAFT

The flights and schedules presented in this brochure are a selection of the services which may be used on our holidays.

Our airline partners include Scandinavian Airlines, SAS Braathens, Widerøe, Norwegian Air Shuttle (DY), Jet2, KLM Royal Dutch Airlines, Lufthansa, Air France, Iberia, Air Greenland, LAN and Aero-lineas Argentinas.

The aircraft used on the different routes will be Boeing 737 & 757, MD80, Airbus 340, MD11, De Havilland Dash 8, Q400 and Fokker 50 or similar.

### IN-FLIGHT MEAL SERVICE AND FLIGHT UPGRADES

There is no complimentary meal served in economy class on routes within Europe

or domestic flights for airlines listed in this brochure (except KLM); snacks and refreshments can be purchased on board. A complimentary meal with refreshments is served in business class within Europe and on intercontinental flights, including Greenland.

Upgrading to business class gives access to the airline lounge & extra baggage allowance. On services within Europe however there is no improved seating i.e. extra leg room or wider seats. On intercontinental flights in business class you can usually expect more leg room, an upgraded meal service as well as a wider range of on board entertainment.

Upgrades only apply to the international sectors from and to the UK, not to domestic flights or inter-Scandinavia sectors. Please contact our reservations department if you wish to upgrade your flight.

### FLIGHT TIMES

Timings shown in this brochure are all local times based on the 24 hour clock. All flight times are subject to change.

a lower price than those originally confirmed the difference will (if already paid) be refunded to you.

(c) withdraw from the booking completely in which case we will as soon as possible, refund all money paid to us.

Passengers must give notice of their decision as soon as reasonably possible and not later than 7 days of being informed of the alteration.

If you choose (a) or (b) above, you will receive as compensation a credit towards the cost of your arrangements, or any alternative selected, the amount shown in Scale A below. If you choose (c) we will pay you compensation shown in Scale B below. In all cases we will have no liability for any other or greater compensation or for expenses or losses incurred.

| Period before departure date notification given by us | Credit/Compensation per fare paying passenger (excluding infants)* |         |
|---|--|---------|
|   | Scale A  | Scale B |
| 0–7 days  | £50  | £25     |
| 8–14 days   | £40  | £20     |
| 15–28 days  | £30  | £15     |
| 29–42 days  | £20  | £10     |
| 43–56 days  | £ 10   | £5      |
| More than 56 days                                     | £5   | Nil     |

\*The compensation shown above applies to full fare paying adults only. Children or others travelling at concessionary rates will receive compensation pro rata based on the concessionary price against the full adult price as shown on the confirmation.

The above rates do not apply when we are forced to make changes which cause you to withdraw or cancel your arrangements, by reason of unusual and unforeseeable circumstances beyond our control and which we could not have avoided by the exercise of all due care and our only liability will be to refund, as soon as possible, all money paid to us by you. We are unable to accept liability or pay compensation where the performance or prompt performance of our contractual obligation is prevented or affected by reason of circumstances amounting to "force majeure" i.e. any event which we or the supplier(s) of the service(s) could not, even with due care foresee or avoid. Such events may include, but are not limited to, war, threat of war or civil commotions, riots, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather, fire, flood, drought, government action, airport and port regulations and closures, technical transportation problems, maintenance to vessels, scheduling of transport and similar events outside our control.

A flight or ship delay does not constitute a change to holiday arrangements.

#### 9. OUR LIABILITY TO YOU

We accept liability for any damage caused to you or any person in your party by the failure to perform, or the improper performance of, the contract made when your booking is confirmed (subject to any changes subsequently agreed between us) unless:

(a) the failures which occur in the performance of the contract are attributable to you or some other person in your party;

(b) such failures in performance are attributable to a third party unconnected with the provision of the services contracted for and are unforeseeable and unavoidable or;

(c) such failures are due to:

(i) unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or

(ii) an event which we, or the supplier of the services could not foresee or forestall even with all due care.

Our liability, except in cases of death, injury or illness, shall be limited to the lesser of:

i) the maximum of twice the cost of your travel arrangements.

ii) the minimum amount payable in accordance with and/or in an identical manner to:

(a) the contractual terms of the companies that provide the transportation and accommodation for your travel arrangements, which are expressly incorporated into the contract and also form the terms and conditions of separate contracts between you and the carrier.

(b) any relevant international conventions, including the Warsaw Convention 1929, whether as amended by the Hague Protocol 1955 or the Montreal Protocol 1999, or otherwise, or the Montreal Convention 1999. Carriage of passengers and their luggage by sea is governed by the Athens Convention 1974, and in respect of carriage by rail by the Berne Convention and in respect of provision of accommodation by the Paris Convention. Any action arising out of carriage by air or sea must be commenced within the two year time limit prescribed by the Warsaw and Montreal Conventions or the Athens Convention as applicable. Legal proceedings for all claims for which time bars are not stated in international conventions or are stated in the Norwegian Maritime Code must be made within one year from the date on which disembarkation did, or should have, taken place. The transport of passengers, baggage and vehicles is subject to the provisions of the Act. no. 39 of 24 June 1994 Norwegian Maritime Code, as amended, ("Norwegian Maritime Code") and package tours are subject to the provisions of the Act no. 57 of 25 August 1995 Relating to Package Tours ("The Package Tours Act).

We are to be regarded as having all benefit of any limitation of compensation contained in these, or any other conventions, including claims for death, injury, delay to passengers and loss, damage and delay to luggage. You may ask for copies of the transport companies' contractual terms or the international conventions from our offices at 3, Shortlands, London, W6 8NE.

Under EU law (Regulation 261/2004) you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights, for which you must pursue the airline. Reimbursement in such cases will not automatically entitle you to a refund of any part of your holiday cost from us. Also, where a delay may result in entitlement to cancel a flight this does not automatically entitle you to cancel or receive a refund for any other arrangements, even though they may have been made in conjunction with your flight. If your airline does not comply with the Regulation you should complain to the Air Transport User's Council on 020 7240 6061/www.auc.org.uk.

#### 10. INDEMNITY

When you book arrangements with us you accept responsibility for the proper conduct of yourself and your party. If your actions or omissions cause damage

to any property in the provision of the contracted arrangements, or cause delay or diversion to any flight or other means of transportation, you agree to fully indemnify us against any claim (including professional fees and legal costs) made against us by or on behalf of the owner of such property or the operator of the flight or other means of transportation. The Captain of an aircraft/ship and Master of a ship has authority over the aircraft/ship and passengers at all times when they are boarding or on board. There will be no liability on our part, or that of any supplier, for any refund, compensation, or costs thus incurred. Additionally, we will have the right to recover full costs resulting from the incident from the passenger.

At any port or place we may refuse to embark or may disembark any passenger who, in the opinion of the ship's authorized personnel, might be excluded from landing at further destinations by local authorities or who may be suffering from any contagious or infectious disease, or whose presence may be detrimental to the wellbeing of passengers or crew. In cases of quarantine of the ship, or individual passengers (passengers may be required to remain in their cabin or as instructed by authorised personnel on board if they or any other occupant of the accommodation presents any symptoms or may be considered to put other passengers at risk) we will not be liable for expenses thus caused and in such cases as above there will be no entitlement to any refund or compensation and we will have no liability for costs incurred as a result.

Each passenger warrants that they are fit to travel. Hurtigruten reserves the right to require any passenger to produce evidence of the same and cannot accept liability for any situation arising out of a failure to disclose any pre-existing condition or disability. Passengers with physical or mental disabilities or other conditions which may require special assistance, e.g. use of a wheelchair or scooter, or service animal, must advise us in writing before a booking is made. Passengers who use wheelchairs or who may require special assistance must be accompanied by someone who is able to assist them on shore and at sea.

Your specific passport and visa requirements and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept responsibility if you cannot travel because you have not complied with the latest requirements. If you have made independent travel arrangements you accept responsibility for joining the ship in good time, regardless of any change to the sailing time or date, or to the itinerary. We are not able to refund monies paid to us, or any third party acting on our or your behalf, or make compensation or other payments where, for whatever reason, you fail to join the ship. Passengers going ashore are responsible for re-boarding the ship prior to departure from port.

#### 11. COMPLAINT PROCEDURE

If you have a problem during your holiday concerning any service we have confirmed you must, in compliance with EC legislation, inform the local supplier, e.g. your hotelier, or our local representative or agent immediately to enable them to try to resolve the matter. You are also obliged to act in a way so as to minimise any loss. If the issue is not resolved locally it is essential you notify our head office in writing, quoting the booking reference number, at the earliest opportunity and no later than 28 days after your return, to enable any complaint to be investigated. It is strongly recommended that you communicate any complaint to the supplier of the services in question without delay and obtain a written report. If you fail to

denied boarding, cancellation or delay to flights. However, reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday cost from us. If baggage is lost, damaged, delayed or destroyed, you must contact the airline as soon as possible and within seven days in the case of damage and within twenty-one days in the case of delay, from when the baggage was received by you.

We are unable to accept liability for any loss resulting from the cancellation of or delay to any services or transport organised independently by you or your travel agent in connection with any arrangements made by ourselves.

### AIRPORT TRANSFERS

All travellers booking our arrival/departure packages or standard flight package as part of their holiday package will have transfers provided between the airport and hotel or ship, at the beginning and end of their trip.

# BOOKING CONDITIONS

These are the terms and conditions which apply to your holiday and/or sea passage; please read them and the information pages carefully as you will be bound by them.

#### 1. YOUR CONTRACT

Your contract is with Hurtigruten Ltd. on the basis of these conditions and the information contained in the brochure, and shall be governed by English law and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so. When you book a holiday or sailing with us the contract between us will exist as soon as you or your travel agent asks us to confirm your booking. We then become responsible to provide you with the arrangements you have booked and you become responsible to pay for them, in each case subject to these terms and conditions.

When you make a booking you guarantee you have the authority to accept and do accept on behalf of your party the terms of these booking conditions and accept responsibility for making all payments to us for all members of the party. We are unable to accept provisional or conditional bookings. We will send all documents and other information to you and you will be responsible for ensuring that all other members of the party are kept fully informed. A confirmation invoice which you should check as soon as you receive it will be sent on receipt of your deposit. If you wish to change or cancel any arrangements later you may have to pay an amendment or cancellation charge and additional costs (see below) which may be as much as the whole of the original price of your arrangements.

Only one invoice and one set of documents will be issued. No verbal amendments may be made by either party to these written booking conditions; any change must be in writing signed by the Chief Executive of Hurtigruten Ltd.

If you book your holiday through a travel agent all communication must be through that agent. Please quote your booking reference number in all communications. All monies you pay to the travel agent are held by the travel agent on our behalf at all times.

#### 2. YOUR FINANCIAL PROTECTION

We hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority under number 3584. When you buy an ATOL protected air holiday package from us you will receive a Confirmation Invoice confirming your arrangements and your protection under the above licence. In the unlikely event of our insolvency the CAA will ensure that you are not stranded abroad if you have booked a package holiday from this brochure and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk).

If you book arrangements other than a package holiday from this brochure your monies are protected by our membership of ABTOT and the Association of British Travel Agents, tour operator class ABTA V7545.

#### 3. PAYMENT

Once you have asked us to confirm your booking the total price of the arrangements you have booked is due and is payable as follows:

(i) If you book more than 8 weeks before your scheduled departure date a non-refundable deposit of:

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Hurtigruten Norwegian Coastal Voyages - £250.00 per person.

Hurtigruten Explorer Voyages - £500.00 per person.

The balance is due 8 weeks before your scheduled departure date. No second invoice will be sent. Travel documents will be issued 7 to 14 days prior to departure.

(ii) If you book less than 8 weeks before your scheduled departure date the full price is payable when you book. Our preferred method of deposit payment is by bank debit card or credit card. Balance payment may be made by cash, bank debit card, credit card or cheque (providing there is time to clear it to meet the payment schedule shown above – you should allow 5 working days for clearance from the time we receive it).

#### Credit Card Charges

No charge will be made for deposits paid by Credit or Debit Card/Switch/Delta and no charge will be made for balances paid by Debit Card/Switch/Delta. In line with most major operators we will make a charge of 2% for balances paid by credit card. Your booking may be cancelled if you do not make payment on time (we will not normally send reminders) and cancellation charges as set out under "If You Cancel" (see below) will be payable by you.

#### 4. PRICES

All prices shown in this brochure are in pounds sterling and are per person unless otherwise stated. The price of your arrangements was calculated using exchange rates quoted in the Financial Times Guide to World Currencies on 4. September 2009, Norwegian Kroner (NOK) 9.86320; Euros 1.14440. We reserve the right to change any of the prices quoted in this brochure although there will be no change within 30 days of your departure date. You will be advised of the current price of the holiday you wish to book before your contract is confirmed. We reserve the right to increase or decrease prices in line with any change in VAT, local and UK taxes, embarkation/disembarkation fees, fuel surcharges, exchange rates, security charges or any fees chargeable for the services included in the cost of your holiday.

Should it be necessary to make any surcharges we will notify you of the relevant adjustments by issuing a new invoice. In any event we will absorb all such increases where they form less than 2% of the total cost of your holiday (excluding any cancellation or amendment charges). Only amounts in excess of 2% will be invoiced to you, together with an administration charge of £1.00 per person together with an amount to cover agent's commission.

In the event that any surcharge means you paying in excess of 10% more on the original cost of your holiday, you will be entitled to cancel your trip with a full refund of all monies paid (except amendment fees). Should you wish to cancel under these circumstances you must exercise your right to do so within 14 days from the date of the invoice we send you showing the increase.

Should the price of your holiday go down due to changes above by more than 2% of your holiday cost then any refund due will be paid to you. Please note that travel arrangements are not always purchased in

local currency and some apparent changes have no impact on the price of your travel due to contractual or other protection in place.

#### 5. INSURANCE

It is a condition of the contract with us that every member of the booking has travel insurance in force for the entire duration of the holiday, covering at least the cancellation of the booking and providing medical cover for illness or injury and repatriation while overseas. (Refer to page 153 for details) Please provide us with the name of your insurer, together with their 24 hour emergency number when you book or as soon as possible.

#### 6. IF YOU CHANGE YOUR BOOKING

If you wish to change your travel arrangements after they have been confirmed we will do our utmost to help but it may not always be possible. Any request for changes to be made must be in writing by the person who made the booking or your travel agent. You will be asked to pay an administration charge of £40 per person and any further cost we incur in making this alteration. Costs may increase the closer to the departure date that changes are made. For example, the transfer within 56 days of departure of arrangements involving a scheduled flight will mean the cancellation and re-booking of this flight and a significant additional charge.

If you change the number of people in your party, the price of the arrangements will be recalculated for the new party size e.g. this may mean that accommodation is under-occupied and each member of the party may have to pay an increased price.

Any increase in price caused by changes you have requested is not a cancellation charge even though it may arise because a member of your party has cancelled. Any change by you to your confirmed arrangements after departure is in all cases subject to availability and any relevant costs.

#### 7. IF YOU CANCEL

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent must be received at our offices. We recommend 'Recorded Delivery'. Cancellation takes effect the day we receive your letter or email. Since we incur costs in relation to your arrangements from the time we confirm your booking you will have to pay the applicable cancellation charges as shown in the table below (which also applies if we cancel because you have failed to make payments on time - see "Payment" section) together with the cost of any air fare for which we have had to pay at the time of the booking and will be payable immediately on cancellation.

| When the cancellation letter is received by us before departure | Charges as a % of the total holiday cost (excl. insurance premiums) |
|---|---|
| 60 or more days   | Retention of deposit  |
| 42–60 days  | 30% or deposit if greater   |