

ESSENTIAL INFORMATION

On board information applicable to all voyages

CABIN NUMBERS

We will usually advise your cabin number when you make your booking. Exceptions are port to port bookings, the Lofoten Discovery voyage, Norwegian Dream Routes and some tours where we will only confirm a cabin type or grade at the time of booking.

CURRENCY

Norwegian currency is used on board. Most major currencies may be exchanged. Visa, American Express, Master Card and Diners Card are all accepted. A cruise card can be used for payment for extras on most ships and settled at the end of your voyage. On board MS Lofoten and MS Nordstjernen currently only Visa and Mastercard are accepted. This is subject to change. On MV Polar Star Euros and US Dollars are accepted as well, a cruise card is not available on this vessel.

ENTERTAINMENT

The emphasis on board is on relaxation and getting away from the commercial entertainment which is so often a part of conventional cruises. Our aim is to get closer to unique environments and share the experience with fellow passengers. Occasionally some musical entertainment on some stretches of the voyage may be offered but there is no organised programme.

Our Theme and Explorer Voyages will be accompanied by lecturers as described.

INFORMATION

There will be an information and safety meeting on board on the evening of departure from Bergen and Kirkenes in Norway. You will also receive an information pack. In addition, a Daily Bulletin will keep you informed during your journey.

On the Explorer Voyages the expedition team or lecturers on board will organise talks and information briefings on subjects relevant to the areas visited.

INTERNET

There is an internet café on board all ships except MS Vesterålen, MS Lofoten, MS Nordstjernen and MV Polar Star. Access is free of charge.

LAUNDRY

Laundry rooms with washing machines, tumble dryers and irons are available on most ships. Tokens can be purchased at reception. On board MS Lofoten, MS Nordstjernen and MV Polar Star arrangements for laundry can be made with the crew.

DIETARY REQUESTS

Special diets, e.g. vegetarian can be catered for if requested in good time. Passengers on strict diets, e.g. vegans, may find that there is a limited choice.

PORTERAGE

Luggage handling is not included in the cost of your holiday.

SMOKING

Smoking is not permitted in cabins or public areas. It is allowed on open deck but prohibited at all times when the ships are in port.

STABILISERS

With the exception of MS Nordstjernen and MS Lofoten our vessels are equipped with stabilisers. On the Norwegian coast the ships enter the open sea, for a few hours, on only a few occasions during the whole voyage. The majority of the time the ships sail between mainland Norway and the coastal islands where the sea is generally calmer.

TEA / COFFEE

Except for the suites on the MS Fram, MS Midnatsol, MS Trollfjord and MS Finnmarken, cabins do not have tea/coffee making facilities but beverages may be purchased around the clock. Tea/ coffee are free on the Explorer voyages.

TELEPHONE

All ships, except MV Polar Star have pay phones and phone cards can be purchased from reception. Private mobile telephones may be used on board although reception may vary.

TIPPING

Hurtigruten Norwegian Coastal Voyages has a non-tipping policy. However, if you feel that crew members should be rewarded for providing exceptional service this is entirely at your discretion.

For voyages on board MS Fram and MV Polar Star you will receive tipping guidelines with your travel documents or on board.

VALUABLES

Cabins are not equipped with a safety deposit box. Valuables may be handed in at the reception for safe-keeping in the ship's safe, except for MV Polar Star, which does not have safety deposit facilities. Hurtigruten Ltd. cannot accept liability for the loss of valuables.

VOLTAGE

This is 220 volts A.C. You will require a continental 2-pin adaptor.

Hairdryers are provided in all cabins except on board MS Lofoten, MS Nordstjernen and some cabins on MS Vesterålen. They are available to borrow from reception on MV Polar Star.

WHAT TO WEAR

On board dress is informal. Although some passengers choose to change for dinner the dress code is 'smart/casual' rather than formal. The weather in most destinations can vary during the course of each voyage or even during the day. To cater for these variations we recommend the layered dress approach that enables you to adapt to changes in temperature, wind and precipitation conditions easily.

For all voyages we advise you to take breathable rain and windproof clothing. A warm hat, gloves, scarf and thermal clothing can be useful, together with thermal underwear, during the winter months. On land where it may be icy, sturdy shoes are important for shore excursions and a walking stick/trekking pole may be useful. You should pack a pair of UV protective sunglasses, even during the winter as the reflections of snow and ice can be harmful to the unprotected eye. An additional list of recommended clothing and equipment is sent on selected departures and for the Explorer Voyages. Many ships offer a Jacuzzi on board, so take your swimsuit.

Where necessary excursions include use of appropriate clothing.

HURTIGRUTEN NORWEGIAN COASTAL VOYAGES

SUITE SERVICE

We are pleased to introduce a range of extras if you book a suite on board one of our ships. They include a welcome present, tea/coffee making facilities in your cabin, an invitation to visit the bridge, complimentary free tea/coffee on board throughout your voyage and late check out. For a fee you also have the option to have breakfast served in your cabin and the use of a minibar.

MEALS

The usual meal times are: breakfast from 08.00 to 10.00 hours (open sitting); lunch from 13.00 hours (open sitting); dinner from 18.00 hours (set seating). During high season, there may be several sittings, the

times of which will be shown on board.

Full board begins with a buffet dinner on departure from Bergen and ends with brunch on the arrival day back in Bergen.

The food is Norwegian and breakfast is buffet style with a selection of cold meats, cheese, eggs, cereals and fruit. Lunch is the famous Cold Table with a choice of fish dishes, cold meats, salads, a selection of hot dishes, desserts and fruit. Dinner is a three-course set meal; there is not usually a choice of menu. Occasionally the Cold Table may be served in the evening and the set meal at lunch time.

All vessels are fully licensed; the prices on board are the same as in Norway.

ON BOARD PRICES

To help you plan your holiday, the following table shows average sample prices of some items available on board. Please note that the prices shown are approximate and based on the latest information available to us.

Café

Tea & Coffee:	£2.60
Bottled Water:	£3.60
Fruit juice:	£3.30

Bar/Dining room

Draught beer (0,4 litres)	£5.90
Bottled beer (0,33 litres)	£4.80
Glass of wine:	£6.90
Bottle	from £32.00
1/2 bottle	from £19

SHOPPING

There is a shop on board all but the traditional ships. They sell souvenirs, knitwear, books, postcards, postage stamps and a limited supply of toiletries. On MS Lofoten and MS Nordstjernen this service is handled by the coffee shop.

SHORE EXCURSIONS

Pre booking excursions, where possible, is recommended as only remaining places will be sold on board. Excursions booked on board will be payable in Norwegian Kroner and the price may vary as a result of exchange rate fluctuations. It is not possible to pre-book within 14 days of departure. Excursions and their contents are subject to maximum/minimum numbers and weather conditions.

WORKING SHIPS

Our ships function as working ships calling at ports around the clock. You may expect some noise and vibration in a few cabins during loading of goods. This varies depending on the location of your cabin and the type of ship. Also, noise affects people differently and what may be a problem for one person may not be a problem for others. Please ask our reservations team for advice on the best cabin location for you.

HURTIGRUTEN EXPLORER VOYAGES

SUITE SERVICE

We are pleased to introduce a range of extras if you book a suite on board MS Fram, including a welcome present, tea/coffee making facilities in your cabin and a selection of beverages at lunch and dinner (soft drinks, beer, wine recommendation). For a fee you can opt to have breakfast served in your cabin and a laundry service.

ON BOARD PRICES

The voyage includes breakfast, lunch and dinner, with coffee/tea after lunch and dinner. Below you will find a list of sample prices in £s. Please note that these prices are approximate and based on current information.

Café

Tea & Coffee:	Free
Bottled Water:	£1.60
Soft drinks:	£3.00

Bar/Dining room

Draught beer (0,4litres):	£3.50
Glass of wine:	£3.90
Bottle of wine	from £15
Spirit	from £5.00

MEALS

Special diets, e.g. vegetarian, diabetic and gluten free may be catered for if requested in good time. Passengers on strict diets, e.g. vegans, may find that there is a limited choice.

SHORE EXCURSIONS

A selection of shore excursion landings is already included in some of our explorer holidays with additional optional excursions available to pre-book. Where available we will supply you with excursion information. Otherwise you will receive full details and prices on board.

Excursions and their contents are subject to maximum/minimum numbers and local weather conditions.

ZODIAC & POLAR CIRKEL BOAT EXCURSIONS

These sturdy inflatable boats enable both water based exploration and safe landings in otherwise inaccessible areas. You will need to be fairly agile to board these but there is otherwise no need to worry about travelling in them. The crew will show you what to do and as long as you follow their instructions, after a few days it will become second nature.

VOYAGE DOSSIERS

Voyage dossiers are available for all of our Explorer Voyages, containing detailed itineraries and further up to date information specific to each trip. These are available from our office or from our website.

Please refer to the Voyage Dossiers for further advice on clothing and equipment.



GENERAL INFORMATION

The following general information for all clients travelling with Hurtigruten, together with the information on pages 146–147 forms part of our booking conditions.



CORRESPONDENCE

If you make your booking through a travel agent all communication between you and Hurtigruten must be via that agent. If you book your holiday direct with us all correspondence will be sent to the Lead Passenger. Please quote your booking reference number in all communications.

When you or your agent contact us we will usually confirm your holiday at the earliest opportunity and advise current flight times, prices, including any applicable supplements or extras, etc. For high season dates, when demand is greater, or if you book within eight weeks of departure, we may have to request your cabin, flight or hotel space and it may take slightly longer to confirm your holiday.

An invoice will be sent to confirm your arrangement. If you are travelling with friends but would each like to receive separate documents please advise us at the time of booking. Travel documents are generally sent approximately 7–14 days prior to departure.

We are unable to accept provisional or conditional bookings.

SPECIAL REQUESTS

If you have any special requests (e.g. dietary or medical), please inform us at the time of booking. We will do our best to meet such requests but cannot guarantee to do so and in no circumstances will any such request be accepted by us so as to form part of our contractual agreement.

MOBILITY

On the Norwegian Coastal Voyage we are happy to welcome passengers who are not fully mobile and all ships (except MS Lofoten and MS Nordstjernen) have at least one cabin equipped for travellers using a wheelchair. Our sales consultants

will also try to book appropriate hotel rooms. Passengers who use a wheelchair must bring their own, standard size, foldable chair and travel with a companion who is able to assist them. In mainland Norwegian ports there is a ramp for embarkation/disembarkation.

Not all excursions have been adapted specifically for passengers with walking difficulties. Please check at the time of booking. It is essential you advise us of special requirements at the time of booking to enable us to make the necessary arrangements to ensure a trouble-free holiday.

We regret that Hurtigruten Explorer holidays are not considered suitable for less mobile passengers as landings and sometimes embarkation are by Zodiacs, Polar Cirkel boats or tenders. A certain level of agility will be required to board but crew will be in attendance to ensure passenger safety.

CHANGES TO THE ITINERARY AND EXCURSIONS

All routes and excursions are provisional and subject to change – weather, sea and ice conditions may affect the itinerary. Excursions may also be subject to minimum/maximum numbers. The operator reserves the right to change the content of excursions without prior notice.

MINIMUM NUMBERS

Some holidays are subject to a minimum number of participants to enable them to take place. Should the minimum not be reached we will advise you at least 8 weeks prior to your departure, when we reserve the right to cancel the holiday and refund all monies paid to us. Alternatively, you may choose another holiday with us but if the alternative arrangement is at an additional cost, the difference will be payable by you.

BEFORE YOU GO

Passport and visas

All passengers must have a passport valid for at least three months (six months for In the Wake of the Vikings and Antarctica voyages) after the date of return. British passport holders do not require a visa for the main destinations in this brochure. Where applicable passengers will be issued with an entry permit/tourist visa upon arrival. It is essential that the family and first names on the passport match those on your travel documents exactly.

If you do not hold a British passport check with the relevant embassy or consulate.

Health

At the time of printing no compulsory vaccinations or health precautions were required for British citizens. Passengers suffering from any known or suspected medical condition, or women more than 28 weeks pregnant, are required to notify us at least 14 days before departure and produce a medical certificate confirming fitness to travel.

We reserve the right to refuse or cancel a booking if the relevant certificate is not produced and will not be liable for the refusal by any operator to carry any person who has failed to notify us as above. If in doubt about health precautions, please consult your doctor.

In accordance with IAATO requirements, all travellers to Antarctica must complete a confidential medical declaration form, signed by a doctor stating that they are fit to travel. The form will be sent to you 3 months before departure and a copy must be returned to us before the final balance is due. Hurtigruten Ltd cannot be held responsible for any circumstances arising out of a failure to disclose a disability or pre-existing medical condition. MS Fram has a small surgery with the capacity to cope with emergencies and an English speaking doctor and nurse will be on board during the Antarctic and Greenland Voyages. MV Polar Star has a doctor on board.

On the Norwegian Coastal Voyage there is no doctor or pharmacy on board, however, Officers are trained in first aid and can provide emergency medical assistance. The

ships are also close to land. If you have any concerns regarding reports that long periods of immobility, such as remaining seated during flights, may be a contributory factor of Deep Vein Thrombosis (DVT) we recommend you contact your GP for advice. We reserve the right to refuse boarding and to restrict the movement on board of any passenger displaying symptoms of any contagious or infectious illness.

It is a condition of booking that you advise us of any circumstances which may affect your ability to participate in any holiday or excursion.

The above information is correct at the time of going to press but it is the responsibility of all passengers to ensure they comply with health, passport and visa requirements applicable at time of travel.

GENERAL

Brochure Accuracy

The information and descriptions contained in this brochure have been checked by our staff and/or local agents to ensure they are correct. However, changes may occur after the date of publication and there may be occasions when Hurtigruten or local suppliers may withdraw some facilities. Should we become aware of any significant change which may be considered to have an effect on the enjoyment of your holiday we will do our utmost to advise you. Public holidays and religious festivals may also affect the availability of resort and hotel facilities. Tourist offices can provide details of such events.

Some areas we visit are very remote, affected by prolonged cold weather or difficult terrain. Provision of facilities will be subject to local conditions, and customs and lifestyles may differ from those to which you are accustomed.

Hotel Accommodation

The standard of the hotels we use is equivalent to 3 or 4-star. As there is no official hotel rating system in the countries in which we operate, we have applied our own grading which may not equate to official ratings but is based on the overall standard of the hotels and the facilities available. All rooms have private facilities. Single rooms may be smaller and less

conveniently situated and may be double rooms for sole occupancy or purpose built single rooms. Hotels may charge for some facilities e.g. saunas.

Tour Arrangements

The voyages and tours in this brochure are based on independent travel, however all ships and many of our featured hotels have information staff who will advise you on excursions and offer general assistance. Some of our holidays are part escorted.

Transfers

Transfers are included as shown and are usually unaccompanied. They may be operated by private coach, scheduled airport coach or train, minibus or taxi. Full details will be forwarded with your travel documents.

Wildlife

The brochure includes pictures and descriptions of wildlife which may be seen from the ships and during excursions, but there is no guarantee of sightings.

Travel Advice

The Foreign and Commonwealth Office may have issued information about your holiday destination. We advise you to check this information at www.fco.gov.uk, on 0870 606 0290 or on BBC2 Ceefax page 470.

HOLIDAY EXTRAS

We can arrange Airport Hotels, parking and lunches for your trip through Holiday Extras. For more information and to book please contact our reservations department.

If you have any more specific questions you would like to ask, our reservations team is available to help. Please call our office, or refer to our website.



The air holidays in this brochure are ATOL protected by the Civil Aviation Authority. Our ATOL number is 3584. Please see booking conditions for more information. ATOL protection only applies to holidays that include international air travel, and therefore does not apply to all holiday and travel services shown in this brochure. Please ask us to confirm what protection may apply to your booking.



Hurtigruten is also a member of the Passenger Shipping Association and is bonded accordingly. This insures the protection of your monies, once paid to Hurtigruten, for all holidays contained in this brochure that are not ATOL protected, for example voyage only. It also covers your repatriation to the UK.

