

## ESSENTIAL INFORMATION

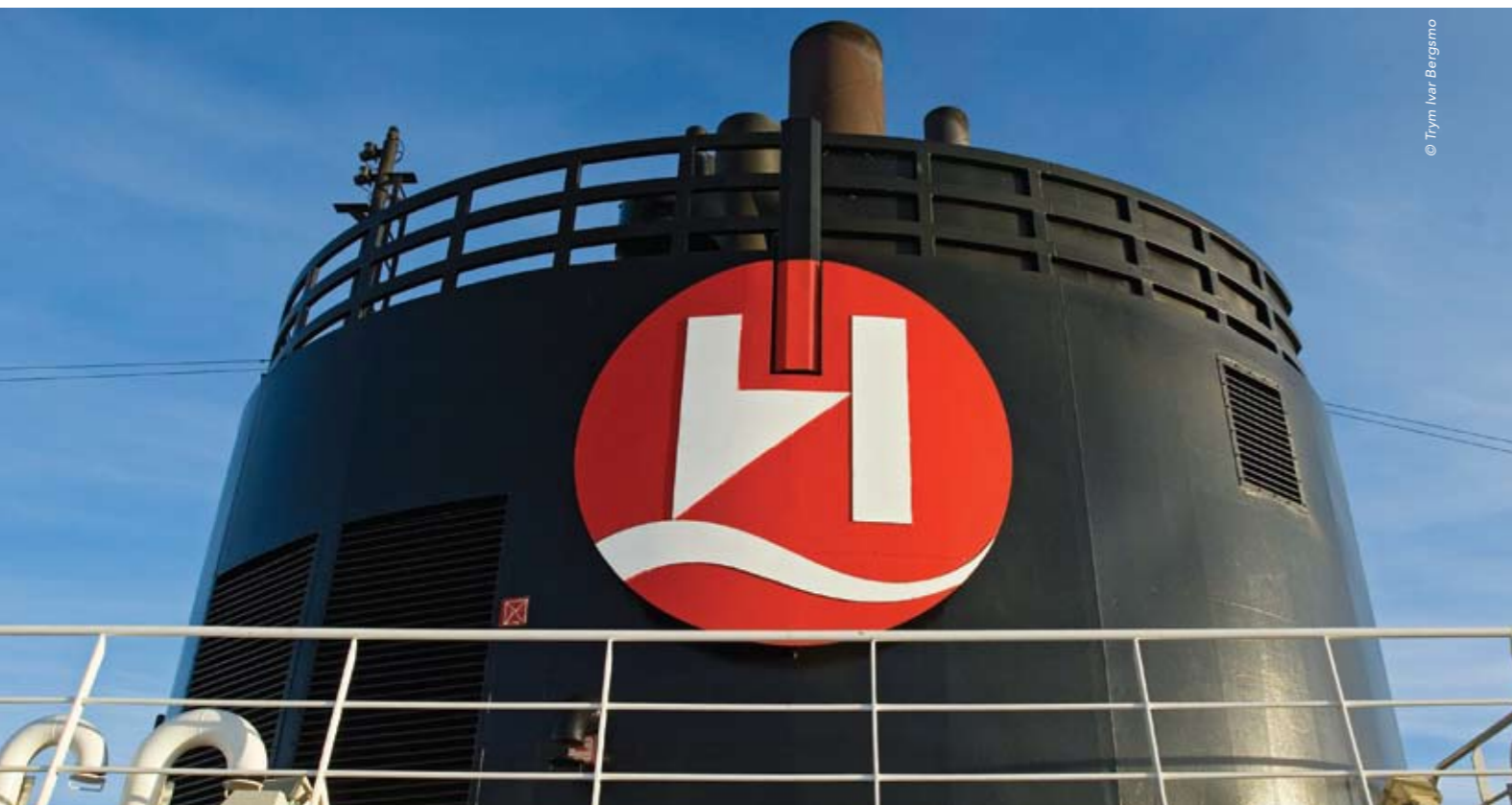


© Nina Helland

The following is essential information for all clients travelling with Hurtigruten and together with 'Life on Board' information on pages 116 - 119 forms part of our booking conditions.

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

Voyage Dossiers for Hurtigruten Explorer Voyages and Theme Voyages provide further practical information and may be requested from our office or downloaded from our website.



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### 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 person on the booking form shown as 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 immediately 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, although generally no more than 48 hours.

We will endeavour to send a confirmation invoice within 7 working days of receiving your deposit. At busy times up to 14 working days should be allowed. Only one invoice and one set of documents are issued. If you are travelling with friends, but would each like to receive separate documents please advise us at the time of booking. Unless requested no written confirmation of receipt of balances are sent. 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 the 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

We are happy to welcome passengers who are not fully mobile and all ships (except MS Lofoten, MS Nordstjernen and MV Polar Star) have at least one cabin equipped for travellers using a wheelchair. Our reservations team 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.

We regret that Hurtigruten Explorer holidays are not considered suitable for less able 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.

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 in writing of special requirements at the time of booking to enable us to make the necessary arrangements to ensure a trouble-free holiday.



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### CHANGES TO THE ITINERARY AND EXCURSIONS

All routes and excursions are provisional and subject to change and weather, sea and ice conditions may affect the itinerary. The safety of passengers, crew and vessels is always the prime consideration and any adjustments to the itinerary will be decided locally, if necessary in consultation with the appropriate authorities, by the Tour Manager and/or Captain, whose decision is final. All operators reserve the right to alter the contents of the excursions without prior notice. They may also be subject to minimum/maximum numbers as well as weather & ice conditions.

### 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 & visas

All passengers must have a passport valid for at least six months after the date of return to the UK. If you need a new passport we recommend you apply at least three months before your date of departure. On average it takes 3 - 4 weeks to



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As a member of the Association of Bonded Travel Organisers Trust Limited (ABTOT), an Association approved by the Department of Trade and Industry, Hurtigruten Ltd has provided a Bond to meet the requirements of the Package Travel, Package Holidays and Package Tours Regulations 1992. This Bond provides security for monies paid by its UK customers and for their repatriation to the UK in the event of Hurtigruten Ltd's insolvency.

## ESSENTIAL INFORMATION CONTINUED

obtain a passport by post but delays may be experienced during peak times. If you do not hold a British passport check with the relevant embassy or consulate.

British passport holders do not require a visa for the main destinations in this brochure, but we advise anyone on the Pole to Pole voyages to check the situation clearly regarding the different ports visited. 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.

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

### 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 can not 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. MV Polar Star has a doctor on board.

On the Norwegian Coastal Voyage the ships are never far from land and there is no doctor or pharmacy on board. The same applies to the Hurtigruten Explorer voyages of MS Nordstjernen. If you need medical assistance please speak to the reception staff who will contact a doctor at the nearest port. Officers are trained in first aid and can provide emergency assistance.

It is the responsibility of all passengers to ensure they comply with any inoculation requirements applicable at time of travel. 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 to any passenger displaying symptoms of any contagious or infectious illness.

Any passengers who rely on medication must ensure that they have sufficient supplies of the prescribed medicine that they need during the voyage. We recommend that you carry your medicines in your hand luggage.

### 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.

#### 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 we operate in, we have applied our own grading which may not equate to other official ratings but is based on the overall standard of the hotels and the facilities available. All rooms have private facilities (except the Svalbard Adventure Spitsbergen Guesthouse). Single rooms may be smaller and less conveniently situated and may be double rooms for sole occupancy or pur-

pose built single rooms. Hotels may make a 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. Local guides will be available on many of our add on packages, please refer to the relevant brochure page.

#### Transfers

Transfers are included in your holiday 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](http://www.fco.gov.uk), on 0870 606 0290 or on BBC2 Ceefax page 470.

## HOLIDAY EXTRAS

### AIRPORT HOTELS

Stay the night before your flight at an airport hotel. Perfect for early departures and late arrivals, we offer a selection of hotels at our departure airports - room only or in combination with parking. Many hotels offer free child places, exclusive meal offers and leisure facilities.

### AIRPORT PARKING

Pre-book to guarantee a space and best prices at 50 airport car parks. Take advantage of free airport transfers or choose personal parking and drop and collect your car at the airport terminal.

### AIRPORT LOUNGES

Escape the hustle and bustle of the airport and retreat to one of our luxury lounges. Wait for your flight in style while you enjoy inclusive drinks, snacks, newspapers, magazines and more.

Our reservations team will be happy to make arrangements on your behalf, in conjunction with your holiday.

**For prices or to book, please call us.**

