

ESSENTIAL INFORMATION

The following section, which forms part of our booking conditions, includes practical information to help you plan your holiday, as well as the insurance we can offer.

WINTER NORWAY

Climate and daylight

Temperatures in northern Norway can be consistently below freezing and with wind chill they can easily reach -20°C. However, all Norwegian hotels (excluding the Alta Igloo and Kirkenes Snow hotels!) and the ships are very well heated. Having a good outer jacket over normal clothes is useful in order to adjust to snug indoor temperatures. In the period from mid November to the end of January the sun does not rise above the horizon in the area above the Arctic Circle but the region is not entirely without light. Instead we are treated to the magical Arctic twilight during the daytime. This reflection of the light against the snow set against the magnificent coastal scenery is often a highlight for many travellers.

Witnessing the Northern Lights

As a natural phenomenon, a sighting of the Aurora Borealis cannot be guaranteed, it is principally dependant on the level of activity on the sun's surface and the amount of cloud cover locally. All our trips operate in the region where sightings are most likely – Tromsø is a major research centre for the Aurora Borealis since the region experiences regular displays in winter. On board our ships, if requested, we are often able to alert passengers 24 hours a day, should the Lights appear.

YOUR HOLIDAY

Travelling Group & Tour Manager

On board our ships, our expert Norwegian crew ensure your experience is as smooth and enjoyable as possible. On shore, all our itineraries are supported by our team of specialist local guides or representatives, who will help to make excursions and transfers smooth and hassle free. In most cases you will be joined by other travellers from the UK but groups are usually very informal. This enables us to share transport and participate in excursions together but also allows the freedom for an independent holiday, if that is what you prefer. For those who wish to be joined by a representative during their time in Norway, we offer guaranteed Tour Managers on selected departures. See the tour pages and price panels for details.

Excursions

If you are keen to participate in any excursion, we recommend you pre-book (if possible) as only remaining places will be sold locally. Excursions can only be pre-booked up to two weeks prior to departure. Snowmobile excursions are usually based on two people per vehicle, each driving for part of the journey.

Alternatively, you may pay a small supplement to drive your own vehicle for the duration of the tour.

Meal plan

The meal plan for these trips is outlined in the itinerary of the tour pages but generally includes breakfast and dinner (usually 3 course set meal).

Requests

Special diets can be catered for as long as we are advised in good time. Please advise your reservations consultant at the time of booking and also add this to the booking form. Clients on strict diets, e.g. vegans, may find that the food offers limited variety. We will always do our best to meet any special dietary 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. It is essential that you advise us, in writing, of all special requirements at the time of booking.

Currency & prices

The currency in Norway and on board is the Norwegian Kroner (NOK). Credit cards are widely accepted throughout the country and on board the ships.

On board our ships you can sign up to a cruise card which can then be used for all purchases on board. This can be paid by credit card or cash.

Clothing

The weather in most of our destinations can vary during the course of each voyage or even during the day. To cater for these variations we recommend the layered clothing approach which enables you to adapt to changes in temperature, wind and precipitation conditions easily. For all voyages we advise that you take breathable rain and windproof clothing. A warm hat, gloves, scarf and thermal clothing can be useful, together with thermal underwear. On land it can be icy, so 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, as the reflections from snow and ice can be harmful to the unprotected eye. An additional list of recommended clothing and equipment is sent out for selected departures. Many ships offer a Jacuzzi on board, so remember to take your swimsuit just in case! Where necessary excursions include use of appropriate clothing.

Wildlife

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

Hotel accommodation

The standard of the hotels we use is equivalent to 3 or 4-star. There is no official hotel rating system

in Norway, so we have applied our own grading based on the overall standard of the hotel and the facilities available. All rooms have a shower or bath and w/c (except the Spitsbergen Guesthouse, Alta Igloo Ice Hotel and Kirkenes Snow Hotel). Note that single rooms are sometimes inferior in both size and location and may be twin rooms for sole occupancy or purpose built single rooms.

ACCURACY AND CHANGE

Brochure accuracy

The information and descriptions contained in this brochure have been checked for accuracy by our staff and/or local agents to ensure that they are correct. However, changes may occur after the date of publication and there may be occasions when ship owners or hoteliers may decide to withdraw some of the facilities. Should we become aware of any significant change which is considered to have an effect upon your 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.

Changes to the itinerary and excursions

All itineraries advertised in this brochure are provisional and subject to change. Weather, sea and ice conditions may force us to change the itinerary. The safety of passengers, crew and vessel is always the prime concern. 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 and ice conditions.

Minimum numbers

Some of our holidays are subject to a minimum number of persons to enable them to take place. Should the minimum number 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. In some cases the voyage itinerary may still operate but without the guarantee of a designated Tour Manager.

At times when passenger numbers are low on the ship, some facilities may be limited. Excursions may also be subject to minimum numbers.

DOCUMENTATION & COMMUNICATION

Correspondence

Only one invoice and one set of documents are issued per booking. Although air tickets are issued for each person all other vouchers are issued 'per party'. If you are travelling with friends but you would each like to receive a separate invoice and tickets, please

advise our reservations consultant at the time of booking. If you make your booking through a travel agent, all communication between you and Hurtigruten Ltd must be through that travel agent.

If you book your holiday direct with us we will send all correspondence direct to the person who is shown as the Lead Name. Please quote the reference number shown on your invoice in any communication. Your travel documents will normally be dispatched to you or your travel agent two weeks before departure.

Passport & visas

British passport holders do not require a visa for any of the destinations featured in this brochure. All passengers must have a passport that is valid for at least three months from the final day of the holiday. Anyone holding a non-British passport should check with the relevant embassy/consulate for any special requirements. It is important that the family and first names on the passport match exactly those on your tickets.

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

HEALTH MATTERS

Medical conditions

Passengers suffering from any known or suspected medical condition, or women more than 26 weeks pregnant, are required to notify us at least 14 days before departure and to produce a medical certificate confirming fitness to travel. We reserve the right to refuse or cancel the 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. We reserve the right to refuse boarding to any passenger displaying symptoms of any contagious or infectious disease. If in doubt about health precautions, please consult your doctor.

Medication

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

At the time of publication there are no mandatory vaccination requirements for British citizens visiting Scandinavia. For the latest information we suggest you consult your doctor or the Department of Health on 0800 555777.

General

All tours organised by Hurtigruten Ltd are within the capabilities of any reasonably active person however, some excursions mentioned could prove a strain for some travellers. Hurtigruten Ltd cannot be held responsible for any circumstance arising out of a failure to disclose a disability or pre-existing medical condition. Please ask our sales consultants for more information.

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

FLIGHTS

Airlines

The flights referred to in this brochure are scheduled and operated by Scandinavian Airlines Systems (SAS), Widerøe or Norwegian Air Shuttle.

The aircraft used on the different routes will be Boeing 737 & 757, MD 80, MD11, De Havilland Dash 8 and Fokker 50 or similar. We reserve the right to change the airline providing your flights and/or the type of aircraft at any time. Any such change will not be regarded as a significant change and you will not be entitled to withdraw from your contract without paying cancellation charges as set out under 'If you cancel' (see page 45).

Fares

Our holiday costs are based on special package tour air fares and, once booked, the reservations cannot be changed. Refunds are not permitted on any unused portion of the air ticket and should 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.

Luggage allowance

On all scheduled flights referred to in this brochure the luggage allowance is 20 kg per person. In addition each person is permitted to take one piece of hand luggage on board the aircraft, weighing less than 5kg. Please tell us at the time of booking if you wish to carry bulky items, so that we can contact the airline, although you should note that carriage of these cannot be guaranteed and permission granted by the airline may be subject to a charge. If you exceed the luggage allowance at the time of check-in, carriage of any excess luggage may be refused, or an excess charge may be made by the airline.

In flight meals

There is no complimentary meal service in economy class for airlines listed in this brochure; snacks and refreshments can be purchased on board.

Flight delays

While the vast majority of flights depart on time, unfortunately there are occasions when, for reasons beyond our control, a flight is delayed. Once you have checked in for your flight, the airline you are travelling with will do its best to keep you informed and looked after in the event of extended delays.

Our Travel Delay Protection (described on page 44) will compensate you if your flight is delayed by 12 hours or more. You should refer to the Insurance Policy Document for full up to date information.

If you have chosen not to take out the insurance offered by us it is your responsibility to insure against flight delays.

If you are booking your own regional connections within the UK by bus, train or car, we recommend that you do not purchase non flexible tickets. These usually incur penalty charges in the event of a change or a delay to your international flight.

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.

Airport Parking

Pre-book to guarantee a space and best prices at 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.

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

For prices or to book, please contact us.

ABTOT

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



MS Richard With in port

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