



HURTIGRUTEN

PRACTICAL INFORMATION FOR PORT TO PORT PASSENGERS

Passport/ID Card

All guests checking in at the Hurtigruten Terminal or on board our ships have to present a valid Passport or government approved ID Card.

Alcohol Policy

A maximum of up to two bottles of alcoholic beverages (max. 1,5 ltrs) per person is permitted to be brought on board. Anything over and above this will be removed and returned at the end of the voyage. All alcohol purchased off the ship must be checked in at reception before departure for registration.

Announcements

Announcements on board are made in several languages. These announcements may also be heard in your cabin by activating the telephone system (not available on all ships). No public announcements are made at night, so if you would like a call, for example to view an appearance of the Northern Lights, please advise the reception.

Cabins

The times for checking out of cabins are according to the ship's timetable and may vary from day to day.

Cabins for departure from Bergen are available from 18:00 hrs.

The normal check out time is 12:00 mid-day. In specific ports there will be announced other times in accordance with arrival/departure times. Please consult with the reception onboard for your journey.

Please contact the reception for more information. If you are travelling in a suite different check-out timings may apply, please contact the reception. The facilities of the cabins vary between the ships and the various cabin grades. Towels and shower gel/liquid soap are provided in all cabins, in addition to this all cabins (except for MS Lofoten and some cabins on board MS Vesterålen) also have a hair dryer. Tea/coffee making facilities are available in suites only.

It is possible to hire cots on board; a limited number can be pre-booked. Please note that cots do not fit into all cabins. Please contact Hurtigruten for further information. For bookings with unspecified cabin grades/ numbers, requests for adjacent cabins or accommodation in a specific area of the ship etc. cannot be guaranteed.

Some cabins have portholes that might be covered during the winter period.

There are no safety deposit boxes in the cabins (exceptions: some suites on board MS Trollfjord and MS Midnatsol and all cabins on board MS Finnmarken have safety deposit boxes) and Hurtigruten cannot accept liability for any loss. Valuables may be handed in at reception to be kept in the ship's safe.

Cafeteria

Hot and cold drinks, meals and snacks may be bought in the cafeteria, usually open 24 hours a day. During the winter, times are advised on board. When leaving from Bergen the cafeteria opens at 16:00 hrs.

Cars and vehicles

Please meet at the quayside latest 1 hour prior to departure in Bergen, Trondheim, Bodø, Tromsø and Kirkenes. Times in Bergen for driving the cars on board.

- In the summer season (01. Jun - 31. Oct): from 18:00 hrs.
- In the winter season (01. Nov - 31. Mar): between 19:30 and 21:30 hrs.

If you are bringing a car from Bergen and further north than Bodø, please be at the quayside no later than 2 hours prior to departure. Cars arriving after 21:30 will not be allowed on board!

For all other ports, please be at the quayside at the latest 30 minutes prior to departure.

Passengers must embark with their luggage via the Hurtigruten Terminal in Bergen and via the Hurtigruten quay in other ports. Only the driver is allowed in the car when driving on or off the ship. The control key card for your car must be shown to the crew on the car deck (you will receive this at check-in before you drive your car on board). Your car key will be kept by the crew on the car deck. In the high season there is limited car capacity on certain short stretches. Please note that there will be no access to the car deck during the voyage and it is not possible to go ashore by car when the ship calls at ports. Caravans and trailers cannot be brought on to the ships. MS Lofoten does not have a car deck.

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. Hurtigruten reserves the right to make changes to programme and shore excursions due to weather and/or other conditions. As Christmas approaches itineraries may change in order for ships to host dinners and celebrations for local communities.

Children's playroom

There is a small playroom for children on all ships except on MS Lofoten. MS Trollfjord, MS Finnmarken and MS Midnatsol have a separate area where children can play.

Cruise card and currency on board

For your convenience, we offer a Cruise Card system on board all ships. This system allows you to charge all on board purchases to your cruise card. Cruise card accounts can be created at all points of payment on board the ship. We accept VISA, Master Card, Diners, American Express or cash (NOK, EUR, GBP, USD) as deposit. Credit cards must be valid for at least another three months. On your last night on board an itemised statement will be delivered to your cabin door. The cruise card account needs to be settled by 22:00. For your convenience, your cruise card charges will be billed automatically to your credit card. Any discrepancies must be reported before disembarkation. This also applies if you want to pay part cash and part credit card.

The currency used on board is Norwegian Kroner. Exchange rates are similar to those in a hotel. Please check with the reception for methods of payment. Please note that a PIN code is required when paying with a credit card on board.

Electric current

220v AC. - 2 pin Continental-type for which an adapter is required. If you need an adapter/converter, please bring your own with you.

Hand hygiene

Hurtigruten wishes to ensure that your voyage will be as pleasant as possible and would like to ask you, for the sake of your own health and that of other people, to be especially careful with hand hygiene during your voyage. Anti-bacterial hand gel is available throughout the ship.

Internet

There is an internet cafe on board all ships except MS Lofoten. Be aware that the bandwidth is narrow and reception cannot be guaranteed. Wireless networks in most public areas to connect laptops, mobile phones etc., will be implemented on all ships.

Itinerary/ports of call

The itinerary and the time spent in the various ports of call can change due to weather and local conditions beyond our control.

Itinerary/working ships

Hurtigruten ships are working vessels operating a regular service to a set timetable, as shown in our brochures and on our website. Our ships carry goods, vehicles and foot passengers between ports, during day and night, as an integral part of Norwegian daily life. Our ships are 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 reservation team for advice on the best cabin location for you.

Jacuzzi + swimming pool

The MS Finnmarken, MS Midnatsol and MS Trollfjord have Jacuzzis on board. They may be closed at times during the winter season or due to the weather conditions. If you are travelling without a cabin, towels can be hired on board for a small fee. The shop on board has a limited selection of bathing suits.

and swimming pools

Luggage

We recommend you to not take luggage that is heavier than you can carry yourself. Always pack medication you rely on in your hand luggage. You may store luggage in the ship's storage room if necessary but Hurtigruten cannot accept liability in respect of this.

Medical

On the Norwegian Coastal Voyage ships do not leave territorial waters and are rarely far from land. There is no doctor or pharmacy on board and medical assistance is available at ports or, in an emergency, by helicopter. Some of the crew are trained in first aid and there is a First Aid cabin on all ships. If you need assistance please contact the reception. At the time of printing there are no compulsory vaccinations or health requirements for travelling to Norway. It is however the responsibility of all passengers to ensure they comply with any health requirements at the time of travel.

If you have any mobility or hearing/sight problems, please advise reception on arrival. This will ensure that you receive assistance in the event of any emergency.

If you are prone to seasickness, we suggest you carry effective medication. Some tablets are available on board, for which a charge is generally made, but they may not be appropriate for every passenger.

Meals/special requests

The ~~usual~~ meal times are:

- Breakfast from 07.30 to 10.00 (open seating)
- Lunch: *13:30 - 14:30 (assigned sitting)*
- Dinner: *20:30 - 22:00 (assigned sitting)*

During the high season there may be two meal sittings (times advised 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 from our coastal menu; there is not usually a choice of menu.

Occasionally the Cold Table may be served in the evening and the set meal for lunch. Occasionally the lunch can be served as lunch platter. It is safe to drink tap water on board. Please note that tap water is not available in the restaurant although still and sparkling mineral water as well as soft drinks, wine and our coffee/tea deal can be purchased at a competitive price. Tap water is available in the café and also the bar area. Wine packages are also available; these include one bottle of ship's purified water every day.

Coffee/tea deal:

Guests can purchase a thermo coffee cup with the ship's logo and have as much coffee/tea as they want. It is only valid on the ship where it was purchased and you can have as much coffee and tea you want from the date you bought the mug and throughout the year.

Specific diets, e.g. vegetarian, gluten-free etc., are generally available if sufficient notice (at least two weeks) has been given to us in order to advise the ship. All ships are fully licensed; the price level is the same as on mainland Norway. Restaurant opening hours vary depending on season and number of guests on board. Further information is available on board.

Mobile phones

Mobile phones may be used on board although reception may vary, check with your provider for costs when using your phone abroad. Passengers are requested to restrict the use of mobile telephones in public areas to avoid disturbing fellow travellers.

Safety

It is a safety requirement that all Hurtigruten passengers attend a compulsory safety briefing in Bergen before the ship leaves port.

After check in and before embarkation please go to the first floor of the terminal building where the safety briefing will be given at intervals by Hurtigruten staff. This will last between 10 – 15 minutes with the first taking place at 15.45 (embarkation is from 16.00, also from the first floor).

The brief will include a demonstration of how to put on a life jacket and the instructions to be followed in the unlikely event of an evacuation or other emergency during the voyage. The briefing is compulsory for all passengers including those who have travelled with Hurtigruten on previous occasions. There will be an opportunity to ask questions if you have any concerns. When you have completed the safety briefing please embark straight away. The last briefing will take place at 19.30. Guests who arrive after this time will be required to attend a safety meeting on board at 20.00 before the ship leaves Bergen.

Please familiarise yourself with the safety procedures posted on the inside of the cabin door and in the public areas on board. Please contact reception if you have any questions or are uncertain. We ask that guests with physical disabilities and impaired vision or hearing inform the reception when boarding the ship to ensure that you get the necessary assistance should an emergency situation arise.

In most ports of call there will be a great deal of activity on the quay, with vehicles boarding and driving ashore, as well as loading and unloading of goods. Please pay attention to this type of traffic and exercise care when boarding and going ashore.

Shops

All our ships have a shop where you can buy high quality clothing, souvenirs, books, postcards, knitwear and other items, they also have a limited selection of toiletry items. On MS Lofoten this service is handled by the coffee shop.

Smoking

Smoking is only permitted in designated areas on the outside decks. It is not permitted when the ships are in port and it's not allowed to smoke on deck during fuelling of the ship in BGO. This will be advised by the staff. To show respect for the environment, please use the provided ashtrays. Throwing cigarette ends overboard is strictly prohibited. Smoking in the cabin is prohibited and subject to a cleaning charge of NOK 1500.

Tour leader

Each ship has a Tour Leader on board who sells and gives advice regarding excursions, issues a daily programme and news bulletin and makes announcements regarding places of interest, disembarkation, etc. Occasionally this service may be carried out by the reception. All Tour Leaders speak Norwegian, English and German.

Wake-up calls

When arriving at night disembarking passengers will be woken half an hour to an hour before arrival. On early morning arrivals a wake-up call will be made to allow time for you to vacate the cabin for it to be prepared for the next occupants. You may use the ship's public facilities and the luggage room until you disembark.

Mobility

We are happy to welcome passengers who are not fully mobile and all ships (except MS Lofoten) 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. Guests who are able to navigate around the ship unaided in a wheelchair need not have a travel companion. Those who need assistance may need to be accompanied. Please discuss this with your booking agent. In Norwegian ports there is a ramp or gangway for embarkation/ disembarkation. Excursions have not been adapted specifically for passengers with walking difficulties. NB: Airlines usually do not allow wet battery wheelchairs on aircraft. Excursions are not suitable for passengers with electric wheelchairs although some are possible with a manual, foldable chair. Please contact the Tour Leader on board who will be able to advise which excursions are suitable. Drivers and guides are not permitted to lift wheelchairs or passengers at any time.

For assistance at train stations please call NSB (Norwegian State railways) on: +47 815 00 888, for assistance when using the Oslo airport train (Flytoget) please call +47 64 821772. Please call at least 24 hours before you travel.

SHIP CONTACT INFORMATION

Ship Phone E-mail

MS Midnatsol +47 99 48 72 77 resepsjon.ms@hurtigruten.com
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HARBOUR ADDRESSES

Bergen, Nøsteggt, 30, Hurtigruteterminalen
Berlevåg, Storgaten 39
Bodø, Terminalveien
Brønnøysund, Havnegt 42
Båtsfjord, Holmen kai
Finnsnes, Bernh.Lundsvei 11
Florø, AS Fugleskjærskaien
Hammerfest, Hamnegata 3
Harstad, Torvet 7B
Havøysund, Strandgt. 85 A
Honningsvåg, Holmen 2A
Kirkenes, Kaiv.4
Kjøllefjord, Strandvegen 95
Kristiansund, Holmakaia – Devoldholmen
Mehamn, AS Værveien 15
Molde, Birger Hatlebakksv. 22
Måløy, Inter-Com Terminalen
Nesna, Kaia, Moveien
Risøyhamn, Risøyhamn
Rørvik, D/S Kaien
Sandnessjøen, Torolv Kveldulvsonsgt. 7
Skjervøy, Havnegt 18
Sortland, Havnegata 7
Stamsund, J.M Johansens vei 11
Stokmarknes, Nordnesveien 1
Svolvær, O J Kaarbøsgata 12
Tromsø, Prostneset
Trondheim, Pir 1 nr. 7 (HR-kaien)
Vadsø, Havneterminal
Vardø, Kaikaga 26 A
Øksfjord, Njordveien 20-27
Ørnes, Havnevn.7
Ålesund, Storneskaia /Prestebrygga

In the event of an emergency or urgent assistance while traveling to and from your voyage you can contact us 24 hours a day seven days a week by dialing: +44 20 33 18 36 30 / 1-866-552-0371 (US citizens)
We wish you a pleasant trip with Hurtigruten!