

Practical information for passengers on Greenland cruises

MS Fram

Address and contact information to the ship

All cabins are equipped with a telephone. In order to call from the ship a card has to be purchased at the reception desk. In order to call to the ship simply dial below mentioned number.

There is an Internet café on board and access may be purchased at the reception desk.

Wireless access only available on deck 4 - reception area. No connection from cabins/suites. Please note that the connection is a 256 MB line and that both internet and telephones from time to time will be out of range due to the vessels location geographically.

Phone : +47 51 40 64 40

E-mail : fram@hurtigruten.com

Depending on the carrier company with whom you have subscribed, mobile phones will function in some places on shore. Check with your carrier company for more details.

Guests may use their own GSM telephones on board the ship at all times at an international price level. The price will vary depending on which mobile operator you use. Please check with your carrier company for rates and if your subscription is valid on the MCP Satellite System on board.

Arrival/Departure

If you arrive with our charter flight from Copenhagen (CPH) you can go directly to the shuttle buss bringing only your hand luggage. If you arrive with commercial flights we ask you to pick up your luggage from the conveyer belt and place it at the spot advised by our meet and greet personnel.

All luggage will be labelled with cabin number and it will be transported to your cabin.

Please note that if there is missing luggage – we need to report it as soon as possible. The luggage will be sent by flight to the nearest port possible. It is important that you carry medicine and other important papers in your hand luggage. Also note that luggage might arrive late to ship on arrival day due to the tide and low water in the fjord and that waiting at the pier is likely when luggage is being brought on board.

Regarding disembarkation a briefing will be given the day before.

Check in for all guests leaving with the charter flight to Copenhagen will take place early morning the day of disembarkation on board. All guests will have to bring their own luggage to deck 2 for check in. If you have a connecting flight from CPH you need to check in your luggage again.

Check in for all other flights will take place at the airport in Kangerlussuaq. Please follow instructions given on board.

Please note that only 1 pcs hand luggage (size 50x40x23 cm) is allowed into the plane.

Please note that embarkation will start at 16:00/4pm local time. Disembarkation will take place between 07:00 and 10:30 depending on what flight/excursion you are on.

Bar service

The ship has a bar with a wide selection of spirits, wines, beers and soft drinks, and a lounge with coffee service. Please note that according to Norwegian Law, it is not allowed to consume self bought liquids or liquors both in the tax free shop in public areas.

Cabins

Please note that check in hours in reception might open before the cabin is ready for use. You will be informed at check-in, when cabin is ready for you.

All cabins on board have private bathrooms. There are 220V/50hz sockets located in the bathroom. In addition the suites have one socket 110V for razors.

Each cabin is fitted with air conditioning, heating and a fire detector. There is a TV system onboard showing ships and cruise related information only. Live TV channels are not available.

Cruise card

A cruise card will be issued upon arrival on board as part of the check in procedure in accordance with ISPS regulations. All our guests are requested to wear this card when disembarking the ship in all ports of call and

landings. The card serves as a control system on the gangway enabling the ship to know which of our guests are on board and ashore at any time.

This card, in addition of being the key card for your cabin, is also to be activated as your payment card on board. The card is the only mean of payment in the on board facilities.

To activate the cruise card account the following credit cards* are accepted onboard: Visa, MasterCard, EuroCard, Diners and American Express. Please note that when using your credit card on board the ship, your account will be debited in NOK. The rate of exchange will be the one validated by your credit card company. Indicative rates are given on board, but are not fixed.

We will also accept USD, EURO, GBP and NOK in cash when activating your card. Be aware that change will be given in NOK, EURO and USD. Please note that when paying in cash, a fixed rate set by Hurtigruten is used.

* The 5 listed types of Credit cards are the only valid cards we do not accept bank cards from local banks.

The day before the cruise ends, the account will be added up, and settled onboard and a receipt brought to your cabin.

Clothing / Equipment

Outer clothing

A wind and waterproof shell jacket will be handed out as a memento to all passengers when embarkation the ship. (Sizes S to XXXXL)

Indoor Clothing

The dress code aboard the ship is relaxed and casual, and you are not expected to dress formally for meals. Bring casual and comfortable indoor clothing.

Outdoor clothing

We suggest several layers instead of one thick piece of clothing, as the temperature may vary quite a lot during the day.

- Wind and water resistant pants and jacket are a necessity at sea
- Warm cap or headband
- Scarf or fleece-tube
- Gloves or mittens
- Long underwear (we recommend wool)
- Warm woollen sweater or fleece sweater/jacket
- Warm socks (we recommend wool)

Temperature will vary from near frost to plus 15 degrees Celsius.

Water resistant pants

It is mandatory to wear waterproof or water resistant pants during landings with our Polar Circle boats. We recommend you to bring these with you to the ship, as the on board shop only carries a small selection of water proof pants.

Rucksack

Please bring with you a small waterproof rucksack, which is necessary for carrying essentials on excursions and trips ashore. Be aware that water spray is to be expected during transfers from ship to shore and v.v on board our Polar Circle Boats, which may damage camera equipment. We do not recommend use of plastic bags ashore.

Shoes/footwear

Aboard the ship you may wear ordinary shoes or tennis shoes. Shoes with good soles are recommended for use outdoors on deck, and for excursions ashore.

Sun protection

Due to high light refraction from ice and snow combined with a thinning ozone layer, we suggest all our guests to wear sun protection when outdoors.

Mosquitoes

Depending on the season and location, you are likely to be bothered by mosquitoes while in Greenland. This will normally occur on trips onshore, as there are no mosquitoes out at sea. Mosquito nets and repellents as protection against mosquitoes are sold on board.

In addition we recommend:

Binoculars

We recommend you to bring a pair of binoculars to get a closer look at wildlife and nature.

Camera

During your voyage you will have the opportunity of photographing wonderful nature and unusual scenery, so we strongly recommend that you bring your camera equipment that will allow you to capture this unforgettable experience.

You should always use UV or skylight filter and lens hood. If you use special brands of film make sure you bring your own, special films are difficult to obtain in this remote region.

We advise you to bring extra batteries for your camera as battery life is shorter in cold areas. If you have a digital camera we recommend you to bring a memory card with a large capacity. There are sockets in the cabins for charging video camera batteries. We recommend that you bring sufficient video films, as the ship's kiosk only carries limited stocks.

Currency and credit cards in Greenland

The currency on shore is DKK. Foreign currencies may be exchanged into local currency in banks but few banks are to be found during the cruise. It is advisable to bring cash to Greenland in DKK for use ashore. Credit cards are accepted in some places, but no local bank cards (ex: German EC Karte). Please note that there is no money exchange service on board.

Daily program

The Expedition Team will inform about the daily program, arrival and departure times, excursions and other activities. The program is subject to changes depending on weather conditions or unforeseen circumstances.

The daily program is available in English, German and Scandinavian.

Electricity

The ship has 220V/50hz.

Environment

All waste is stored on board until it is deposited for treatment ashore. We never dump waste in the sea and we ask you not to leave any waste ashore when you are on excursions. In populated areas there are containers for depositing waste, please use them.

Flora, Fauna and historical sites:

It is prohibited to pick arctic flowers as the environment is very vulnerable and the flowering season is so short. Please be aware of where you step and remember to follow the paths. It is strongly prohibited to walk into culture/historical remains. Please follow the instructions of the guide/expedition team.

Please respect the saying: "Leave nothing but footprints, take nothing but pictures!"

Excursions onshore

We offer a selection of excursions these can be pre- booked, and will also be sold on board the ship. The staff will inform you of your options. Unfortunately, most excursions are not adapted for disabled persons.

The excursions have to be booked within deadlines on shore. Please consider which excursions you would like to participate in, and note that registration is binding. The expedition team onboard will inform you about booking deadlines. The excursions will have English speaking guides. German cannot be guaranteed.

The excursions are subject to cancellation depending on both number of participants and weather conditions.

Expedition Team

The on board Expedition Team is composed by an Expedition Leader, an Expedition Assistant and several lecturers. Your Expedition Leader and Expedition Assistant will be informing you on a regular basis, on the progress of the trip as well as of the different points of interest and wildlife sightings that might occur.

Biographies of the Expedition team can be found on the Information bulletin board located close to their Information desk.

At the Expedition desk you will be able to find information regarding the trip, book Optional Excursions and borrow books from our Library

Lecturers

The Ship has experienced lecturers with in-depth knowledge of the areas we sail in. They will conduct, on a regular basis, lectures on topics such as Biology, History and Geology throughout the course of the trip. The lecturing schedule will be announced everyday in the On Board Daily program. Do not hesitate to contact our Expedition Team for any questions or concerns you might have

Fitness room and sauna

A fitness room and a sauna are available to our guests.

Gratuity Policy

We in Hurtigruten ASA have learned that many of our guests wish to give a special thanks to our service crew on board. It is at your discretion to honour service rendered by the crew in bars, restaurant and cabins. In order to give you some guidelines, we recommend 50 NOK (approx 6 Euro, 8 USD) per passenger per day as an average gratuity. Whatever amount you have decided to give, please fill in the form you will find in your cabin and give it to the purser two nights before the end of the cruise. The amount will then be debited to your cruise card.

Handicap cabins

The ship is suitable for wheel-chairs. Heavily disabled persons or persons in need of special assistance must travel with a companion. For further information, please ask your travel agency.

Jacuzzi (whirlpool)

Remember to bring your swimsuit so you can take a lovely bath out on deck in one of our two Jacuzzis.

Language

The onboard language is English. Announcements, lectures and written information are also given in German and Scandinavian.

Laundry

A limited self-serve laundry is available onboard at low cost. No dry cleaning possible.

Library

The ship has a limited selection of books on different topics that is available to guests while on board.

Life saving equipment, life vests and safety onboard

The ship complies with all safety requirements and is classified as a polar vessel suitable for sailing in icy waters. Upon arrival aboard all passengers will be instructed in safety procedures, the use and location of the safety equipment. There is a safety plan situated on the inside of the cabin door. We stress the importance of becoming acquainted with the ship's safety plan!

Special security regulations will apply on landings with the Polar Cirkel boats (RIB's). Please follow the instructions given by the Expedition Leader and crew/staff. Special lifejackets for use during landings will be handed out to all passengers upon arrival. This will be yours for the whole cruise, so please make sure that it fits you properly, and bring it to all landings. A mandatory briefing regarding the safety guidelines will be given.

Locals

Please respect the locals by asking them before taking their photographs. Some do not like to have their photo taken. Please do not give candy, gifts or money to the local children unless permission is given by their parents.

Maps

There will be maps for most of the towns we are visiting during the voyage. The maps will be available at the expedition desk free of charge. Maps of Greenland are also sold in our shop.

Meals

On board we serve a buffet breakfast and lunch. Dinner is varying between buffet and a three-course meal, with a choice of fish, meat or vegetarian dish (vegetarian upon request to the Restaurant Manager). Type of dinner is announced in the daily programme.

Our restaurant manager will assign tables prior to arrival. Information about table number and mealtimes will be in your cabin upon arrival. Please provide information regarding special requests for seating arrangements to your sales office/travel agent.

If you have special dietary requirements, please inform your sales office/travel agent as early as possible, and contact the restaurant manager when onboard. The chefs will do their utmost to meet your dietary

Beer, wine and soft beverages are sold in the restaurant during lunch and dinner.

Medical emergencies, and medication

There is an English-speaking doctor and nurse on board at all times. The ship has a small hospital with the necessary equipment and drugs to handle emergencies. In serious emergencies the nearest hospital will be contacted. Medical consultations as well as medicines will be charged the passenger.

The price for a consultation is approx. 285 NOK.

Remember to bring sufficient medication to last through any unforeseen delays. We also recommend that you keep your medication in your hand luggage properly labelled and with clear instructions for its use. If you depend on vital drugs, please inform the ship's doctor. Illness on board can lead to quarantine and orders from ship's doctor and captain is to be followed

In case of a medical emergency in Greenland, the only means of evacuation is by airplane/helicopter to nearest town with a Hospital and if they are not capable of handling the situation, the patient is sent to Nuuk. This is very expensive and dependent on favourable weather conditions. Therefore, comprehensive travel/health insurance is strongly recommended.

Please note that there is limited numbers of hospitals in Greenland – only the larger towns have a hospital and the settlements might only have a nurse if any. It is not possible to have regular visits to the hospital – only for emergencies, as there is a lack of doctors in Greenland.

All guests must have travel/health insurance.

Passport/ visa

Make sure to have a valid passport that extends more than six months after you return to your home country. Check if you need a visa.

At check-in on board passport will be collected by the vessel, in order to clear immigrations and customs. Passports will be kept throughout the whole voyage and be returned at the end of the trip.

Please bring a copy of the passport with you.

If you had to have a visa to enter Greenland, you should inform someone at the expedition desk about this after arrival on the ship.

Post

You can hand in your mail in the reception. You pay for every postcard you send from the ship this amount covers service fee and stamp. We will forward the post in every port where it's possible. The time used from sending the postcard to it gets to the receiver may be relatively long. Hurtigruten has no responsibility for lost mail.

Room service

The cabins are cleaned daily. We regret that meals or drinks can not be served in the cabins.

Seasickness

Seasickness pills are available in the reception at a low cost. If you are prone to seasickness please bring pills you are familiar with. You may also buy "sea band" onboard.

Shop

A limited assortment of local souvenirs, handicrafts and postcard are for sale in the shop onboard. In addition we also stock a small selection of soap, toothpaste and other personal effects.

Please do not purchase anything at the settlement stores unless very urgently needed goods as these remote areas are not stocked up regularly – some only once or twice a year so they need their goods

Smoking

Onboard MS Fram, smoking is only permitted in designated areas at outside decks.

Please do not smoke in your cabin.

To show respect for the environment, please use the provided ashtrays when smoking. Throwing cigarette butts overboard is strictly prohibited.

Souvenirs bought in Greenland

The Home Rule Government of Greenland has made an authenticity stamp guaranteeing that a product is made in Greenland and thus original Greenlandic art. The logo is used in shops offering genuine Greenlandic arts and crafts. According to the Washington convention (CITES), which is a global agreement on the registration trade and transportation of endangered species of wild fauna and flora, a CITES export permit may be required. Please ask for the permit when you buy the item as they are not issued on board.

Special diets

If you have special dietary requirements please inform your travel agent/operator as early as possible. The chefs will do their utmost to meet your dietary requirement.

Vaccinations

Check with you local health authorities regarding recommended vaccinations.

Water

The water onboard is drinkable but we recommend buying bottled water.



Weather conditions

The planned itinerary may change and landings may be cancelled due to deteriorating conditions. Hurtigruten ASA reserves the right to change the itinerary due to weather conditions and other unforeseen events.

Welcome meeting.

Upon arrival onboard, guests are invited to a mandatory welcome meeting, where security information as well as practical information about the cruise will be given.