



## ARRIVAL AND DEPARTURE INFORMATION

COASTAL NORWAY 04.09.2019-31.03.2020

### DEAR GUEST,

This document will provide you with information about your arrival and departure and transfer services available.

In Bergen, Trondheim, Tromsø, Kirkenes and Oslo most transfers are included in your package if you have booked our arrival and departure package. For further information please refer to your booking confirmation. If your booking doesn't include any transfers you are still able to participate/book some of the transfers as outlined.

If transfers for your voyage in Norway are already included in your travel arrangements, please present the transfer voucher that was enclosed with your travel documents to the bus driver. Transfers outside our scheduled transfers have to be arranged independently and are at your own expense. All Hurtigruten transfers are marked with a "Hurtigruten Transfer Service" sign.

We wish you a pleasant journey!

## Flights

### CHECK-IN

We recommend being at the airport for check-in at least 2-2,5 hrs before departure. Internet and/or self-service kiosk check-in may be available depending on which airline you are travelling with. Please log on to the airline website using the flight reference number on your booking confirmation to access flight information, updates, request special services like meals, wheelchairs or seat reservation and to check-in online where possible.

Your flight tickets are electronic, no further documents will be sent to you. Some code share flights are operated by a different carrier than the one shown on your itinerary. Please retain the luggage tag issued at check-in until after you have collected your luggage.

### LUGGAGE THROUGH CHECK-IN

If you have a connecting flight to Norway with an onward flight to another destination in Norway, you can take your hand luggage directly to the gate mentioned on your boarding pass. Due to possible gate changes, please double check your gate number at the transfer desk and listen for announcements and check the arrival/departure board at the airport.

Your Checked luggage will be checked through to your final destination. If you are holding separate tickets on different airlines it is usually not possible to check luggage through. Check-in staff will advise you whether luggage may be checked through or not.

### BAGGAGE INFORMATION

CABIN BAGGAGE ALLOWANCE				
Airline	Code	Economy class	Business class	Baggage
British Airways	BA	1 bag at 23 kgs, 56x45x25 cm	Club Europe	1 bag at 23 kgs, 56x45x25 cm
KLM	KL	1 bag at 12 kgs, 55x25x35 cm	Europe Business Class	2 bags at 55x35x25 cm
Norwegian Air	DY	1 bag at 10 kgs, 55x40x23 cm	n/a	n/a
SAS	SK	1 bag at 8 kgs, 55x40x23 cm	SAS Plus	1 bag at 8 kgs, 55x40x23 cm

### CHECKED BAGGAGE ALLOWANCE

Airline	Code	Economy class	Business class	Baggage
British Airways	BA	23 kgs	Club Europe	2 bags at 32 kgs
KLM	KL	1 bag at 23 kgs	n/a	n/a
Norwegian Air	DY	2 bags at 20 kgs*	n/a	n/a
SAS	SK	1 bag at 23 kgs	SAS Plus	2 bags at 23 kgs

\* If flights are booked with Hurtigruten

Any excess baggage must be paid upon check-in or you can pre-pay it on the airlines website, which might be cheaper than paying at the airport. Any single piece of luggage weighing over 32kgs will not be accepted for carriage.

### CHECKED BAGGAGE ALLOWANCE FOR UK CHARTER FLIGHTS

Airline	Code	Economy class	Business class	Baggage
Titan	ZT	20 kgs	n/a	n/a



# Transfers

## BERGEN

### HURTIGRUTEN TERMINAL IN BERGEN

Hurtigruten Terminal  
Nøstegaten 30  
N-5010 Bergen

OPENING HOURS	ALL YEAR
MON-FRI	from 08:00
SAT-SUN	from 11:00
Luggage storage	from 12:30
Check-In	from 15:00
Cabins available	from 18:00

The latest arrival time is 30 minutes before ship departure. The safety briefing will be conducted on board while the ship is in port.

In the terminal there is a seating area, a drinks machine and 25 lockers for passengers to use. The luggage lockers are not operated by Hurtigruten and there is no change machine in the terminal. Costs: 30.00 NOK (3x10.00 NOK coins).

### TRANSFER FROM THE AIRPORT - TO THE HURTIGRUTEN TERMINAL /HOTEL

When leaving the airport please follow the signs for the Hurtigruten transfer buses and go to bus stand no. A4 that is located in front of the arrival hall. Transfers will take approximately 30-45 mins.

TRANSFER SCHEDULE (ALL YEAR*)
10:30 / 12:00 / 13:00 / 14:00 / 15:00 / 16:15 / 17:15 / 18:30 (18:45 during winter season, Nov-Mar)

Please also see the timetable displayed in the arrival hall of the airport next to the exit of domestic flights.

\*On May 17th (Norwegian National Day) transfers will be only provided from 15:00.

STOPS
Hurtigruten quay, Radisson Blu Royal Bergen Hotel (Opposite Clarion Collection Havnekontoret Hotel), First Hotel Marin (stop for Thon Hotel Rosenkrantz), Clarion Hotel Admiral

**NOTE (FOR EARLY FLIGHT ARRIVALS FROM THE UK):** If your flight arrival time is before 08:00 or after 19:00 an individual transfer will be arranged for you. Please look for our driver in the arrivals hall with a Hurtigruten sign.

### TRANSFER FROM THE HOTEL TO THE HURTIGRUTEN TERMINAL

STOPS	ALL YEAR	
Radisson Blu Royal Bergen Hotel (short walk to Clarion Collection Havnekontoret Hotel)	15:00	17:00
First Hotel Marin (stop for Thon Hotel Rosenkrantz)	15:05	17:05
Clarion Hotel Admiral	15:15	17:15

Please ensure you are ready outside your hotel with your luggage no later than 10 minutes prior to the departure time.

## TRANSFER TO THE AIRPORT VIA RAILWAY STATION

STOPS	ALL YEAR
Radisson Blu Royal Bergen Hotel (short walk to Clarion Collection Havnekontoret Hotel)	09:00, 11:00, 13:00, 15:00, 16:00, 17:00
First Hotel Marin (stop for Thon Hotel Rosenkrantz)	09:05, 11:05, 13:05, 15:05, 16:05, 17:05
Clarion Hotel Admiral	09:15, 11:15, 13:15, 15:15, 16:15, 17:15

### TRANSFER FROM THE HURTIGRUTEN TERMINAL - TO THE HOTEL / RAILWAY STATION / AIRPORT

Please take your luggage and follow the signs that guide you out of the terminal. The bus is marked with your next destination (hotel/station/airport).

You can also purchase a ticket from the travel guide on board your Hurtigruten ship. Outside the period 01 Apr - 31 Oct the transfers are only available to customers who have pre-booked them prior to commencing their tour as the buses only operate when booked in advance.

### TRANSFER FROM THE RAILWAY STATION - TO THE HURTIGRUTEN TERMINAL / HOTEL

As you disembark the train, exit the railway station under the archway to your right. The Hurtigruten Transfer Service Bus will be waiting outside. (Please do NOT go to the central bus station).

STOPS	ALL YEAR
Radisson Blu Royal Bergen Hotel (opposite Clarion Collection Havnekontoret Hotel)	15:15 (for arrivals by train at 14:57)
First Hotel Marin (stop for Thon Hotel Rosenkrantz)	19:15 (for arrivals by train at 18:55)
Clarion Hotel Admiral	

These transfers are only available to customers who have pre-booked them prior to commencing their tour, as the buses only operate when booked in advance.



## TRONDHEIM

### TRANSFER FROM THE AIRPORT - TO THE HOTEL

The official airport express bus is operating from Trondheim Airport to the City Center, Radisson Blu Royal Garden Trondheim/Clarion Collection Grand Olav and Clarion Hotel Trondheim. The official timetable applies: [www.vaernesekspresen.no](http://www.vaernesekspresen.no). Please purchase the ticket on the bus.

### TRANSFER FROM THE HOTEL

Hurtigruten Transfer Service.

### - TO THE RAILWAY STATION

STOPS	ALL YEAR
Clarion Hotel Trondheim	7:40
Clarion Collection Hotel Grand Olav	
Radisson Blu Royal Garden	



## - TO THE AIRPORT

STOPS	ALL YEAR
Clarion Hotel Trondheim	08:40

Please ensure you are ready outside your hotel with your luggage no later than 10 minutes prior to the departure time. Buses only operate when booked in advance.

## - TO THE HURTIGRUTEN QUAY

For the short transfer from the hotels or railway station to the Hurtigruten pier we recommend to take a taxi or bus line 46. For full time table please see [www.atb.no](http://www.atb.no)

## TRANSFER FROM THE HURTIGRUTEN QUAY - TO THE RAILWAY STATION

TRANSFER SCHEDULE (ALL YEAR)
Departure time 07:30

## TRANSFER FROM THE HURTIGRUTEN QUAY - TO THE AIRPORT

TRANSFER SCHEDULE (ALL YEAR)
Departure time 08:30

## STOPS ON DEMAND AT FOLLOWING HOTELS

Radisson Blu Royal Garden
Clarion Hotel Trondheim
Clarion Collection Hotel Grand Olav

Busses only operate when booked in advance. If you have not pre-booked these transfers, please contact the travel guide on board your Hurtigruten ship. Depending on availability you might be able to purchase a transfer ticket onboard.



## PLATINUM GUESTS PRIVATE AIRPORT TRANSFERS IN BERGEN AND TRONDHEIM

### TO/FROM THE HURTIGRUTEN TERMINAL /HOTEL

Meet & greet by an English-speaking driver and transfer with a private car/taxi to the Hurtigruten Terminal or your hotel in Bergen/Trondheim or in reverse order. Exclusively for PLATINUM guests travelling on one of Hurtigruten Classic Voyages.

**FROM BERGEN/TRONDHEIM AIRPORT:** Please look out for a Hurtigruten sign and your name in the arrival hall of the airport. Your driver will take you to the private car.

**FROM HOTELS IN BERGEN/TRONDHEIM:** The pick-up time from the hotel will always be three hours before your flight departure time. The driver will meet you in the hotel lobby.

**FROM HURTIGRUTEN PIER:** Please look out for a Hurtigruten sign and your name when leaving the ship. Your driver will take you to the private car.

This transfer pick-up information also applies to guests using wheelchairs. **Private transfers and wheelchair transfers can only be pre-booked.**

## TROMSØ

### TRANSFER TO/FROM THE AIRPORT - TO/FROM THE HOTELS/CITY CENTRE

The official airport bus „Bussring“ that takes you to hotels in the city centre leaves approx. every 30 minutes and is coordinated with flight arrival times. The timetable varies on weekends. Please look out for red busses that leave in front of the arrival hall of the airport. The bus stop „Prostneset“ is the closest one for the Hurtigruten Terminal ([www.bussring.no](http://www.bussring.no)).

Please ensure you are ready outside your hotel with your luggage no later than 10 minutes prior to the departure time. The provider for pre-booked Hurtigruten tickets for Bussring is Tide Buss AS. Please present your transfer voucher that was enclosed with your travel documents to the driver. Tickets can be also purchased on the airport express bus.



## KIRKENES

### TRANSFER FROM THE AIRPORT - TO THE HURTIGRUTEN QUAY / HOTEL

Transfers are by the official airport bus and depart after each flight arrival until approximately 20:10. Transfers will take approximately 30 mins. The official timetable applies: [www.flybussen.no](http://www.flybussen.no).

STOPS (ALL YEAR)
Hurtigruten quay (for flights arriving in the morning)
Thon Hotel Kirkenes
Scandic Kirkenes

### TRANSFER FROM THE HURTIGRUTEN QUAY - TO THE HOTEL / AIRPORT

The transfer bus departing from the Hurtigruten quay is operated by Boreal.

STOPS	ALL YEAR
Thon Hotel Kirkenes, Scandic Kirkenes and then on to the airport.	09:15

If there is a large number of passengers, there will be several buses departing to different destinations. Please ensure that you board the correct coach.

### TRANSFER FROM THE HOTEL - TO THE AIRPORT

Your transfer from the Thon Hotel or Scandic Kirkenes Hotel will be by the official airport bus (Flybussen) and the official timetable applies. Transfers will take approximately 30 mins. The bus departure times are coordinated with the flight departure times. Please check the bus schedule with the hotel reception.

### - TO THE HURTIGRUTEN QUAY

The transfer bus departing from the to the Hurtigruten quay is operated by Boreal.

STOPS	ALL YEAR
Thon Hotel Kirkenes, Scandic Kirkenes Hotel	11:00

Please always confirm the above times with hotel reception in case of any last minute changes.



## OSLO

### TRANSFER FROM THE AIRPORT - TO OSLO BUS TERMINAL (CENTRAL TRAIN STATION)

The official airport bus (Flybussen Airport Express) stops in front of the terminal and leaves every 20 minutes from platform 11 (bus line FB2 and FB5). Busses arrive at Oslo Bus Terminal, and is located next to the Oslo Central Station. Airport transfers will take approximately 55 mins. The latest timetable is available at [www.flybussen.no/oslo](http://www.flybussen.no/oslo).

### - TO YOUR HOTEL

Please exit at Bussterminalen for Clarion Hotel The Hub, Comfort Hotel Karl Johan, Thon Hotel Terminus, Comfort Hotel Grand Central, Thon Hotel Opera and at the final bus stop for Radisson BLU Scandinavia Hotel. Please ask the bus driver where to exit when staying at other hotels.

### ALTERNATIVE TRANSFER FLYTOGET/VY TRAINS (FORMERLY KNOWN AS NSB RAIL)

The Oslo Airport Express Train (Flytoget) and Vy (formerly known as NSB) trains leave from inside the Oslo Airport terminal building 70 metres to the right after leaving the custom area in the arrival hall. The train takes you downtown Oslo Central Station in 20 minutes and leaves every 10 - 20 minutes. Tickets can be purchased at the ticket vending machines or at the ticket desks.

### TRANSFER FROM THE HOTEL - TO THE AIRPORT

Flybussen starts each service to Oslo airport at Radisson BLU Scandinavia Hotel, the next stop is at Olavs Plass and from there directly to Oslo Bus Terminal bus platform 9 (subject to changes) for Clarion Hotel The Hub, Comfort Hotel Karl Johan, Thon Hotel Terminus, Comfort Hotel Grand Central, Thon Hotel Opera.



**Important note:** All information is subject to change. Please check your travel documents for the final transfer schedule. Please note that transfers will only operate as shown in above timetables. In case of missed services, alternative transfers cannot be guaranteed. Consequential costs, like taxi, are at the customers' expense.

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## *Emergency contact information*

In the event of an emergency or urgent assistance while traveling to and from your voyage, please contact + 44 33 08 08 18 84

Hurtigruten AS: P.O. Box 6144, N-9291 Tromsø

Booking: [booking@hurtigruten.com](mailto:booking@hurtigruten.com)



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