



# Arrival and departure information

Valid for voyages that depart from Bergen November 1-December 31, 2021

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

Transfers operate only when pre-booked. In Bergen, Kirkenes, Trondheim 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.

## Flights

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We recommend being at the airport for check-in at least 3 hours before departure. Internet and/or self-service kiosk check-in may be available depending on which airline you are travelling with.

Due to health & safety reasons, its preferable you use the online check-in processes on the airline websites. You can log on using your flight reference number on your booking confirmation to access flight information, any kind of updates, and to order special services like meals, wheelchairs or seat reservation.

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.

Generally, one piece of hand luggage can be brought on board the plane.

| <b>Airline</b>  | <b>Code</b> | <b>Economy class</b>         | <b>Business class</b>                        |
|-----------------|-------------|------------------------------|--|
| 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  |
| SAS             | SK          | 1 bag at 8 kgs, 55x40x23 cm  | SAS Plus, 1 bag at 8 kgs, 55x40x23 cm        |

Usually your check-in luggage is restricted to one piece weighing up to 23 kg. Any excess luggage must be paid upon check-in or you can pre-pay it on the airline's website, which might be cheaper than paying at the airport. Any single piece of luggage weighing over 32kgs will not be accepted for carriage.

| <b>Airline</b>  | <b>Code</b> | <b>Economy class</b> | <b>Business class</b>         |
|-----------------|-------------|----------------------|-------------------------------|
| British Airways | BA          | 1 bag at 23 kgs      | Club Europe, 2 bags at 32 kgs |
| KLM             | KL          | 1 bag at 23 kgs      | n/a                           |
| Norwegian Air   | DY          | 1 bag at 23 kgs      | n/a                           |
| SAS             | SK          | 1 bag at 23 kgs      | SAS Plus, 2 bags at 23 kgs    |

### Checked baggage allowance for UK charter flights

| <b>Airline</b> | <b>Code</b> | <b>Economy class</b> | <b>Business class</b> |
|----------------|-------------|----------------------|-----------------------|
| Jet 2          | LS          | 23 kgs               | n/a                   |

## Transfers

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Transfers are usually unaccompanied. The transfers are operated via chartered buses (at fixed times) or the official Airport Express bus (official schedule). The fixed times comply with the daily ship arrival and departure times, so waiting times at the airport are possible.

# Bergen

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## Hurtigruten Terminal

Nøstegaten 30

N-5010 Bergen

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 and a drinks machine. There are 15 luggage lockers in the terminal in varying sizes. The lockers can only be paid for by credit card, not in cash.

## Opening hours all year

Daily: from 13:00

Luggage storage (lockers): from 11:00

Hurtigruten luggage service: from 13:00

Check-in: from 15:30

Cabins available: from 18:00

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The airport transfer is operated for pre-booked transfers only. Tickets cannot be purchased on the spot.

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

Transfer schedule: 12:30 / 15:00 / 17:15 / 18:30.

Please take your luggage and follow the signs that guide you out of the terminal. The bus is marked with your next destination – the airport. You can also purchase a ticket from the travel guide on board your Hurtigruten ship.

## From hotels in Bergen:

The pick-up time from the hotel-airport transfer will always be three hours before your flight departure time.

Hotel-pier transfer will be between 15.30-15.45.

## 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).

## **All year:**

15:15 (for arrivals by train 14:57) until 12 December 2021

19:15 (for arrivals by train 18:55) until 12 December 2021

### **Transfer from the hotel to railway station**

You will be picked up from your hotel 45 min prior the train departure.

## **Platinum guests' private airport transfers\***

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\*in Bergen and Trondheim

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.

## **Trondheim**

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The transfer will operate pier-airport, pier hotel and pier rail station for pre-booked transfers only. If we can't provide a suitable transfer, Hurtigruten will inform you before your journey.

## **Kirkenes**

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The transfer bus departs from the airport and will be operated by the official airport bus Flybussen. Transfer time will be approximately 30 mins. The official timetable applies: [www.flybussen.no](http://www.flybussen.no).

If we cannot provide a suitable transfer, Hurtigruten will inform you before your journey.

### **Currently confirmed transfers from Airport to Hurtigruten Quay**

#### **Monday – Friday**

11:30/12:00 from airport to Hurtigruten Quay.

### Thursday, Friday

20:30 from airport to Kirkenes city centre (via hotels).

### Saturday

no transfers from airport to Hurtigruten Quay.

### Sunday:

12:00 from airport to Hurtigruten Quay (via hotels).

## Hurtigruten Quay to airport transfers

### Monday – Friday

09:00 (via hotels)/09:45 from the Hurtigruten quay to the airport.

### Saturday

09:00 from the Hurtigruten quay to the airport (via hotels).

### Sunday

09:00 directly from the Hurtigruten quay to the airport.

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.

## Tromso

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The official airport bus „Bussring“ will take you to hotels in the city centre. 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)).

If we cannot provide a suitable transfer, Hurtigruten will inform you before your journey.

## Oslo

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### Transfer from the airport to Oslo bus terminal (central train station)

The official airport bus (*Flybussen* Airport Express) stops in front of the terminal (bus line FB5). The latest timetable is available at <https://www.flybussen.no/>. Buses arrive at Oslo Bus Terminal that is located next to the Oslo Central Station. Airport transfers will take approximately 55 minutes.

### **Transfer from the airport 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.

## **Safer together**

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Whenever you sail aboard The Norwegian Coastal Express, whether for 12 days or a few hours, your safety is our highest priority. A range of measures is in place, designed to reduce the spread of Covid-19 and other contagious respiratory diseases. We'll constantly update these practices based on the latest guidelines from the Norwegian health authorities.

Our safety procedures:

<https://www.hurtigruten.co.uk/coastal-practical-information/health-and-safety/#what-you-do>

## **Emergency contact information**

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If you have any questions, don't hesitate to contact your travel agency or the Hurtigruten Sales Support Centre.

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