

ARRIVAL AND DEPARTURE INFORMATION

Norway Classic Coastal Cruise Ship Departures from August 2 – 31, 2020

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

In Bergen, Tromsø, and Kirkenes 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**

 **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.

 **Cabin baggage allowance**

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

Airline	Code	Economy class	Business class
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



Checked baggage allowance

Usually your check-in luggage is restricted to one piece weighing up to 23 kg. Any excess baggage 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.

Airline	Code	Economy class	Business class
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	2 bags at 20 kgs*	n/a
SAS	SK	1 bag at 23 kgs	SAS Plus, 2 bags at 23 kgs

(*) If flights are booked through Hurtigruten.



Checked baggage allowance for UK charter flights

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



Transfers

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

Hurtigruten terminal in Bergen

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 no luggage lockers at the terminal.

Opening hours all year

Daily: from 11:00

Luggage storage: from 12:30

Check-in: from 15:00

Cabins available: from 18:00

Transfer from the airport to the Hurtigruten terminal

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 for pre-booked transfers:

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

Transfer from the Hurtigruten terminal to the hotel

Please take your luggage and follow the signs that guide you out of the terminal. The bus is marked with your hotel name (hotel).

You can also purchase a ticket from the travel guide on board your Hurtigruten ship.

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 **hour** 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 (<https://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 operated by the official airport bus and depart after each flight arrival. Transfers will take approximately 30 mins. The official timetable applies: <https://www.flybussen.no>.

Monday – Friday, Sunday:

11:40 from airport to hotels in Kirkenes, and Hurtigruten Quay

20:20 from airport to hotel in Kirkenes

Saturday:

11:40 from airport to hotels in Kirkenes, and Hurtigruten Quay

Transfer from the Hurtigruten quay to the hotel / airport

The transfer bus departing from the Hurtigruten quay is operated by Boreal. If there are many passengers, there will be several buses departing to different destinations. Please ensure that you board the correct coach.

Daily:

09:15 directly from the Hurtigruten quay to the airport

10:00 from the Hurtigruten quay to the airport with stops at Thon Hotel Kirkenes and Scandic Hotel Kirkenes

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.

Daily:

10:05 from Thon Hotel Kirkenes / 10:10 from Scandic Hotel Kirkenes

Monday to Friday, Sunday:

19:05 from Thon Hotel Kirkenes / 19:10 from Scandic Hotel Kirkenes

Transfers will take approximately 30 mins. The bus departure times are coordinated with the flight departure times. Please always confirm the above times with hotel reception in case of any last-minute changes.

Transfer from the hotel to the Hurtigruten quay

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

Daily:

11:10 from Thon Hotel Kirkenes / 11:20 from Scandic Hotel Kirkenes

The transfer will take approx.. 15 mins. Please always confirm the above times with hotel reception in case of any last-minute changes.

IMPORTANT NOTE:

- ✓ 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.

**Emergency contact information**

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