



# Arrival and departure information

Valid for sailings departing from Bergen January 1–March 31, 2022

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

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 must be arranged independently and are at your own expense.

## 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 traveling with.

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

Your flight tickets are electronic; no additional documents will be sent to you. Please note that some codeshare flights are operated by a different carrier than the one shown on your itinerary.

Please keep the baggage tag issued at check-in until after you have collected your baggage.

### 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 baggage 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 22x17.5x10 in	Club Europe, 1 bag at 50.5 lbs; 22x17.5x10 in
KLM	KL	1 bag at 26 lbs; 21.5x10x13.5 in	Europe Business Class, 2 bags at 21.5x10x13.5 in
Norwegian Air	DY	1 bag at 22 lbs; 21.5x15.5x9 in	n/a
SAS	SK	1 bag at 17.5 lbs; 21.5x15.5x9 in	SAS Plus, 1 bag at 17.5 lbs; 21.5x15.5x9 in

Usually your check-in baggage is restricted to one piece weighing up to 50.5.lbs. Per the baggage allowances shown in the tables to the right, any excess baggage must be paid upon check in. You may be able to pre-pay via the airline's web site; this may be cheaper than paying at the airport.) Any single piece of baggage weighing over 70.5 lbs 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 50.5 lbs	Club Europe, 2 bags at 70.5 lbs
KLM	KL	1 bag at 50.5 lbs	n/a
Norwegian Air	DY	1 bag at 50.5 lbs	n/a
SAS	SK	1 bag at 50.5 lbs	SAS Plus, 2 bags at 50.5 lbs

## **Transfers**

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Transfers are usually unaccompanied. Transfers are operated via chartered buses (at fixed times) or the official Airport Express bus (official schedule). Fixed times adapt to the daily ship arrival and departure times, so waiting times at the airport might occur.

# Bergen

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## Jekteviksterminalen/Hurtigruten terminal

## Opening Hours

Nøstegaten 30

Daily from 11:00 a.m. to 9:00 p.m.

5010 Bergen

The Hurtigruten Guest Lounge is located on the 2nd floor of the terminal and is open from 1:00 p.m. There, you are welcome to enjoy some light refreshments. Complimentary Wi-Fi, USB chargers, and sockets are available.

Baggage lockers in various sizes are available in the terminal and can be paid for with credit card.

Hurtigruten Baggage Service between 1:00 p.m. and 2:30 p.m.

Check-in from 3:30 p.m.

Boarding from 4:00 p.m.

Cabins available from 6:00 p.m.

The mandatory Safety Briefing will be held in the Lecture Hall located in the lounge before boarding.

Passengers must arrive at least 30 minutes before the ship's departure.

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The transfer bus departs from the airport and is operated by the official airport bus Flybussen.

Transfer time will be approximately 45 minutes to Jekteviksterminalen/Hurtigruten terminal. The official timetable applies: <https://www.flybussen.no/en>.

Flybussen's Bergen service runs to and from Bergen Flesland Airport; it arrives to and departs from just outside of the terminal building. The Express Bus takes a route through Fyllingsdalen to Bergen Bus Station and city center.

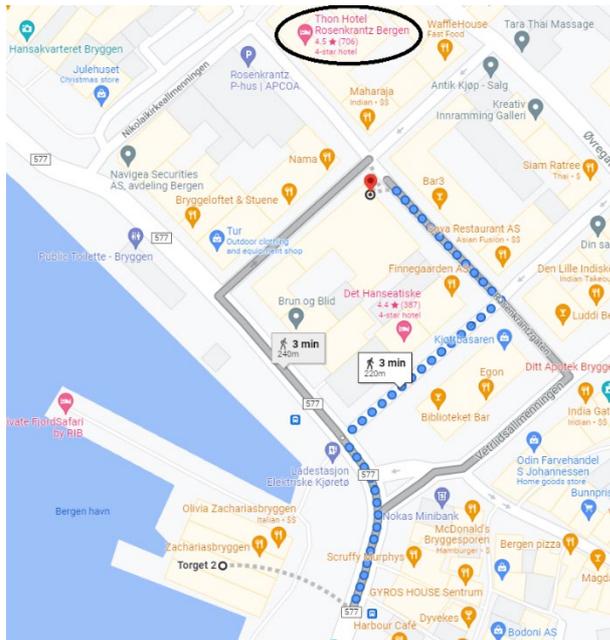
For urgent questions, call Flybussen Tide at: +47 05505

## **Transfers from the airport to hotels/Hurtigruten Terminal (Jekteviksterminalen) in Bergen:**

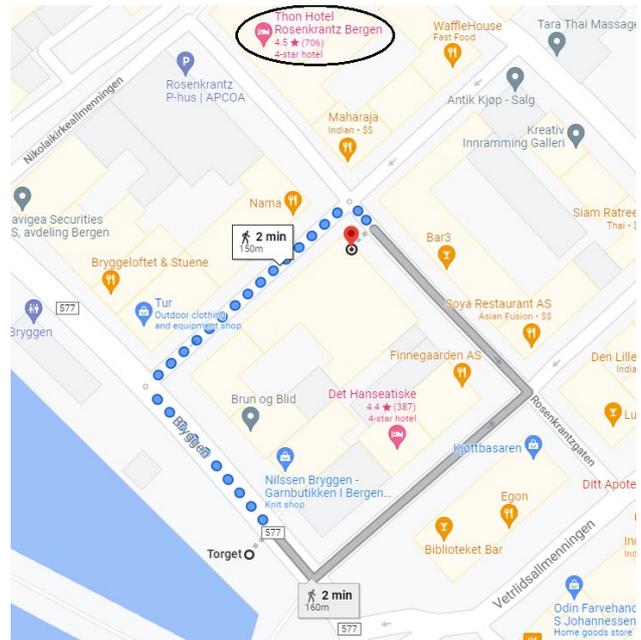
Flybussen bus stops: <https://www.flybussen.no/en/airports/bergen-airport/where-does-flybussen-bergen-stop/>

- Hurtigruten terminal – bus stop Jektevik terminal
- Clarion Hotel Admiral – bus stop Strandkai terminalen (120 m)
- Clarion Hotel Bergen – bus stop into the city, Torget C (240 m), and out of the city, Torget D (140 m)
- Thon Hotel Rosenkrantz – bus stop into the city, Torget C (270 m), and out of the city, Torget D (170 m)
- Radisson Blu Royal – bus stop Dreggsallmenningen (28 m)
- Clarion Collection Havnekontoret – bus stop Dreggsallmenningen (26 m)

Torget C:



Torget D:



Schedule info from hotel to airport/Hurtigruten Terminal (Jekteviksterminalen) can be requested at the hotel receptions.

**Transfer from the railway station to the Hurtigruten terminal (Jekteviksterminalen) /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. (Do NOT go to the central bus station).

**From the train station to the hotel/Hurtigruten terminal (Jekteviksterminalen)**

Transfer 20 minutes after the train's arrival.

**Transfer from the hotel/Hurtigruten terminal (Jekteviksterminalen) to the railway station**

You will be picked up from your hotel 45 minutes prior to the train's departure.

**Transfer from the Hurtigruten terminal (Jekteviksterminalen) to the airport/hotels/railway station**

Hurtigruten ships arrive to Bergen at 2:45 p.m. Transfers are arranged after arrival.

## **Platinum guests' private airport transfers in Bergen**

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

### **From Bergen 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:**

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.

NOTE: 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(via hotels).**

#### **Monday – Friday**

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

#### **Thursday, Friday**

8:30 PM from airport to Kirkenes city centre.

## Saturday

No transfers from airport to Hurtigruten Quay.

## Sunday:

12 AM from airport to Hurtigruten Quay.

## Hurtigruten Quay to airport transfers(via hotels)

### Monday – Friday

9 AM (via hotels)/9:45 AM from the Hurtigruten quay to the airport.

### Saturday

9 AM from the Hurtigruten quay to the airport.

### Sunday

9:00 AM 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 the Oslo Bus Terminal, which is located next to the Oslo Central Station. Airport transfers will take approximately 55 mins.

### 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.

## Entry requirements

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As you know, rules and entry requirements frequently change during these unprecedented times. That's why we've created a COVID-19 Information Hub where you'll find the very latest information on everything you need to do before, during and after your trip to comply with mandatory entry requirements. **We kindly ask that you regularly check the following webpage for the latest entry requirements:** [Entry requirements web page](#)

Please note: Guests are responsible for making sure they comply with all entry requirements.

## 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. **Stay up to date with the latest information by regularly checking for updates on our safety procedures website:** [Safer together web page](#)

## 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: +12064562746