Dear adventurer,

—Congratulations on booking an extraordinary cruise aboard MS Spitsbergen!

The Norwegian explorer Roald Amundsen’s success as an explorer is often explained by his thorough preparations before departure. He once said “victory awaits him who has everything in order.” Being true to Amundsen’s heritage of good planning, we encourage you to read this handbook.

This handbook includes information on your chosen destination, and we hope you will find this information inspiring and helpful. It offers some good advice, insights, practical information, and even some historical information that will make your cruise even more enjoyable.

And yes - we certainly promise to provide you with some adventures to awaken your inner explorer!

Welcome aboard for the adventure of a lifetime!

Your Hurtigruten Team
Norway, officially the Kingdom of Norway, is Europe’s most northwestern country. It is a sovereign and unitary monarchy whose territory includes the island of Jan Mayen and the archipelago of Svalbard.

— Norway’s western boundary is formed by the North Atlantic, with deep fjords and thousands of islets creating a remarkable coastline. Inland Norway is dominated by the Scandes mountain range, which belong to the Caledonian mountain range, characterize the Norwegian landscape. The range of climates creates a variation in the vegetation, from the northern European deciduous forests in the south to the boreal and Fjellbirke forests and tundra vegetation in the north and on the mountain plateaus.

Norway is a unique country that continuously impresses with its enormous contrasts.

CLIMATE Norway’s climate varies widely due to the enormous expanse of more than 1,000 miles from Southern Norway to Northern Norway.

While the North Atlantic Current has a positive influence on the climate at the western side of the Scandes mountain range, the eastern side experiences a more continental climate, with extremely cold winters and warmer summers. The Gulf of Bothnia can be frozen for a month while the Atlantic coastline stays ice-free.

CURRENCY The currency in Norway is the Norwegian kroner (NOK). Foreign currencies may be exchanged into local currency at most banks you will encounter during the cruise. Credit cards are accepted in most places. Please note there is no currency exchange service on board, or the ability to make cash withdrawals.

HISTORY Norway – ‘The way to the North’ – has a very long, eventful, colorful history. Settled by nomadic hunters as far back as 6600 B.C., Norway came to prominence during the Viking era (800-1050 B.C.), and had strong trade relations and colonies in Greenland, Ireland, England, Scotland, and Norway. Norwegian history coincides with the Viking era, which was responsible for the major expansion of the entire Nordic region. Christianity was introduced in the 11th century but it took many centuries before it was fully accepted. Norway’s Golden Age was the late-13th century and early-14th century, with substantial international trade with Britain and Germany.

Norway suffered the Black Plague in 1349, and many communities were entirely wiped out – ending this Golden Age. From 1380 onward there were many political alliances between various Scandinavian countries, with Norway gaining independence briefly in 1814 before a forced union with Sweden that lasted until 1905, when Norway proclaimed full independence.

Norway is rich with natural resources, and with large reserves of petroleum and natural gas discovered in the 1960s, it is now a prominent and wealthy country with one of the highest standards of living in the world.

WHEELCHAIR USAGE In ports where tidal conditions or other circumstances require the use of a portable gangway, or during landings with tender boats, wheelchairs cannot be used.

Norway is famous for its great bird cliffs, where you can watch puffins, petrels, and gannets. Eagles are commonly seen too. With the rich waters of the Norwegian Sea, there are vast amounts of fish including cod, halibut, and coalfish.
Iceland: where the ground is so hot it ventilates through hot springs, volcano eruptions, and fiery saga tales.

— Mytical Iceland is the land of ice and fire, with glaciers and volcanoes side by side. Iceland’s nature offers stunning landscapes, geysers, and impressive waterfalls. These features are enhanced by the long, dark winters and summers lit by the midnight sun, as well as Iceland’s vast expanses of unspoiled nature at the doorstep of highly modern urban communities.

The perfect destination for explorers searching for the unexpected.

CLIMATE
The average temperature in the spring is 46–50°F. Weather in Iceland is very changeable, and visitors should be prepared for the unexpected.

CURRENCY AND CREDIT CARDS IN ICELAND
The currency on shore is the Icelandic kroner (ISK). Foreign currencies may be exchanged into local currency at banks. Credit cards are accepted in most places, but not international bank cards (i.e. German EC Karte). We recommend having some cash available for use in the small villages. Please note that there is no currency exchange service on board, or the ability to make cash withdrawals.

ENVIRONMENT
It is prohibited to pick Arctic flowers as the environment is very vulnerable and the flowering season very short. Please be aware of where you step and remember to follow the paths. It is strictly prohibited to walk on cultural/historical remains. Please follow the instructions given by the guide/expedition team.

LANGUAGE
The Icelandic language is believed to have changed little from the original tongue spoken by the Norse settlers. English and Danish are also widely spoken and understood.

MEDICAL EMERGENCIES
In the case of a medical emergency in Iceland, the only means of evacuation is by airplane/helicopter to the nearest town with a hospital. This is very expensive and dependent on favorable weather conditions. Therefore, it is strongly recommend that guests carry medical insurance and obtain a travel protection plan.

MOBILE PHONE ASHORE
There is GSM coverage on most of Iceland, including all towns and villages with more than 200 inhabitants.

POPULATION
Iceland is the most sparsely populated country in Europe. The population of Iceland is approx. 120,000, with almost 120,000 inhabitants living in the capital of Reykjavik. The second-largest city outside the capital region is Akureyri, which has approx. 17,500 inhabitants.

SHOPPING ASHORE
Local specialities include wool knitwear, handmade ceramics, glassware, and silver jewelry. A refund of local Value-Added Tax (VAT) is available to all visitors to Iceland. Special rules apply, please check upon arrival in Iceland.

WHEELCHAIR USAGE
In ports where tidal conditions or other circumstances require the use of a portable gangway, or during landings with tender boats, wheelchairs cannot be used.
SCOTLAND
ORKNEY ISLANDS

The Orkney Islands are an archipelago about 20 miles from Scotland, separated from the mainland by the Pentland Firth. Only about 20 of the 70 islands are inhabited.

CLIMATE The climate on the Orkney Islands is - thanks to the Gulf Stream - quite moderate, with less frost and snow in wintertime, and an average temperature of 53 °F in the summer, which has light, nearly neverending days. Wind can occur when you least expect it.

CURRENCY AND CREDIT CARDS The currency on the Orkney Islands is the Scottish pound. Foreign currencies may be exchanged into local currency at most banks during the cruise. Credit cards are accepted in most places. Please note there is no currency exchange service on board, or the ability to make cash withdraws.

HISTORY The islands have been settled for at least 5,000 years, with the best evidence being the two UNESCO World Heritage sites: Skara Brae, Europe’s only nearly complete surviving Neolithic settlement, which is older than Stonehenge and the Great Pyramids in Egypt; and the 2,500-year-old Ring of Brodgar, a stone circle setting, like Stonehenge, with a diameter of over 340 feet. Vikings settled on the Orkney Islands starting from the 8th century, and were annexed by the Kingdom of Scotland in the 13th century.

NATURE AND WILDLIFE Old Red Sandstone, mostly from the Middle Devonian Age, forms nearly the whole surface of the islands. The soft stone layers created fertile soil - the prerequisite for the agriculture found on the islands. The islands have soft, hilly agricultural land, but the Orkneys also have steep cliffs. Hoy, the Orkney Islands’ second-largest island, rises dramatically from the sea, with St. John’s Head, its highest cliff, at 1,136 feet.

The cliffs are important breeding areas for many seabirds, such as gulls, cormorants, black guillemots, and puffins. Gray and common seals have their rockeries on the beaches, and whales and dolphins can often be seen quite close to the coastline. Flowers such as the rare Scottish primrose, sea aster, sea thrift, sea lavender, bell, and common heather create a colorful coastline.

WHEELCHAIR USAGE In ports where tidal conditions or other circumstances require the use of a portable gangway, or during landings with tender boats, wheelchairs cannot be used.
Consisting of about 100 islands, this archipelago is spread over approximately 886 miles, and is located 130 miles from the Scottish mainland.

CLIMATE The climate on the Shetland Islands is – thanks to the Gulf Stream – quite moderate, with less frost and snow in wintertime and an average temperature of 53.6°F in the summer, which has light, nearly never-ending days. The winter is very wet, and if you compare the climate here with the climate on the Orkney Islands, the climate is a bit harsher on the Shetlands.

CURRENCY AND CREDIT CARDS The currency on the Shetland Islands is the Scottish pound. Foreign currencies may be exchanged into local currency at most banks during the cruise. Credit cards are accepted in most places. Please note there is no currency exchange service on board, or the ability to make cash withdrawals.

HISTORY The Shetland Islands have a quite similar history to the Orkneys. First the Picts and then the Vikings settled on the islands, and then the Scottish Kingdom came into power in the 13th century.

Nature and Wildlife The Shetlands form the northernmost part of the Caledonian mountain range. Very hard sandstone, granite, and gneiss form the surface of the islands, which were created by glaciers during the last Ice Age. The wildlife is very like the Orkney Islands', with their steep cliffs also an important breeding ground for different kinds of seabirds. But the Shetland Islands are also an important place for bird migration in spring and autumn, when thousands of birds rest on the islands on their flight to the south or to the north. The islands are a paradise for birders and ornithologists. The Shetland pony and Shetland sheepdog are special breeds from the islands that can still be seen all over the islands.

Wheelchair Usage In ports where tidal conditions or other circumstances require the use of a portable gangway, or during landings with tender boats, wheelchairs cannot be used.
Situated halfway between Norway and Iceland, and north of Scotland, the Faroe Islands are an archipelago of 18 small, rocky, volcanic islands. Spread over an area of approximately 540 miles in the North Atlantic Ocean, the islands are connected by tunnels, ferries, causeways, and bridges.

CLIMATE The weather in the Faroe Islands is quite moderate, with mild winters and cooler summers that have an average temperature of 55°F and light, nearly never-ending days.

HISTORY It is believed the Irish monks were the first settlers on the islands in the 6th century after spotting an 'Island of Sheep' and a 'Paradise of Birds'. This indicates that there were settlers there prior to this due to the sighting of the sheep. Vikings settled here in the 9th century, before the islands were officially converted to Christianity and joined the Kingdom of Norway in 1035. The islands were under the rule of Norway until 1380, when they became part of the dual Denmark-Norway kingdom. In 1814 the Treaty of Kiel ended this kingdom and the Faroe Islands remained under the administration of Denmark.

When Denmark was occupied by Nazi Germany during World War II, the British invaded and occupied the islands until the end of the war. After an independence referendum in 1946, the islands received extended self-government with the signing of the Home Rule Act of the Faroe Islands with the Danish Realm.

WHEELCHAIR USAGE In ports where tidal conditions or other circumstances require the use of a gangway, or during landings with tender boats, wheelchairs cannot be used.

NATURE AND WILDLIFE Made of layers of volcanic basalt, these islands seem to be set at an angle, as the eastern coastline slants into the sea, while the western coastline rises up in towering cliffs. The natural vegetation, dominated by Arctic alpine plants, wildflowers, grasses, moss, and lichen, creates a setting of wild and untamed beauty. These treeless islands are rich in birdlife attracted to open land, such as the common eider, common starling, and black guillemot. With dramatic, steep cliffs providing safe nesting for many birds, such as puffins, guillemots, and kittiwakes, these islands are an ornithologist’s dream. Along the abundant coastline, gray seals can be found with several types of whales, such as pilot whales, and killer whales visiting these waters regularly. As a result of over 1,200 years of isolated breeding, many of the islands’ domesticated animals are unique to the area. These include the Faroe pony, Faroe cow, and Faroe sheep, as well as the Faroese goose and duck.
Greenland is a land of contrasts that offers unique encounters with isolated Inuit communities.

— Colossal icebergs calve from the inland ice sheet against a backdrop of green mountains, long fjords, and beautiful wildflowers. A rich variety of animal life adds to its splendor, including sea mammals, game, and birds by the million. Still, the best description of what Greenland is all about is the Greenlandic name of the world’s biggest island: Kalaallit Nunaat— the ‘Land of the people’.

A green and white oasis in the middle of a rough sea, Greenland displays exceptional interaction between man and nature

Greenland is in a little world of its own. Probably best known for its ice sheet, glaciers, and icebergs, Greenland also features alpine mountains, beautiful Arctic flowers, deep fjords, and dramatic cliffs. Wildlife thrives here, both at sea and on land, including whales, seals, reindeer, musk oxen, and a rich variety of birds, with the polar bear - the king of the Arctic - ruling in the north.

North of the Arctic Circle in summer, day has no beginning or end. The midnight sun gives magical colors to the icebergs and surrounding landscape. The soft rays of the low-hanging sun bathe everything in a wonderful palette of pink, purple, yellow, and orange, creating unforgettable memories. Greenland’s culture is shaped by the extreme conditions people are living in, and the rich resources provided by nature. Traditional life as sealers and hunters in small isolated communities is reflected in today’s Greenlandic language, music, myths, clothing, food, and homes. Much of these traditions are now history, but the cultural roots are strong and alive, and easily visible to the visitor of Greenland.

CLIMATE

The average temperature in summer is between 41° and 50°F. The weather varies between sun, fog, and low clouds. There is usually little rain.

CURRENCY AND CREDIT CARDS IN GREENLAND

The currency on shore is the Danish kroner (DKK). Foreign currencies may be exchanged into local currency at banks, but few banks are to be found during our cruises. It is advisable to bring cash to Greenland in DKK for use ashore. Credit cards are accepted in some places, but not international bank cards (i.e. German EC Karte). Please note that there is no currency exchange service on board, or the ability to make cash withdrawals.

ENVIRONMENT

It is prohibited to pick Arctic flowers as the environment is very vulnerable and the flowering season is very short. Please be aware of where you step and remember to follow the paths. It is strictly prohibited to walk into cultural/historical remains. Please follow the instructions given by the guide/expedition team.

LANGUAGE

Greenland is bilingual. Greenlandic is the primary language, Danish is the secondary language.
LOCALS Please respect the locals by asking them for permission before taking their picture. Some local people 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.

MEDICAL EMERGENCIES In case of a medical emergency in Greenland, the only means of evacuation is by airplane/helicopter to the nearest town with a hospital, and if the hospital not able to handle the situation, the patient will be sent to Nuuk. This is very expensive and dependent on favorable weather conditions. Therefore, it is strongly recommend that guests carry medical insurance and obtain a travel protection plan. Please note that there are a limited number of hospitals in Greenland – only the larger towns have a hospital, and settlements might only have a nurse.

MEDICAL DECLARATION FORM To comply with Hurtigruten AS regulations, all guests traveling on the Viking Journey Through Spitsbergen, Northeast Greenland and Iceland cruise to Northeast Greenland must complete the medical declaration form, including a confirmation of fitness to travel from your doctor. You must take the completed form on board and deliver it to the ship’s doctor. Guests without the completed form will be refused embarkation. This only applies to guests traveling on the Viking Journey Through Spitsbergen, Northeast Greenland and Iceland cruise to Northeast Greenland.

MOSQUITOES Depending on the season and location, you are likely to encounter mosquitoes while in Greenland. This will normally occur on trips ashore, as there are no mosquitoes at sea. Mosquito nets and repellents are sold on board.

POPULATION The population of Greenland is approximately 57,000, with almost 15,000 inhabitants living in the capital of Nuuk. The second largest city is Sisimiut (with approximately 5,000 inhabitants) followed by Ilulissat and Qaqortoq, all of which are situated on the west coast. There are 18 towns and 120 villages in which the rest of the population lives. Greenlandic settlements have between 50 and 500 inhabitants.

WHEELCHAIR USAGE In ports where tidal conditions or other circumstances require the use of a portable gangway, or during landings with tender boats, wheelchairs cannot be used.
Svalbard has more than 3,000 polar bears and fewer than 3,000 people. Remote, mysterious, and extreme, the island of Svalbard is the crown of Arctic Norway, a land forged by ice, wind, sea, and snow that presents us with a spectacular range of unforgettable adventures. With its location right on the edge of the ever-frozen Arctic Ocean, the warmer currents of the Gulf Stream meet the cold air and water from the north. This archipelago holds fascinating histories of the polar heroes of the north, and cultural heritage from the coal-mining era as well as the history of exploration, hunting, and whaling. Wildlife is rich, both at sea and on land: whales, seals, reindeer, polar fox, and a rich variety of birds. And, of course, the king of the Arctic – the polar bear. Late April through late August, north of the Arctic Circle the day has no beginning or end. The midnight sun brings out magical colors in the surrounding landscape. The soft rays of the low-hanging sun bathe the landscape in a wonderful palette of pink, purple, yellow, and orange, and create unforgettable memories.

Located on the southern edge of the frozen Arctic Ocean, Svalbard offers expedition landings, hiking, kayaking, and other activities in the largest Arctic wilderness in Europe.

CLIMATE
Despite its northerly location (74° to 81° North), Svalbard has a relatively mild climate. Due to the Gulf Stream, Spitsbergen’s west coast is the world’s northernmost ice-free area. The average summer temperature is 43°F, and March, the coldest winter month, has an average temperature of 7°F. There is little rain, but the moist air from the sea can cause a light drizzle and fog during the summer.

HISTORY
Since Willem Barentz’ discovery of Svalbard in 1596, several nationalities have explored, hunted, and managed industries in this Arctic archipelago. The Svalbard Treaty, dated 1920 and signed by 43 member countries, gave Norway sovereignty over Svalbard.

CUSTOMS REGULATIONS
At Nordpole, a duty-free store, tourists can buy a specific amount of tax-free alcohol. You may buy more alcohol, but you will need to pay duty on it.

Guests may purchase up to 2 liters of duty-free alcohol, such as:
- 1 liter of alcohol (more than 21% alcohol) and 1 liter of wine (14% to 21% alcohol), or
- 2 liters of wine (14 to 21%), or
- 2 liters of wine (less than 14%)

Guests can only buy the following amounts of alcohol in total (not all of the below can be taken tax-free to the mainland):
- 2 bottles containing more than 21% alcohol
- 1 bottle of wine containing 14-21% alcohol
- 24 cans/bottles of beer or wine up to 14% alcohol (these can be bought without showing an airline ticket)

MEDICAL EMERGENCIES
In case of a medical emergency outside of Longyearbyen, the only means of evacuation is by helicopter to Longyearbyen Hospital. If a condition cannot be treated there, the patient will be sent to the Norwegian mainland. Therefore, it is strongly recommended that guests carry medical insurance and obtain a travel protection plan.
PROTECTED THROUGH NATIONAL PARKS, SVALBARD, 65% OF THE ARCHIPELAGO IS TO PRESERVE NATURE AND WILDLIFE ON YOUR OWN, IT IS RECOMMENDED THAT IF YOU ARE GOING OUTSIDE LONGYEARBYEN ON ORGANIZED TRIPS THE GUIDE WILL ALWAYS BE RESPONSIBLE FOR SAFETY AND WILL CARRY A WEAPON AND OTHER NECESSARY EQUIPMENT.

POPULATION AND SETTLEMENTS
The population of Svalbard is approximately 2,800 people. Longyearbyen is the largest settlement on the islands, and is home to the governor’s office. Longyearbyen has a hospital, primary and secondary schools, a university, a sports center with a swimming pool, library, a cultural center, movie theatre, bus transportation, hotels, a bank, and several museums. Svalbard is among the safest places on Earth, with virtually no crime. Barentsburg is the second-largest settlement in Svalbard, with about 500 inhabitants who are almost entirely Russian or Ukrainian. The Russian-owned Arktikugol has been mining coal here since 1933, and during the Cold War Barentsburg was a hotbed of activity. Ny-Ålesund is one of the world’s northernmost settlements, inhabited by a permanent population of approximately 30-35 people who work for one of the research stations or the logistics and supply company Kings Bay AS, which ‘owns’ and runs the research village. In the summer, the activity in Ny-Ålesund is greatly increased by the arrival of up to 120 researchers, technicians, and field assistants.

SEASONS
From April 19 – August 23, Longyearbyen has midnight sun. From October 26 – February 16 there is 24-hour darkness.

SHOES
On Svalbard it is a tradition to take off your shoes when entering private houses, hotels, certain shops, and public offices. On board the ship as well as in the hotel, we advise you to bring a pair of shoes to wear indoors. It is important that the shoes have good grip (no slippery soles).
ITINERARY CHANGES Some of our itineraries are to areas without infrastructure, or with very limited infrastructure. Because of this, and in combination with some of the most extreme conditions on Earth, wind, weather, ice, changing seafloor conditions, and other conditions will determine our detailed program.

SAFETY Safety is always the priority, and the ship’s captain will decide the final itinerary during the cruise.

DAILY PROGRAM Every day the expedition team will distribute a daily program with a list of port calls, landings, lectures, meals, and activities on board. All our published plans are subject to change.

WEATHER CONDITIONS Weather conditions can make landings and small-boat cruising more difficult or even impossible. Unforeseen twists often turn out to be the highlight of a trip. Please be flexible and open to the unexpected!

NOTE We are subject to written and unwritten laws, such as assisting vessels or people in need.

FREQUENTLY ASKED QUESTIONS

—- Do I have to be in good health to participate in this journey? —- How much time do you spend on land? All landings depend on factors such as the weather, the distance between the landing sites, and the operational conditions. The expedition team and the captain will arrange the daily route to ensure the best possible experience.

—- Will there be rough seas on the trip? —- Are there any restrictions on activities on land? As environmental protection is a concern, there are regulations for the protection of wildlife, the environment, and the cultures we encounter that must be followed. Your expedition leader will provide necessary information about how to behave on land.

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IMPORTANT INFORMATION

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Norwegian law, only persons over the age of 20 years may purchase alcohol. Only beverages purchased in shops will be stored by the ship and bars can be consumed on board. Alcoholic beverages purchased in the ship’s restaurants and bars can be consumed on board. The card serves as a control system on the gangway, enabling the ship to know which of our guests are on board or ashore at any given time. This card, in addition to being the key card for your cabin, is also your payment card on board. The card is the only means of payment for the onboard facilities.

To activate the cruise card account, you must have a Visa, American Express, Diners Club, or MasterCard charge card. The credit card must be valid for more than 3 months after your stay on board. Our system does not support Maestro Card. 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.

The name MS Spitsbergen has been chosen to honor Spitsbergen, the largest island of the Svalbard archipelago, which is part of the Kingdom of Norway. The fresh Scandinavian design on board is inspired by the unique environments and have you in the areas in which we sail. On days when we are not landing we encourage you to spend as much time as possible out on deck. Join our educational talks and lectures at different locations on board. A travel experience is often much richer if you have knowledge and understanding about the nature, wildlife, culture, and history of your destination. Our expedition team will make sure you are well prepared for the experiences ahead of you and can answer any questions you may have. You will not find bingo, arcade games, or entertainment theatres on board. Our aim is to get you closer to unique environments and have you share these experiences experience with your fellow travelers. Occasionally there may be some musical entertainment on board in the evenings.

There is no age restriction on MS Spitsbergen.

A cruise card will be issued upon your 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 at all ports of call and landings.

Children There is no age restriction on MS Spitsbergen.

A cruise card will be issued upon your 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 at 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 or ashore at any given time. This card, in addition to being the key card for your cabin, is also your payment card on board. The card is the only means of payment for the onboard facilities. To activate the cruise card account, you must have a Visa, American Express, Diners Club, or MasterCard charge card. The credit card must be valid for more than 3 months after your stay on board. Our system does not support Maestro Card. 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.

The credit card must be valid for more than 3 months after your stay on board. Our system does not support Maestro Card. 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. The evening before the cruise ends, the account will be tallied and settled on board, and a receipt brought to your cabin.

Please note there is no currency exchange service available board, or the ability to make cash withdrawals.

Please note that check in hours at Reception may open before your cabin is ready for use. You will be informed at check in when your cabin will be ready for you. You may expect some noise and vibration in some cabins. This varies depending on the location of your cabin. Please note that cabins on deck 6 with passenger access to outside areas may sometimes have an obstructed view due to other passengers walking by.

All cabins have a telephone, Wi-Fi is available almost everywhere on the vessel. Please note that there is limited connectivity, and that both Internet and telephones will be out of range from time to time due to the vessel’s location. Due to the limited bandwidth capacity, please do not stream videos or do any lifecasting.

Only beverages purchased from the ships restaurants and bars can be consumed on board. Alcoholic beverages purchased in the ship’s restaurants and bars can be consumed on board. The card serves as a control system on the gangway, enabling the ship to know which of our guests are on board or ashore at any given time. This card, in addition to being the key card for your cabin, is also your payment card on board. The card is the only means of payment for the onboard facilities. To activate the cruise card account, you must have a Visa, American Express, Diners Club, or MasterCard charge card. The credit card must be valid for more than 3 months after your stay on board. Our system does not support Maestro Card. 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.

The name MS Spitsbergen has been chosen to honor Spitsbergen, the largest island of the Svalbard archipelago, which is part of the Kingdom of Norway. The fresh Scandinavian design on board is inspired by the wide color spectrum of the sea, a motif also reflected in the many pieces of Norwegian modern art on display.

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All cabins have a telephone, Wi-Fi is available almost everywhere on the vessel. Please note that there is limited connectivity, and that both Internet and telephones will be out of range from time to time due to the vessel’s location. Due to the limited bandwidth capacity, please do not stream videos or do any lifecasting.

Only beverages purchased from the ships restaurants and bars can be consumed on board. Alcoholic beverages purchased in the ship’s restaurants and bars can be consumed on board. The card serves as a control system on the gangway, enabling the ship to know which of our guests are on board or ashore at any given time. This card, in addition to being the key card for your cabin, is also your payment card on board. The card is the only means of payment for the onboard facilities. To activate the cruise card account, you must have a Visa, American Express, Diners Club, or MasterCard charge card. The credit card must be valid for more than 3 months after your stay on board. Our system does not support Maestro Card. 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.

The name MS Spitsbergen has been chosen to honor Spitsbergen, the largest island of the Svalbard archipelago, which is part of the Kingdom of Norway. The fresh Scandinavian design on board is inspired by the wide color spectrum of the sea, a motif also reflected in the many pieces of Norwegian modern art on display.

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GRATUITY POLICY Many of our guests wish to give a special thanks to our service crew on board. It is at your discretion to honor the service rendered by the crew in the bars, restaurants, and cabins. To give you some guidelines, we recommend 80 NOK (approx. 12 USD) per guest per day as an average gratuity. Whatever amount you decide to give, please fill in the form you will find in your cabin and give it to the receptionist two nights before the end of the cruise. The amount will then be debited from your cruise-card account.

HOT TUBS Outside on deck 7 you will find our hot tubs. Bring your swimsuit and enjoy the beautiful scenery we pass by. Swimsuits can also be purchased in the shop on deck 5.

LANGUAGE The language on board is English. Announcements and written information are also provided in German.

LAUNDRY A laundry service is available on board at a low cost. No self-service or dry-cleaning is available.

LECTURES The ship’s experienced lecturers’ command an in-depth knowledge of the areas in which we sail. They will conduct lectures on topics such as biology, history, and geology throughout the course of the cruise. The lecture schedule will be announced every day in the on-board daily program. Do not hesitate to contact our expedition team for any questions or concerns you might have.

LIFESAVING EQUIPMENT, LIFE JACKETS, AND SAFETY ON BOARD The ship complies with all safety requirements and is a modern vessel suitable for sailing in icy waters. Upon arrival on board all passengers will attend a mandatory safety briefing and be instructed in safety procedures and guidelines, and the use and location of the safety equipment. There is a safety plan situated on the inside of your cabin door. We stress the importance of becoming acquainted with the ship’s safety plan. Special safety regulations apply on landings with small boats. Please follow the instructions given by the expedition leader and crew/staff. Special life jackets for use during landings will be handed out to all passengers before the first landing.

MAIL You can hand in your mail at Reception, and for a small charge covering the service fee and stamps, we will forward the post in every port where it is possible. The time from sending the postcard to when it gets to the receiver may be relatively long. Hurtigruten AS has no responsibility for lost mail.

MEALS ON BOARD Your cruise includes breakfast, lunch, and dinner. Regular coffee/tea is complimentary throughout the cruise. Other beverages and refreshments during the day are not included but can be purchased on board in the restaurant, cafeteria, and bar. Sparkling and still water are available and complimentary at all meals.

MEDICAL EMERGENCIES AND MEDICATION There is always an English-speaking physician and nurse on board. The ship has a small medical facility with the necessary equipment and medication to handle minor emergencies. In the event of a serious emergency, the nearest hospital will be contacted. Medical consultations and any medications provided will be charged to the passenger affected. It is strongly recommended that guests carry medical insurance and obtain a travel protection plan. If you depend on medication, remember to bring a sufficient supply 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 medication, please inform the ship’s doctor upon arrival. Illness on board can lead to quarantine, and orders from the ship’s physician and captain must be followed.

MOBILE PHONES Depending on the operator with whom you have a contract, mobile phones will function in some places on shore. Check with your carrier company for details. Guests may use their own telephones on board the ship as long as we have connection, at an international price level. The price will depend on which mobile operator you use. Please check with your carrier company for details.

OUTDOOR DECKS MS Spitsbergen has spacious outdoor areas. They are the perfect vantage points to sit back, relax, and watch the world go by.

PASSPORT AND VISA REQUIREMENTS Please take a few minutes to familiarize yourself with the required travel documents you will be asked to provide prior to boarding the ship. It is the sole responsibility of the guest to identify and obtain all required travel documents and necessary visas before commencing their cruise, and have them available when necessary. Based on your nationality, many countries still require an entry visa. Your passport is the only valid identification for all our cruises aboard MS Spitsbergen. Your passport needs
to be valid for more than six months after you return to your home coun-
try. Passports will be collected by the crew on board the vessel at check-in to clear immigration and customs. Passports will be kept throu-
ghout the cruise and returned to you at the end of the trip. Please also bring a photocopy of your passport with you. We are unable to accept any liability if you are de-
nied access to a flight or entry into a country, or are otherwise affected by difficulties or costs resulting from your passport not being approved or if you have not obtained the re-
quired visa or other documentation.

**SHIP'S SECURITY** MS Spitsbergen complies with ISPS (International Ship and Port Security System) reg-
ulations, where all checked and carry-on luggage are subject to x-ray and metal detection inspection upon arrival to the ship and at all ports of call throughout the cruise.

**SHOP** In our onboard shop you can buy clothes suitable for expedition cruises. Our expedition team will be happy to give you expert advice on how to dress properly in polar areas. We offer a range of warm, practical clothing, and we focus on selling fabrics made with natural fibers. We also offer souvenirs, handicrafts, and postcards. The shop also offers small selection of toiletries and other personal items.

**SHORE EXCURSIONS** A selection of shore excursions are available to pre-book. We will supply you with excursion information in advance whenever possible. Otherwise, you will receive full details and prices on board. Excursions are subject to maximum/minimum number of participants, and their contents are subject to local weather conditions.

**SMALL BOAT LANDINGS** These safe, sturdy rubber boats enable both water-based exploration and safe landings in otherwise inaccessible areas. You will need to be fairly agile to board these boats. The crew will instruct you accordingly, please see page 42 for more information. On all landings in small boats, guests are expect-
ed to wear proper footwear. Rubber boots can be useful for many landings. You are welcome to bring your own pair of boots, or you can borrow a pair free of charge. Land-
ing operations depend on favorable conditions.

**SMOKING** On board MS Spitsber-
gen, smoking is only permitted in designated areas on decks 6 and 8 starboard side. Please use the provided ashtrays when smoking.

**SPECIAL REQUESTS** If you have special dietary requirements, please inform a Cruise Sales Spe-
cialist or your travel agent as soon as possible. We will do our best to meet such requests but cannot guar-
antee to do so.

**SUITE SERVICE** As a suite guest on MS Spitsber-
gen, we offer you an exclusive suite check-in area at deck 5 with a chilled glass of champagne to begin your cruise. Special amenities come with our magnificent suites, including a welcome-on-board gift, and complimentary beverages at lunch and dinner, including sodas, soft drinks, beer, and a selection of wine by the glass.

In the suite you will find a kettle with coffee, teas, sweeteners, and cream, and the mini-bar has a compli-
mentary selection upon your ar-
ival. Replenishing the mini-bar will be at the guest's expense.

**TELEPHONE USAGE** All cabins have a telephone. Guests may pur-
chase a phone card at the Reception desk to make calls from the ship. Depending on location, phone con-
nectivity may be out of range or lim-
ited due to the remote locations in which we sail.

**WALKING ON BOARD** Please be careful walking on board the ship while it is at sea, especially when venturing out on deck, and mind the signs for warning of wet and slippery decks. Be aware the doors toward the outer decks on 5, 7, and 8 are potentially dangerous in windy conditions. Please adhere to the signs and announcements when it is advised to not go outside. While walking inside, hold on to railings (not door frames) to avoid injury.

**WHEELCHAIR ACCESS** The ship is suitable for guests using wheel-
chairs. Persons in need of special assistance must travel with a com-
pany. Please note that the ship's gangway must be used to embark/disembark guests using wheel-
chairs. In ports where tidal condi-
tions or other circumstances require the use of a portable gangway, or during landings with tender boats, wheelchairs cannot be used.

**WATER** Tap water is potable in the cabins, and we encourage you to purchase a refillable wa-
ter bottle on board, and fill it up at our drinking fountain station. Filtered water is complimentary at breakfast, lunch, and dinner.

**WELCOME MEETING** Upon arrival on board, there will be a welcome meeting where security information and practical information about the cruise will be presented. This is also an opportunity to be introduced to key personnel on board and meet some of the other crew members. Before departure there will be a mandatory passenger safety drill.

**VACCINATIONS** Check with your General Practitioner regarding the recommended vaccinations for your journey.

**WALKING ON BOARD** Please be careful walking on board the ship
Pack like an explorer

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

There are several things to remember to bring along when you are going on a cruise with Hurtigruten.

To make packing a bit easier, we have drawn up a packing list.

If you forget something, don’t worry! On board all of our ships you will find a shop with a wide range of clothes and practical items.

REMEMBER TO PACK THE FOLLOWING ITEMS

- Warm jacket
- Wind- and water-resistant pants, and long thermal underwear (top and bottoms)
- Warm hat
- Swimwear
- Scarf
- Warm wool sweater
- Warm gloves or mittens
- Warm socks
- Shoes with good soles are recommended for outdoor use
- Good shoes to wear on board
- Extra shoelaces
- A pair of good binoculars
- A small waterproof backpack
- Your passport, and an extra copy of your passport.
- Sun protection (SPF 30+)
- Sunglasses with UV-filter lenses
- Lip balm with UV protection
- Money in the correct currency. Our ships also accept several credit cards.
- Sufficient medication to last through any unforeseen delays
- Extra memory card for your camera
- Extra batteries for your camera

Please note that you may borrow a pair of warm rubber boots to wear during the landings and hikes free of charge, and you will also receive a light waterproof jacket that is yours to keep.
The experience of a place is based on a combination of things. Our expedition team members are carefully picked for their local knowledge, specific expertise in relevant fields, and most important of all, their enthusiasm, curiosity, and love for the areas we visit on our expedition cruises. The role of the expedition team is to interpret observations of wildlife and landscapes; point out things of interest; and give educational lectures on topics such as biology, geology and history – in addition to being hosts with the rest of the crew aboard MS Spitsbergen.
The crew will show you how to safely embark, disembark, and travel in small boats, which are ideal for landings as they can land in otherwise inaccessible places. They have a shallow draft and are extremely stable and sustainable. It is important to adhere to the correct handling and proper use of these motor-driven small boats, so for each landing with small boats, special safety measures are taken.

**PAY SPECIAL ATTENTION TO THE FOLLOWING GUIDELINES**

1. The boat drivers are responsible for the boats and their landings. You must always follow their instructions.
2. All travelers must always wear appropriate life jackets regardless of weather and sea conditions.
3. When disembarking, you should always accept the help offered by the driver or the crew. The ‘sailor’s grip’, in which one holds each other’s forearms, is the strongest and most secure grip.
4. Always keep both hands free when embarking and disembarking. Give hand luggage to the helper for him to place it on board for you. Keep your hands inside the boat at all times.
5. Please limit your personal equipment on board the small boats. Small backpacks and belt bags are ideal for transporting cameras, binoculars, and rain protection. Backpacks can be purchased in the onboard shop.
6. Always wait for instructions from the driver before embarking or disembarking. Use waterproof bags to protect your binoculars and cameras. You should also wear waterproof clothing to protect against spray. Each small boat is equipped with a fire extinguisher, a chart plotter, extra fuel, a communication system, and a first aid kit.

**IMPORTANT PHONE NUMBERS**

**MS SPITSBERGEN PHONE**: +47 974 91 000

**MS SPITSBERGEN EMAIL**: reception@sb.hurtigruten.com

**MARITIME EXPRESSIONS**

- **STERN**: REAR OF THE SHIP
- **BOW**: FRONT OF THE SHIP
- **STARBOARD**: THE RIGHT SIDE OF THE SHIP
- **PORT**: THE LEFT SIDE OF THE SHIP
- **BRIDGE**: THE AREA FROM WHICH THE SHIP IS NAVIGATED
- **REFUEL**: REPLENISH FUEL AT PORTS
- **CRUISE CARD**: ONBOARD PAYMENT CARD
- **GANGWAY**: WALKWAY BETWEEN LAND AND SEA
- **TO HOIST**: TO RAISE A FLAG OR BANNER
- **BALLAST**: WATER SYSTEM USED TO MAINTAIN SHIP STABILITY
- **CLEARING**: RULES WHEN ENTERING AND DEPARTING FROM THE SHIP
- **KNOT**: SPEED OF THE SHIP, NAUTICAL MILE (1.15 MILES) PER HOUR
- **GALLEY**: SHIP’S KITCHEN
- **LEEWARD SIDE**: DOWNWIND
- **WINDWARD SIDE**: UPWIND
- **PIER**: DOCK FROM WHICH THE SHIP WILL LEAVE
- **NAUTICAL MILE**: DISTANCE MEASURE: 1 NAUTICAL MILE = 1.15 MILES
- **STABILIZERS**: SHIP EQUIPMENT USED TO COUNTERACT ROLL CAUSED BY WIND OR WAVES

Hurtigruten reserves the right to make changes. This information is correct at the time of printing but may change at any time.

Date: April 2018.
MS SPITSBERGEN

MS Spitsbergen is named after the island of Spitsbergen, the largest island of the Svalbard archipelago and the Arctic crown of Norway. Hurtigruten has a long history in the Spitsbergen wilderness, reaching all the way back to 1896 and the ‘Sports Route’. MS Spitsbergen was completely renovated in 2016, featuring a fresh Scandinavian design in the cabins and the public areas. The upgrade also included changes that minimize the ship’s environmental footprint, making her even better suited to sailing in challenging polar waters.

**EXPLORATION SUITES**
- **Polar Inside**: Cabin 123, 105 ft²
  - Upper floor: 40 ft²
  - Lower floor: 65 ft²
- **Polar Outside**: Cabin 122, 105 ft²
  - Upper floor: 40 ft²
  - Lower floor: 65 ft²
- **Polar Suite**: Cabin 121, 140 ft²
  - Two separate beds and separate bath
- **Explorer Suite**: Cabin 120, 246 ft²
- **Grand Suite**: Cabin 129, 222 ft²
- **Owner’s Suite**: Cabin 128, 246 ft²

**ACCESSIBLE CABINS**
- **Deck 1**: Cabins K10, K11, K12, L10, L11, L12
- **Deck 2**: Cabins M10, M11, M12
- **Deck 3**: Cabins N10, N11, N12
- **Deck 4**: Cabins O10, O11, O12
- **Deck 5**: Cabins P10, P11, P12
- **Deck 6**: Cabins Q10, Q11, Q12
- **Deck 7**: Cabins R10, R11, R12
- **Deck 8**: Cabins S10, S11, S12

**PUBLIC AREAS**
- **Explorer Lounge**: Deck 4, Starboard Side
- **Compass Service Center**: Deck 3, Port Side
- **Explorers Lounge**: Deck 2, Port Side
- **Outdoor Explorer Deck**: Deck 1, Port Side

Cabins MM 103 and MM 104 are accessible to guests with limited mobility.
Hurtigruten AS: P.O. Box 6144, N-9291 Tromsø
Booking: usbooking@hurtigruten.com

Follow us on Facebook, Twitter, Instagram, YouTube, and hurtigruten.com