



Frequently Asked Questions

Hurtigruten ships

Can we pay with cash and credit card on board?

You can pay as you go on board Hurtigruten ships with cash or credit card on Coastal voyages. We accept Visa, American Express, Diners or MasterCard and regret that our system does not support Maestro Card.

Only credit card is accepted on Explorer voyages however, MS Nordstjernen does not accept American Express. The credit card must be valid more than three months after your stay on board. 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.

For your convenience, Hurtigruten also offer a Cruise Card system on board all their ships. This system allows you to charge all on board purchases to your cruise card. Cruise card accounts can be created at all points of payment on board the ship. They accept VISA, Master Card, Diners, American Express or cash (NOK, EUR, GBP, USD) as deposit. The itemised statement will be sent by email. Please contact the reception if you require a printed version. The cruise card account needs to be settled by 22:00 on your last night on board. For your convenience, your cruise card charges will be billed automatically to your credit card. The credit card must be valid for at least another three months. Any discrepancies must be reported before disembarkation. This also applies if you want to pay part cash and part credit card. The currency used on board is Norwegian Kroner. Exchange rates are similar to those in a hotel. Please check with the reception for methods of payment. Please note that a PIN code is required when paying with your personal credit card on board.

Is WiFi accessible on all ships?

Yes, WiFi is available on all ships at a fee. If you have booked a SELECT* or PLATINUM package, WiFi is included in your cruise.

Please note depending on the vessel's location, internet connectivity and telephone usage may be out of range or limited due to the remote locations in which Hurtigruten sail.

Are your ships wheelchair accessible?

Hurtigruten are happy to welcome guests who are not fully mobile and all ships (except MS Lofoten) have at least one cabin equipped for travellers using a wheelchair.

Which ships have fitness rooms and Jacuzzis?

Hot tubs can be found on MS Roald Amundsen, MS Fram, MS Spitsbergen, MS Midnatsol, MS Trollfjord, MS Polarlys, MS Kong Harald (please note the hot tub is currently not in use), MS Nordkapp and MS Finnmarken (MS Finnmarken has a pool as well). All ships with the exception of MS Lofoten have fitness rooms.

Which ships have children's playrooms?

MS Trollfjord and MS Midnatsol have a play corner. MS Finnmarken, MS Nordnorge, MS Nordlys, MS Richard With and MS Vesterålen have playrooms.

Which ships have pet cabins?

All Norwegian coastal ships have pet cabins with the exception of MS Nordlys, MS Midnatsol and MS Kong Harald. Unfortunately, Hurtigruten Explorer ships (MS Midnatsol, MS Fram, MS Spitsbergen, MS Nordstjernen and MS Roald Amundsen) don't have pet cabins.

Will I have my own bathroom and WC?

In almost all cases, yes. The only exceptions are a few cabins on board the classic ships MS Lofoten and MS Nordstjernen where guests have use of a wash basin in the cabin and share facilities with a few other guests.

Will I need to share a cabin with a stranger if I am traveling alone?

No, Hurtigruten do not book passengers individual beds but rather, entire cabins. If you are travelling alone, you would be booking a whole cabin for yourself.

Norwegian Coastal voyages

Can you go on shore in every port?

Yes, with some recommendations. If the ship is in port for 30 minutes or longer, we encourage guests to take a look around all of the ports. However, in some ports our ships only stop for 15 minutes. In this case, we ask that guests continuing their voyage stay on board, just to avoid any risks.

When do I have to meet up at latest at the different ports?

Please be at the port 15-20 minutes prior to departure. For Bergen departures however, the latest check-in time is 30 minutes before ship departure.

The terminal in Bergen is open for luggage check-in from 13:00 until 14:30, and passenger check-in begins from 15:00 and embarkation from 16:00. Check in at the terminal is possible until 19:30 all year, after that the check in will take place on board. Cabins are available from 18:00 hrs.

How are the excursions organised when the ship is only in port for a short time and sails on?

If guests have booked excursions through Hurtigruten, then their excursion includes transfers to and from the ship. If during the time you are on the excursion, the ship has moved on to another port in keeping with the sailing schedule, the return transfer will be arranged to re-join the ship wherever it is currently docked. This allows guests to fully immerse themselves in enjoying their excursion stress-free.

Will it be cold in Norway?

Norway is home to the most northern city in the world. Guests should therefore be aware that temperatures may be much chillier than they are used to.

For weather reports on Norway, we recommend [YR.no](https://www.yr.no).

What clothes should I pack for travel to Norway?

The best approach is to bring multiple layers of comfortable, durable, and warm wear which can be piled on or stripped off depending on the weather.

During summer, we encourage guests to make the most of the sunshine to participate in hikes and city walks. Reliable walking shoes and a light jacket are therefore good items to include if travelling in the [Midnight Sun](#) season.

Winter is a spectacular time with the [Northern Lights](#) often appearing in the arctic skies above. Guests should be fully kitted out for cold weather with a water and wind-resistant/proof winter coat, thermal clothing, sturdy boots with a good sole, a scarf, gloves and a hat.

As in many other countries, autumn and spring in Norway are a mish-mash of rain and sun. The sensible among you will bring a few different types of clothing in expectation of diverse weather that can be hot and then cold, dry and then wet.

The Hurtigruten experience is about exploration and relaxation. There is therefore no dress code or formal attire on board. Keep the tuxedo and evening gown at home and just enjoy the voyage!

What is the best time to travel if I want to see the Midnight sun?

Above the Arctic Circle you can experience the [Midnight Sun](#) season from May till end of July, depending on where you are. You can find dates and times of Midnight Sun in Norway below:

| LOCATION | FIRST DAY | LAST DAY |
|------------|-----------|----------|
| North Cape | 13 May | 31 July |
| Hammerfest | 16 May | 28 July |
| Vardø | 16 May | 28 July |
| Tromsø | 20 May | 25 July |

| | | |
|---------|---------|---------|
| Harstad | 24 May | 20 July |
| Svolvær | 28 May | 17 July |
| Bodø | 03 June | 11 July |

What is the best time to travel if I want to see the Northern lights?

The Northern Lights season runs from October to the end of March, when there is the least amount of sunlight. The Northern Lights appear mostly above the Arctic Circle, so the more time you spend far in the North, the better your chances to seeing the lights.