PRACTICAL INFORMATION

CORRESPONDENCE
If you make your booking through a travel agent all communication between you and Hurtigruten must be via that agent. If you book your holiday direct with us all correspondence will be sent to the Lead Passenger. Please quote your booking reference number in all communications. When you or your agent contact us we will usually confirm your holiday at the earliest opportunity and advise current flight times, prices, including any applicable supplements or extras, etc. For high season dates, when demand is greater, or if you book within eight weeks of departure, we may have to request your cabin, flight or hotel space and it may take slightly longer to confirm your holiday. An invoice will be sent to confirm your arrangement. If you are travelling with friends but would each like to receive separate documents please advise us at the time of booking. Travel documents are generally sent approximately 7–14 days prior to departure.

SPECIAL REQUESTS
If you have any special requests (e.g. dietary or medical), please inform us at the time of booking. We will do our best to meet such requests but cannot guarantee to do so and in no circumstances will any such request be accepted by us so as to form part of our contractual agreement.

MOBILITY
We are happy to welcome passengers who are not fully mobile and all ships (except MS Lofoten) have at least one cabin equipped for travellers using a wheelchair. Our sales consultants will also try to book appropriate hotel rooms. Passengers who use a wheelchair must bring their own, standard size, foldable chair. Guests who are able to navigate around the ship unaided in a wheelchair need not have a travel companion. Those who need assistance may need to be accompanied. Please discuss with your booking agent. In Norwegian ports there is a ramp or gangway for embarkation/disembarkation. Excursions have not been adapted specifically for passengers with walking difficulties. Please contact us or the Tour Leader when you are on board who will be able to advise which excursions are suitable. It is essential you advise us of special requirements at the time of booking to enable us to make the necessary arrangements for you.

CHANGES TO THE ITINERARY AND EXCURSIONS
All routes and excursions are provisional and subject to change – weather, sea and ice conditions may affect the itinerary. Excursions may also be subject to minimum/maximum numbers. As Christmas approaches itineraries may change in order for ships to host dinners and celebrations for local communities. Please take care that you are back on time on board, especially when your ship arrives with a delay but departs on time to keep the schedule. The departure time is displayed at the gangway. Please note that ships cannot wait for late passengers. If you miss your ship you need to arrange for yourself and at your own expense travel to the next port.

MINIMUM NUMBERS
Some holidays are subject to a minimum number of participants to enable them to take place. Should the minimum not be reached we will advise you at least 60 days prior to your departure, when we reserve the right to cancel the holiday and refund all monies paid to us. Alternatively, you may choose another holiday with us but if the alternative arrangement is at an additional cost, the difference will be payable by you.

BEFORE YOU GO

PASSPORT AND ID CARDS
All guests have to present a valid passport or government approved ID card when they check-in.

VACCINATIONS
At the time of printing there are no compulsory vaccinations or health requirements for travelling to Norway. It is however the responsibility of all passengers to ensure they comply with any health requirements at the time of travel. We suggest you consult your doctor or relevant health authorities about any precautions you should take with regard to Deep Vein Thrombosis (DVT).

CURRENCY IN NORWAY
We suggest that you take a small amount of local currency (Norwegian Kroner-NOK) in cash. Major credit cards are widely accepted except possibly at smaller businesses. You may be asked to provide identification when you pay by credit card or exchange money. Please also see: Payment options on board under On Board Information.

GENERAL

BROCHURE ACCURACY
The information and descriptions contained in this brochure have been checked by our staff and/or local agents to ensure they are correct. However, changes may occur after the date of publication and there may be occasions when Hurtigruten or local suppliers may withdraw some facilities. Should we become aware of any significant change which may be considered to have an effect on the enjoyment of your holiday we will do our utmost to advise you. Public holidays and religious festivals may also affect the availability of resort and hotel facilities. Tourist offices can provide details of such events. Some areas we visit are very remote, affected by prolonged cold weather or difficult terrain. Provision of facilities will be subject to local conditions and customs and lifestyles may differ from those to which you are accustomed.

HOTEL ACCOMMODATION
The standard of the hotels we use is equivalent to 3 or 4-star. There is no official hotel rating system in Norway. All rooms have private facilities (except for the Snowhotel in Kirkenes). Single rooms may be smaller and less conveniently situated and may be double rooms for sole occupancy or purpose built single rooms. Hotels may charge for some facilities e.g. saunas.

TOUR ARRANGEMENTS
The voyages and tours in this brochure are based on independent travel, however all ships and many of our featured hotels have information staff who will advise you on excursions and offer general assistance. Some of our holidays are part-escorted.

TRANSFERS
Transfers are included as shown and are usually unaccompanied. They may be operated by private coach, scheduled airport coach or train, minibus or taxi. Full details will be forwarded with your travel documents called the 'Arrival and Departure Information' brochure. Please read this carefully.

WILDLIFE & NATURAL PHENOMENA
The Hurtigruten brochures include pictures and descriptions of wildlife, which may be seen from the ships and during excursions. Spending time on outside decks increase your chance of spotting wildlife and natural phenomena but there is no guarantee of sightings.

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	POLAR NIGHTS The polar night occurs when the night lasts for more than 24 hours. This only occurs inside the polar circles. Dates for the polar night below		MIDNIGHT SUN Occurs when the whole disc of the sun is visible above the horizon. Dates for the Midnight Sun below.	
LOCATION	FIRST TIME	LAST TIME	FIRST DAY	LAST DAY
North Cape	18 Nov	23 Jan	13 May	31 July
Hammerfest	20 Nov	21 Jan	16 May	28 July
Vardø	21 Nov	20 Jan	16 May	28 July
Tromsø	25 Nov	16 Jan	20 May	25 July
Harstad	30 Nov	11 Jan	24 May	20 July
Svolvær	04 Dec	07 Jan	28 May	17 July
Bodø	15 Dec	28 Dec	03 June	11 July

	Town	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
HOURS OF DAYLIGHT	Oslo	6h 3m	7h 58m	10h 30m	13h 19m	16h	18h 17m	18h 41m	16h 49m	14h 8m	11h 28m	8h 42m	6h 30m
	Trondheim	4h 44m	7h 13m	10h 15m	13h 32m	16h 43m	19h 44m	20h 21m	17h 43m	14h 29m	11h 22m	8h 8m	5h 20m
	Tromsø	-	5h	9h 36m	14h 3m	18h 48m	24h	24h	20h 52m	15h 23m	11h 7m	6h 32m	-
AVERAGE DAYTIME TEMPERATURES IN °C	Oslo	-2.3	-1.3	2.4	7.3	14	17.6	19.9	18.7	13.7	8.1	2.3	-1.4
	Bergen	2.7	3	4.9	8	12.9	15.1	16.6	16.3	13.3	9.8	5.8	3.3
	Trondheim	-1.6	-0.7	2.1	5.1	10.5	13.2	15.3	14.9	11.3	6.7	1.8	-1.1
	Bodø	-1.3	-0.9	-1	3.8	8.5	11.8	14.1	13.8	10.7	6	1.7	-0.5
	Tromsø	-3.8	-3.1	-1	1.7	6.1	11	13.7	12.5	8.4	3.3	-1	-3

Source: Meteorologisk institutt

ON BOARD INFORMATION

ACTIVITIES ON BOARD
The emphasis on board is on relaxation and getting away from the commercial entertainment which is so often a part of conventional cruises. Our aim is to get closer to unique environments and share the experience with fellow passengers. As a part of Hurtigruten's seasonal product concepts, we offer some interesting on board activities, demonstrations and presentations during the voyages. The activities which take place both inside the vessels and outside on deck, have relevance to the season we are sailing in. It is up to the guest to join and the activities will be announced in our day to day programmes or announced on board.

CABINS
For our Bergen-Bergen and Bergen-Kirkenes-Trondheim voyages and all suite bookings you will be able to choose a cabin number at no extra charge (subject to availability), for all other voyages 5 nights or longer you have the option to choose a cabin number at a fee subject to availability. Please see the applicable price panel for details of such fees. For all other voyages and if you decide not to pay the separate fee, your cabin number will be assigned upon embarkation. Please note that cabins on decks with passenger access to outside areas may sometimes have an obstructed view due to other passengers walking past. Please ask our reservations team for advice on the best cabin location for you.

CAFETERIA
Hot and cold drinks and snacks may be bought in the cafeteria, usually open 24 hours a day. During the winter, times are advised on board.

DIETARY REQUESTS
Special diets, e.g. vegetarian can be catered for if requested in good time. Passengers on strict diets, e.g. vegans, may find that there is a limited choice.

ELECTRIC CURRENT
220v AC. – 2 pin Continental-type for which you will need to bring an adaptor/converter if you require one.

EMBARKATION/DISEMBARKATION
In Bergen the Hurtigruten ships sail from the Hurtigruten Terminal, Nøstegaten 30, N-5010 Bergen. Taxi drivers will understand if you ask to be taken to the Hurtigruten Terminal and it is sign-posted as such locally. Luggage lockers are available in the terminal at a charge. The terminal is staffed and open for luggage check-in from 13:00 hrs. Passenger check-in begins at 15:00 hrs and embarkation takes place from 16:00 hrs. Cabins are available from 18:00 hrs.

PERIOD	DEPARTURE	EMBARKATION
1 Jan – 31 May	22:30 hrs	From 16:00 hrs
1 Jun – 31 Oct	20:00 hrs	From 16:00 hrs
1 Nov – 31 Dec	22:30 hrs	From 16:00 hrs

There are no restaurant facilities in the terminal and passengers are free to explore Bergen until embarkation time. A buffet dinner is served in the evening of departure from Bergen, usually between 18:00 – 21:00 with open seating this evening only. Round Voyage guests will find their table assignment for the rest of the voyage in the envelope they receive at check-in. When disembarking in Bergen, luggage will be delivered to the baggage belt in the terminal. On the last day of the round voyage you will be asked to vacate your cabin a few hours before arrival. Information regarding luggage handling and disembarkation at other ports is available on board.

GRATUITY POLICY
It is not common practice to tip on Hurtigruten ships on the coastal voyage, but if you feel that crew members should be rewarded for providing exceptional service, tip boxes are placed in the restaurant together with envelopes.

INFORMATION
There will be an information and safety meeting before departure from Bergen and Kirkenes. Each ship has a Tour Leader on board who sells and advises on excursions, issues a daily programme and news bulletin, and makes announcements regarding places of interest, disembarkation, etc. Occasionally this service may be carried out by the reception. All Tour Leaders speak Norwegian, English and German.

INTERNET
There is an internet café on board all ships except MS Lofoten. There is wireless net-works in most public areas to connect laptops, mobile phones etc. Be aware that the bandwidth is narrow and reception intermittent.

LANGUAGES
Norwegian and English are the official on board languages. The personnel at the reception and some of the service crew often also speak German. The Tour Leader speaks Norwegian, English and German.

LAUNDRY
Laundry rooms with washing machines, dryers and irons are available on all ships. Tokens can be purchased at reception.

MEALS
Breakfast is usually served from 07:30 hrs (open seating), lunch from 12:00/13:00 hrs (open seating) and dinner from 18:30 hrs (assigned seating). During the high season, there may be two lunch and evening meal sittings, the times of which will be shown on board. The voyage begins with a buffet dinner on departure from Bergen, and ends with brunch on the arrival day back in Bergen.

Norway's culinary traditions have much in common with the scenery of the coastline. It is always fresh, distinctive and full of variety. We have always strived to give our guests a unique and authentic experience, and local produce and old food traditions are incorporated into every element of the culinary experience on board as well. We pride ourselves on using many local suppliers and ingredients from up and down Norway's coast, with our "Norway's Coastal Kitchen" on board our ships. Breakfast consists of a good selection of cold meats, cheeses, eggs, cereals and fruit, with freshly baked bread, pastries and often "sveler" and "waffles" freshly cooked in the restaurant. The all-inclusive package includes a mixture of buffets and set menus for lunches and dinners, while for those guests who wish to enjoy an enhanced dining experience, we offer Norway's Coastal Kitchen's "A la Carte" menu available for a small additional charge.

All vessels are fully licensed, and the prices on board are similar to those on the Norwegian mainland. For your own and your fellow Hurtigruten guest's safety, you are only permitted to consume alcohol that has been purchased on board, either in the public areas or in your cabin.

MEDICAL ASSISTANCE
There is no doctor or pharmacy on board. However, officers are trained in first aid and can provide emergency medical assistance. The ships are also close to land should urgent medical assistance be required.

PAYMENT OPTIONS
Norwegian currency is used on board. Most major currencies may be exchanged. Visa, American Express, MasterCard and Diners Card are all accepted. A cruise card can be obtained and used for payment for extras and settled at the end of your voyage. This may be subject to change.

PORTERAGE
Luggage handling is not included in the cost of your holiday. Apart from Bergen you need to carry your own luggage on and off the ship.

SAFETY
It is a safety requirement that all Hurtigruten passengers attend a compulsory safety briefing in Bergen before the ship leaves port. After check in and before embarkation please go to the first floor of the terminal building where the safety briefing will be given at intervals by Hurtigruten staff. This will last between 10 – 15 minutes with the first taking place at 15:45 (embarkation is from 16:00, also from the first floor). The talk will include a demonstration of how to put on a life jacket and the instructions to be followed in the unlikely event of an evacuation or other emergency during the voyage. The briefing is compulsory for all passengers including those who have travelled with Hurtigruten on previous occasions. There will be an opportunity to ask questions if you have any concerns. When you have completed the safety briefing please embark straight away. The last briefing will take place at 19:30. Guests who arrive after this time will be required to attend a safety meeting on board at 20:00 before the ship leaves Bergen. Please familiarize yourself with the emergency procedures as shown in the cabins (there is a diagram on the cabin door and in public areas), and ask at reception if in doubt. In many ports there may be a good deal of activity on the quay with cars joining/ leaving the ships and/or goods being loaded or unloaded. Please be alert to such traffic when embarking and disembarking. Take care during winter months when it is icy underfoot, particularly on the outside decks and when disembarking the ship or alighting from coaches. Ice spikes and other winter clothing can be purchased in the ships store. Do not carry large amounts of cash and keep valuable items, including mobile telephones and cameras, out of sight.

SHOPS
There is a shop on board all ships. They sell local products, souvenirs, knitwear, books, postcards, postage stamps and a limited supply of toiletries. On MS Lofoten this service is handled by the cafeteria.

SHORE EXCURSIONS
Pre-booking excursions (where possible) is recommended as only the remaining places will be sold on board. Excursions booked on board will be payable in Norwegian Kroner and the price may vary as a result of exchange rate fluctuations. Pre-booking of shore-excursions is possible until 4 weeks prior to departure. If you choose to pay by credit-card, pre-bookings can be made until 2 weeks prior to departure. Excursions and their contents are subject to maximum/minimum numbers, sailing times and weather/local conditions.

SMOKING
Smoking is only permitted in designated areas on the outside decks. It is not permitted when the ships are in port and fuelling. The staff will advise when smoking is not allowed outside. Smoking in the cabin is prohibited and subject to a fine.

STABILIZERS
With the exception of MS Lofoten, vessels are equipped with stabilizers.

TELEPHONE/MOBILE PHONES
Private mobile telephones may be used on board although reception may vary. Check with your provider for costs when using your phone abroad.

WHAT TO WEAR
On board dress is informal. Although some passengers choose to change for dinner, the dress code is casual rather than formal. The weather in Norway can vary during the course of each voyage or even during the day. To cater for these variations we recommend the layered dress approach that enables you to adapt to changes in temperature, wind and precipitation conditions easily. For all voyages we advise you to take breathable rain and windproof clothing. A warm hat, gloves, scarf and thermal clothing can be useful, together with thermal underwear, during the winter months. On land where it may be icy, sturdy shoes are important for shore excursions and a walking stick/trekking pole may be useful.

WORKING SHIPS
Our ships function as working ships calling at ports around the clock. You may expect some noise and vibration in some cabins and during docking and loading of goods. This varies depending on the location of your cabin and the type of ship. Also, noise affects people differently and what may be a problem for one person may not be a problem for another.

TERMS AND CONDITIONS

1. YOUR CONTRACT
Your contract is with Hurtigruten Ltd., a company wholly owned by Hurtigruten ASA, on the basis of these conditions and the information contained in the brochure, and shall be governed by English law and the jurisdiction of the English Courts. You may however choose the law and jurisdiction of Scotland or Northern Ireland if you wish to do so. When you book an air package holiday or sailing with us the contract between us will exist as soon as you or your travel agent asks us to confirm your booking. We then become responsible to provide you with the voyage arrangements or air package holiday you have booked and you become responsible to pay for them, in each case subject to these terms and conditions. You will also become responsible to pay for any additional arrangements made by us on your behalf including International Flights not included in any air package, optional excursions, travel insurance or other arrangements requested by you and booked.

When you make a booking you guarantee you have the authority to accept and do accept on behalf of your party the terms of these booking conditions and accept responsibility for making all payments to us for all members of the party. We are unable to accept provisional or conditional bookings. We will send all documents and other information to you and you will be responsible for ensuring that all other members of the party are kept fully informed.

A confirmation invoice which you should check as soon as you receive it will be sent on receipt of your deposit. If you wish to change or cancel any arrangements later you may have to pay an amendment or cancellation charge and additional costs (see below) which may be as much as the whole of the original price of your arrangements. Only one invoice and one set of documents will be issued. No verbal amendments may be made by either party to these written booking conditions; any change must be in writing signed by the Chief Executive of Hurtigruten ASA.

If your confirmed arrangements include a flight, we (or if you booked via an authorised agent of ours, that agent) will issue you with an ATOL Certificate and a confirmation. Upon receipt, if you believe that any details on the ATOL Certificate or confirmation or any other document are wrong you must advise us immediately.

If you book your holiday through a travel agent all communication must be through that agent. Please quote your booking reference number in all communications.

You are responsible for complying with any visa or other entry requirements for you or any of your party who are not full European Union Passport Holders.

2. YOUR FINANCIAL PROTECTION
We hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority under number 3584. When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists the flight, accommodation, car hire and/or other services that are financially protected, where you can get information on what this means for you and who to contact if things go wrong. In the unlikely event of our insolvency the CAA will ensure that you are not stranded abroad if you have booked a package holiday from this brochure and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk.

If you book arrangements other than an air packaged holiday from this brochure your monies are protected by our bond held with ABTA. We are also a member of the Cruise Lines International Association (CLIA).

3. PAYMENT
Once you have asked us to confirm your booking the total price of the arrangements you have booked is due and is payable as follows:

(i) If you book more than 60 days before your scheduled departure date a non-refundable deposit of 20%. The balance is due 60 days before your scheduled departure date. No second invoice will be sent. Travel documents will be issued 7 to 14 days prior to departure.

(ii) If you book less than 60 days before your scheduled departure date the full price is payable when you book.

Our preferred method of deposit payment is by bank debit card or credit card. Balance payment may be made by cash, bank debit card, credit card or cheque (providing there is time to clear it to meet the payment schedule shown above – you should allow 5 working days for clearance from the time we receive it).

Online Bookings
Bookings made online that cost less than £800 or made within 60 days of departure require full payment at the time of booking and no refund is made if cancelled.

Credit Card Charges
In line with The Consumer Rights (Payment Surcharges) Regulations 2012, we will make a charge of 1.50% for deposits and balances paid by credit card. Your booking may be cancelled if we do not receive payment by the due date (we will not normally send reminders) and cancellation charges as set out under 'If You Cancel' (see below) will be payable by you.

4. FITNESS TO TRAVEL ON THE SHIP, PREGNANCY, DISABILITY OR REDUCED MOBILITY, MEDICAL/MOBILITY EQUIPMENT
In order to ensure that the Carrier is able to carry passengers safely and in accordance with applicable safety requirements established by international, EU or national law or in order to meet safety requirements established by competent authorities including the ships flag state every Passenger warrants that he/she is fit to travel by sea and that his/her conduct or condition will not impair the safety of the ship or inconvenience the other passengers. We reserve the right to require any Passenger to produce medical evidence of fitness to travel in order to assess whether that Passenger can be carried safely in accordance with applicable international, EU or national law. If we consider it necessary, we are entitled to administer a health questionnaire prior to boarding.

If it appears to us, the Master or the Company's nominated medical representative that a Passenger is for any reason unfit to travel, likely to endanger safety, or likely to be refused permission to land at any port, or likely to render the Carrier liable for Passenger maintenance, support or repatriation, then the Carrier or the Master shall have the right to take any of the following courses: (i) Refuse to embark the Passenger at any port; (ii) Disembark the Passenger at any port; (iii) Transfer the Passenger to another berth or cabin; (iv) If the Company's nominated medical representative considers it advisable, to place or confine him/her or to transfer the Passenger to a health facility at any port, at the Passenger's expense (v) to administer first aid and administer any drug, medicine or other substance or to admit and/or confine the Passenger to a hospital or other similar institution at any port provided that the ship's nominated medical representative and/or Master considers that any such steps are necessary.

Where a Passenger is refused embarkation as a result of safety and/or fitness to travel, neither we nor the carrier shall be liable for any loss or expense occasioned to the passenger thereby, nor shall the passenger be entitled to any compensation from the Carrier.

Passengers who need assistance and/or have special requests or need special facilities or equipment with regard to accommodation, seating or services required or need to bring medical equipment must notify us at the time of booking. If there are any particular conditions, disabled or reduced mobility which require personal care or supervision then such personal care or supervision must be organised by the passenger and at the passenger's expense. Those passengers confined to wheelchairs must furnish their own standard size foldable wheelchairs but needn't be accompanied by a travelling companion. Unless we and or the Carrier agree otherwise and in writing Passengers are limited to bringing 2 items of such mobility or medical equipment on board per cabin with a total value not exceeding £2,200. All equipment must be capable of being carried safety and must be declared before the sailing. The Carrier may decline to carry such equipment where it is not safe to do so or where it has not been notified in time to enable a risk assessment to be carried out.

Pregnant women are highly recommended to seek medical advice prior to travel at any stage of their pregnancy. Women who are up to 23 weeks pregnant at the end of the cruise are required to produce a medical certificate of fitness to travel. The Carrier cannot for safety reasons carry pregnant passengers of 24 weeks or more by the end of the cruise.

5. A PRICES
All Voyage prices shown in this brochure are in pounds sterling and are per person based on full occupancy of the cabin accommodation unless otherwise stated.

Single/Sole occupancy of cabins with more than one berth is at our discretion as single/sole use of multiple berth cabins will be limited. The price of your voyage or air package holiday arrangements was calculated using exchange rates quoted in the Financial Times Guide to World Currencies on 01.12.2014, Norwegian Kroner (NOK) 11.10; Euros 1.27. We reserve the right to change any of the prices quoted in this brochure although there will be no change within 30 days of your departure date. You will be advised of the current price of the voyage or air package holiday you wish to book before your contract is confirmed.

We reserve the right to increase or decrease prices in line with any change in VAT, local and UK taxes, embarkation/disembarkation fees, fuel surcharges, exchange rates, security charges or any fees chargeable for the services included in the cost of your holiday.

Should it be necessary to make any surcharges we will notify you of the relevant adjustments by issuing a new invoice. In any event we will absorb all such increases where they form less than 2% of the total cost of your voyage or air package holiday (excluding any cancellation or amendment charges). Only amounts in excess of 2% will be invoiced to you, together with an administration charge of £1.00 per person together with an amount to cover agent's commission. In the event that any surcharge means you paying in excess of 10% more on the original cost of your voyage or air package holiday, you will be entitled to cancel your trip with a full refund of all monies paid (except amendment fees). Should you wish to cancel under these circumstances you must exercise your right to do so within 14 days from the date of the invoice we send you showing the increase.

Should the price of your voyage or air package holiday go down due to changes above by more than 2% of your holiday cost then any refund due will be paid to you. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual or other protection in place.

5.B VOYAGE AND AIR PACKAGE HOLIDAY
Prices Do Not Include

- Travel Insurance
- Luggage Handling
- International Flights except where included in the Air Package Holiday Price
- Optional Excursions
- Gratuities

Optional Excursions booked before you travel or local excursions or other activities that you may choose to book and pay for whilst on holiday are not part of your voyage or air package holiday arrangements provided by us nor are we agents for the provider of the service. For any excursion or other activity you book before departure or with which you are assisted in arranging whilst on holiday, your contract will solely be with the supplier of the excursion or activity and not with Hurtigruten. We are not responsible for the provision of your excursion or activity or for anything that happens during the course of its provision by the supplier.

6. IF YOU CHANGE YOUR BOOKING
If you wish to change your travel arrangements after they have been confirmed we will do our utmost to help but it may not always be possible. Any request for changes to be made must be in writing by the person who made the booking or your travel agent. You will be asked to pay an administration charge of £60 per person and any further cost we incur in making this alteration. NB: most airlines will charge a fee for ticket changes. Costs may increase the closer to the departure date that changes are made. For example, the transfer within 60 days of departure of arrangements involving a scheduled flight will mean the cancellation and re-booking of this flight and a significant additional charge.

If you change the number of people in your party, the price of the arrangements will be recalculated for the new party size e.g. this may mean that accommodation is under-occupied and each member of the party may have to pay an increased price.

Any increase in price caused by changes you have requested is not a cancellation charge even though it may arise because a member of your party has cancelled. Any change by you to your confirmed arrangements after departure is in all cases subject to availability and any relevant costs.

7. IF YOU CANCEL
You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent must be received at our offices. We recommend 'Recorded Delivery'. Cancellation takes effect the day we receive your letter or email. Since we incur costs in relation to your arrangements from the time we confirm your booking you will have to pay the applicable cancellation charges as shown in the table below (which also applies if we cancel because you have failed to make payments on time - see 'Payment' section) together with the cost of any air fare for which we have had to pay at the time of the booking and will be payable immediately on cancellation.

When the cancellation letter is received by us before departure	Charges as a % of the total holiday cost (excl. insurance premiums)
60 or more days	Retention of deposit
42–59 days	30%
28–41 days	60%
14–27 days	90%
Less than 14 days	100%

If you have to cancel for a reason covered by your travel insurance you may be able to reclaim the cancellation charges, less applicable excess. Insurance premiums are not refundable.

8. IF WE CHANGE OR CANCEL YOUR BOOKING
We reserve the right to change any of the details, and correct any errors in this brochure or invoices at any time. If changes are made before you have made your booking we will advise you before we confirm your arrangements. We reserve the right in any circumstances to cancel your travel arrangements (for example if a minimum number of participants for a particular travel arrangements not reached, we may have to cancel it) and to change airline, aircraft types, vessels and itineraries without liability for any subsequent loss. Even after we have confirmed your booking we may have to make alterations but we will not cancel your travel arrangements less than 60 days before your departure except for reasons of force majeure or failure by you to pay the final balance in full.

Most alterations will be minor and while we will do our best to notify you or your travel agent of any changes as soon as reasonably possible if there is time before your departure, we will have no other liability to you.

Occasionally we may have to make a significant change to your confirmed arrangements. Significant changes include the following:

- Change of UK departure airport. A change from one London airport to another is not considered a major change. London airports are Heathrow, Gatwick, Stansted, Luton and London City.
- Change of your time of departure or return by more than 12 hours.
- Change of your flight from a day flight to a night flight if this also includes a change to your departure time of 3 hours or more.†
- Change of resort.
- Change of holiday accommodation to accommodation of a lower official rating.

† For the purposes of the contract night flights are those which depart from the UK between 2200 and 0600 hours or arrive in the UK between 2400 and 0600 hours.

If we have to make a significant change we will notify you as soon as possible and you may either:

(a) accept the change and the contract between us will then be varied to incorporate the change; or

(b) take alternative arrangements altogether (subject to availability). If the alternative arrangements selected are a lower price than those originally confirmed the difference will (if already paid) be refunded to you.

(c) withdraw from the booking completely in which case we will as soon as possible, refund all money paid to us.

Passengers must give notice of their decision as soon as reasonably possible and not later than 7 days of being informed of the alteration. If you choose (a) or (b) above, you will receive as compensation a credit towards the cost of your arrangements, or any alternative selected, the amount shown in Scale A below. If you choose (c) we will pay you compensation shown in Scale B below. In all cases we will have no liability for any other or greater compensation or for expenses or losses incurred.

Period before departure date notification given by us	Credit/Compensation per fare paying passenger (excluding infants)*	
	Scale A	Scale B
0–7 days	£50	£25
8–14 days	£40	£20
15–28 days	£30	£15
29–42 days	£20	£10
43–59 days	£10	£5
More than 60 days	£5	Nil

*The compensation shown above applies to full fare paying adults only. Children or others travelling at concessionary rates will receive compensation pro rata based on the concessionary price against the full adult price as shown on the confirmation.

The above rates do not apply when we are forced to make changes which cause you to withdraw or cancel your arrangements, by reason of unusual and unforeseeable circumstances beyond our control and which we could not have avoided by the exercise of all due care and our only liability will be to refund, as soon as possible, all money paid to us by you. We are unable to accept liability or pay compensation where the performance or prompt performance of our contractual obligation is prevented or affected by reason of circumstances amounting to 'force majeure' i.e. any event which we or the supplier(s) of the service(s) could not, even with due care foresee or avoid. Such events may include, but are not limited to, war, threat of war or civil commotions, riots, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather, fire, flood, drought, government action, airport and port regulations and closures, technical transportation problems, maintenance to vessels, scheduling of transport and similar events outside our control.

A flight or ship delay does not constitute a change to holiday arrangements.

9. COMPLAINT PROCEDURE
If there is a problem during your holiday, you must report it on board immediately or to the relevant airline, ground handler, hotelier or other supplier, so that prompt efforts can be made to resolve the problem. In the unlikely event that a problem cannot be resolved at the time and you wish to complain, you must send us full written details within 28 days of your return. Failure to take either or both of these steps will prejudice our ability to resolve your problem and / or investigate it fully. In consequence, any right to compensation you may have will be extinguished or, at the very least, substantially reduced.

Where the port of embarkation for your sailing is in the EU then any complaints relating to EU Regulation 1177/2010 on Passenger Rights when travelling by Sea and Inland waterways must be made to the Company in writing no later than 2 months after return from travel or the date on which the service

complained of was performed. The Company will provide a final reply within 2 months. You must supply full details to enable the Company to deal with your complaint.

In the unlikely event that any complaint cannot be settled between us you may if you wish be referred to Arbitration. This special scheme, by arrangement with ABTA is administered by CEDR Solve. It applies if your claim is for not more than £5,000 per person or £25,000 per booking and does not involve physical injury or illness. The scheme provides for a simple and inexpensive method of arbitration conducted privately based on written documentation and evidence with limited customer liability on costs. Full details are available on request or from ABTA Ltd, 30 Park Street, London SE1 9EQ, www.abta.com.

10. OUR LIABILITY TO YOU

(i) Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of 'force majeure'. In these Booking Conditions, 'force majeure' means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

(ii) We will accept responsibility for the arrangements we agree to provide or arrange for you as an 'organiser' under the Package Travel, Package Holidays and Package Tours Regulations 1992 as set out below. Subject to these booking conditions, if we or our suppliers perform or arrange your contracted holiday arrangements negligently, taking into consideration all relevant factors, we will pay you reasonable compensation.

(iii) Where death and or personal injury and or loss of or damage to property occurs during carriage by air or by sea then liability and the extent of damages recoverable will be dealt with by International Conventions as set out in paragraphs (v) and (vi) and not otherwise.

(iv) As set out in these booking conditions we limit the maximum amount we may have to pay you for any claims you may make against us which do not involve personal injury, illness or death. Except where loss of and/or damage to luggage or personal possessions is concerned if we are found liable to you on any basis the maximum amount we will have to pay you is twice the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim under clause 10 (vi) below.

(v) Where any claim or part of a claim (including those involving death or personal injury) concerns or is based on any travel arrangements (including the process of getting on and/or off the transport concerned) provided by any air, sea, rail or road carrier or any stay in a hotel, the maximum amount of compensation we will have to pay you will be limited. The most we will have to pay you for that claim or that part of a claim if we are found liable to you on any basis is the most the carrier or hotel keeper concerned would have to pay under the international convention or regulation which applies to the travel arrangements or hotel stay in question. (for example, the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air, the Athens convention for international travel by sea).

Please note: Where a carrier or hotel would not be obliged to make any payment to you under the applicable International Convention or Regulation in respect of a claim or part of a claim, we similarly are not obliged to make a payment to you for that claim or part of the claim. When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of the applicable International Conventions and Regulations are available from us on request. We do not have any liability to you by virtue of the Regulation 261/2004 which applies solely to the operating carrier. Any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier; any sums you receive from the carrier will be deducted from any amount due from ourselves.

(vi) Travel by sea is governed by the provisions of the Convention Relating to the Carriage of Passengers and their Luggage by Sea 1974 as amended in 1976 ("The Athens Convention) and where applicable from 1 January 2013 EU Regulation 392/2009 relating to the Liability of carriers of passengers by sea in the event of accidents ("EU Regulation 392/2009). For the purposes of the Athens Convention and EU Regulation 392/2009 we are the Contracting Carrier.

The Athens Convention and EU Regulation 392/2009 limit the Carriers' liability for death or personal injury or loss or damage to luggage and makes special provision for valuables. It is presumed that luggage has been delivered to you undamaged unless written notice is given by us and/or the performing Carrier.

a) in the case of apparent damage, before or at the time of disembarkation or redelivery; or

b) in the case of damage which is not apparent or of loss, within 15 days from the date of disembarkation or redelivery or from the time when such redelivery should have taken place.

Damages for cabin luggage payable by the Carrier are limited up to the Athens Convention limit of 833 SDRs or 2250 SDRs if EU Regulation 392/2009 applies.

Limits shall be reduced in proportion to any contributory negligence by the Client and by the maximum deductible specified in Article 8(4) of the Athens Convention or EU Regulation 392/2009.

In so far as we may be liable to a Client in respect of claims arising out of carriage by sea, we shall be entitled to all the rights, defences, immunities and limitations available, respectively, to the actual carrier and under the relevant Conventions and nothing in these Booking Conditions shall be deemed as a surrender thereof. To the extent that any provision in these Booking Conditions is made null and void by the Athens Convention or EU Regulation 392/2009 or any legislation compulsorily applicable or is otherwise unenforceable, it shall be void to that extent but not further.

Any liability in respect of death and personal injury and loss of and damage to luggage which we may incur to you shall always be subject to the limits of liability contained in the Athens Convention or EU Regulation 392/2009 for death/personal injury of 46,666 Special Drawing Rights (SDR) or 300,000 SDR under Athens Convention or 400,000 SDRs under EU Regulation 392/2009 except in the case of liability for war or terrorism 250,000 SDRs.

We are not liable for valuables, monies or other securities including jewellery and watches. If they have been deposited with the reception desk on the ship for safe keeping and a receipt issued then in those limited circumstances the Carriers liability will be as set out in the Athens Convention or EU Regulation 392/2009. The use of safes on board a Vessel is not a deposit with the ship or with the company under the Athens Convention or EU Regulation 392/2009 or otherwise. The limits are 1200 SDRs pursuant to Athens or 3,375 SDRs pursuant to EU Regulation 392/2009.

(vii) Where there is any loss of or damage to property including luggage which is not covered by any international convention and where liability is not limited by reference to any enactment, terms of conditions, then any legal liability that we may have for any such losses or damage will not exceed £500 per guest.

(viii) You must provide ourselves and our insurers with all assistance we may reasonably require. You must also tell us and the supplier concerned about your claim or complaint as set out in clause 9 above. If asked to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with us and our insurers if we or our insurers want to enforce any rights which are transferred.

11. INDEMNITY

When you book arrangements with us you accept responsibility for the proper conduct of yourself and your party. If your actions or omissions cause damage to any property in the provision of the contracted arrangements, or cause delay or diversion to any flight or other means of transportation, you agree to fully indemnify us against any claim (including professional fees and legal costs) made against us by or on behalf of the owner of such property or the operator of the flight or other means of transportation. The Captain of an aircraft or Master of a ship has authority over the aircraft/ship and passengers at all times when they are boarding or on board. There will be no liability on our part, or that of any supplier, for any refund, compensation, or costs thus incurred. Additionally, we will have the right to recover full costs resulting from the incident from the passenger.

At any port or place we may refuse to embark or may disembark any passenger who, in the opinion of the ship's authorized personnel, might be excluded from landing at further destinations by local authorities or who may be suffering from any contagious or infectious disease, or whose presence may be detrimental to the wellbeing of passengers or crew. In cases of quarantine of the ship, or individual passengers (passengers may be required to remain in their cabin or as instructed by authorised personnel on board if they or any other occupant of the accommodation presents any symptoms or may be considered to put other passengers at risk) we will not be liable for expenses thus caused and in such cases as above there will be no entitlement to any refund or compensation and we will have no liability for costs incurred as a result.

Your specific passport and visa and health requirements and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept responsibility if you cannot travel because you have not complied with the latest requirements. If you have made independent travel arrangements you accept responsibility for joining the ship in good time, regardless of any change to the sailing time or date, or to the itinerary. We are not able to refund monies paid to us, or any third party acting on our or your behalf, or make compensation or other payments where, for whatever reason, you fail to join the ship. Passengers going ashore are responsible for re-boarding the ship prior to departure from port.

We reserve the right to substitute another vessel for the scheduled vessel whether or not owned or operated by Hurtigruten. Any part of the travel arrangements and the voyage is subject to cancellation, delay, modification, or island/mainland visit cancellation for any reason, including medical disembarkation of crew or passengers or any other circumstances beyond our or our suppliers' control. You therefore acknowledge and agree that the scheduled itinerary for the voyage and the announced departure and arrival times are not guaranteed and we shall not be liable to passengers for any damages or other claims in the event of any delay, changes in itinerary or inability to perform services by reason of any event or events beyond our or our suppliers' control.

12. INSURANCE

It is a condition of the contract with us that every member of the booking has travel insurance in force for the entire duration of the booking, covering at least the cancellation of the booking and providing medical cover for illness or injury and repatriation while overseas. Please provide us with the name of your insurer, together with their 24-hour emergency number when you book or as soon as possible.

13. TIMINGS & DELAYS

Timings are estimates only and cannot be guaranteed, even if shown on tickets. They may be changed due to regulatory authority requirements, weather conditions, maintenance or technical reasons, and the ability of passengers to check in and board on time. Sometimes delays cannot be avoided but in such situations, in conjunction with our local agents or representatives, we will try to ensure your comfort during the course of any delay.

Where the port of embarkation is in the EU and the company reasonably expects the departure of a cruise to be delayed for more than 90 minutes beyond its scheduled departure time, passengers departing from port terminal shall be offered free of charge snacks, meals or refreshments as are appropriate given the waiting time, provided they are available and can reasonably be supplied. If the delay in departure necessitates a stay of one or more nights or a stay additional to that intended by the passenger where and when physically possible the Company shall, subject to the Package Travel Regulations 1992, offer passengers departing from port terminals free of charge adequate accommodation on board or ashore, and transport to and from the port terminal and place of accommodation in addition to the snacks, meals and refreshments previously referred to. The maximum amount that the company will pay for accommodation ashore and transport to and from the port terminal shall be equivalent to 80 Euros per person per night for a maximum of three nights. The company will not have an obligation to provide such accommodation ashore where the delay is caused by weather conditions endangering the safe operation of the ship.

14. BROCHURE VALIDITY

This brochure was published in June 2015 and the details and prices contained in it are valid to February 2017 but may be superseded by subsequent brochures.

15. DATA PROTECTION

In order to process your booking and ensure your travel arrangements run smoothly and meet your requirements we, Hurtigruten Ltd, need to use the information you provide such as name, address, any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, ships, hotels, transport companies etc. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law.

Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not pass any information on to any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.) Please note that where information is also held by your travel agent, this is subject to your agent's own data protection policy.

Hurtigruten is not responsible for the privacy practices of any other companies.

If you wish to obtain a copy of the personal information held about you, please write to the above address. Hurtigruten Ltd may make a small charge for supplying this information as permitted by law. Hurtigruten Ltd. may wish to contact you by post, e-mail and/or telephone with news, information and offers on its voyages and other holidays we may have available and for market research purposes. If you prefer not to be contacted for the purposes set out above please contact the Customer Data Controller, Marketing Department, Hurtigruten Ltd, Bedford House, 69-79 Fulham High Street, London SW6 3JW.

The air holidays in this brochure are **ATOL** protected by the Civil Aviation Authority. Our ATOL number is 3584. Please see booking conditions for more information. ATOL protection only applies to holidays that include international air travel, and therefore does not apply to all holiday and travel services shown in this brochure. Please ask us to confirm what protection may apply to your booking.

Hurtigruten is also a member of **ABTA**. UK & Ireland and is bonded accordingly. This ensures the protection of your monies, once paid to Hurtigruten, for all holidays contained in this brochure that are not ATOL protected, for example voyage only. It also covers your repatriation to the UK in the unlikely event of our insolvency.

CARBON FOOTPRINTS:
In partnership with
CLIMATE CARE
(www.jpmorganclimatecare.com)
we would also like to invite you to contribute a small amount per passenger, which will be used on projects designed to offset the emissions generated by your air travel.

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