

## WHAT TO KNOW BEFORE YOU GO - 2011 VOYAGES

No dressing up for dinner - no fuss, no frenzy - our aim is to sail calmly through the crisp, clean air, close to the ever changing environment.

### WHAT TO KNOW BEFORE YOU GO

#### Ship contact information

All cabins are equipped with a telephone. In order to call from the ship a card has to be purchased at the reception desk. In order to call the ship simply dial the number below. There is an Internet café on board; access can be bought on board. Wireless access is only available on deck 4 - reception area. No connection from cabins/suites. Please note that the connection is a 256 MB line and that both internet and telephones from time to time will be out of range due to the vessel's location geographically.

Phone : +47 51 40 64 40

E-mail : [fram@hurtigruten.com](mailto:fram@hurtigruten.com)

#### Cruise card

A cruise card will be issued upon 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 in 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 and ashore at any time. This card, in addition of being the key card for your cabin can also be activated with a credit card as your payment card on board. The card is the only means of payment for the on board facilities. The day before the voyage ends, the account will be added up, and settled on board and a receipt brought to your cabin.

#### Environment

All waste is stored on board until it is deposited for treatment ashore. We never dump waste in the sea and we ask you not to leave any waste ashore when you are on excursions. In populated areas there are containers for depositing waste, please use them. Please respect the saying: "Leave nothing but footprints, take nothing but pictures!"

#### Lecturers

The ship has experienced lecturers with in-depth knowledge of the areas we sail in. They will conduct, on a regular basis, lectures on topics such as biology, history and geology throughout the course of the trip. The lecturing schedule will be announced everyday in the On Board Daily program. Do not hesitate to contact our expedition team for any questions or concerns you might have.

#### Life Saving Equipment, Life Vests and Safety on board

The ship complies with all safety requirements and is classified as a polar vessel suitable for sailing in icy waters. Upon arrival aboard all passengers will be instructed in safety procedures, the use and location of the safety equipment. Special safety regulations will apply on landings with the Polarcirkel Boats (RIBs). Please follow the instructions given by the expedition leader and crew/staff. Special lifejackets for use during landings will be handed out to all passengers upon arrival. This will be yours for the whole voyage. A mandatory briefing regarding the safety guidelines will be given.

**Cellular Phone**

Depending on the carrier company with whom you have subscribed, mobile phones will function in some places on shore. Check with your carrier company for more details. Guests may use their own GSM telephones on board the ship at all times at an international price level. The price will vary depending on which mobile operator you use. Please check with your carrier company for rates and if your subscription is valid on the MCP Satellite System on board.

**Passport/Visa**

Make sure to have a valid passport with you. A visa is required for all US/Canada citizens to enter Brazil. You don't need a visa if you are participating in the ship's excursions in St. Petersburg. However, if you plan to visit St. Petersburg on your own, you will need to bring a visa. At check-in passports will be collected by the crew on board the vessel. In order to clear immigrations and customs passports will be kept throughout the whole voyage and returned at the end of the trip. Please bring a copy of the passport with you.

**Mail**

You can hand in your mail in the reception for a limited amount covering service fee and stamps. We will forward the post in every port where it's possible. The time used from sending the postcard to it gets to the receiver may be relatively long. Hurtigruten cannot accept responsibility for lost mail.

**Restaurant Services**

On board we serve a buffet breakfast and lunch. Dinner is varying between buffets, set meals and barbeques. Our restaurant manager will assign tables and information about table number and meal times will be in your cabin upon arrival.

If you have any special requests regarding seating please inform us at the time of booking. If you have special dietary requirements, such as vegetarian, diabetic or celiac diet, please inform us at the time of booking and contact the restaurant manager when on board. Passengers on strict diets, e.g. vegans, may find that there is a limited choice. The chefs will do their utmost to meet your dietary needs. Beer, wine and soft drinks are sold in the restaurant during lunch and dinner.

**Cabin Service**

The cabins are cleaned daily. We regret that meals or drinks cannot be served in the cabins.

**Seasickness**

Seasickness pills are available in the reception at a low cost. If you are prone to seasickness please bring pills you are familiar with. You may also buy "sea bands" on board.

**Smoking**

On board MS Fram, smoking is only permitted in designated areas on outside decks. Please do not smoke in your cabin. To show respect for the environment, please use the provided ashtrays when smoking. Throwing cigarette butts overboard is strictly prohibited.

**Water**

The water on board is drinkable but we recommend buying bottled water.

**Welcome Meeting**

Upon arrival on board, guests are invited to a mandatory welcome meeting, where security information as well as practical information about the voyage will be given.

## FREQUENTLY ASKED QUESTIONS

### 2011 Spitsbergen Expeditions

#### **What is Arctic flora and fauna like?**

To protect and preserve the environment, around 60 percent of Svalbard has been designated national parks, nature reserves or bird or plant sanctuaries. There are only three land mammals on Svalbard—polar bears, Svalbard reindeer and Arctic fox—but there are a number of sea mammals, including walrus, seal, white-nosed dolphin and various whales. More than 100 species of birds have been identified in the area, and the number of plants is far higher than might be expected so far north.

#### **What should I know about Polar bears and safety?**

It is quite something to see a Polar bear in its natural habitat. Polar bears do not normally attack humans, but they can be extremely dangerous. Our tour guides have rifles and also carry safety equipment, such as signal pistols, for the unlikely necessity of scaring away bears.

#### **What will the climate be like?**

The average temperature is around 41 degrees Fahrenheit, with daylight around the clock. There is normally very little rain, but fog and low clouds can occur, especially early in the season. Chilly winds are common, and early in the season there is snow in northern Spitsbergen.

#### **Will I experience the Midnight Sun?**

Yes, as long as the weather is clear, the Midnight Sun can be seen in Spitsbergen from late April to August.

#### **How demanding is the tour?**

Most of the landings (about two per day) are by Zodiac or Polarcirkel Boats and the terrain on shore may be fairly rugged, so you should be reasonably sure-footed. The landings are not suitable for the physically challenged. Other than the landings, the tour does not make any special physical demands on the participants.

#### **Will there be luggage handling?**

Luggage handling is available to and from the ship.

#### **Are there any helpful travel guides I can read before my trip?**

Most travel guide books on Norway have a section regarding Spitsbergen. You'll also find a list of [suggested reading material here](#).

## PRACTICAL INFORMATION

### **Reservation and Deposit**

To confirm your reservation a 20% per-person deposit is required within 24 hours of booking. Booking information must include passenger's full name, nationality, date of birth, and gender. Final payment is due 60 days prior to departure. Checks, money orders, American Express, Visa, and MasterCard are accepted as forms of payment. **Hurtigruten is a Norwegian company and payments are processed in Norway. As a consequence some credit card companies may charge a foreign transaction fee.** Please check with your credit card company to find out if they charge fees on U.S. dollar transactions processed outside of the United States. If your credit card company does charge a fee, you can pay by check in US funds in order to avoid it. Checks may be mailed to:

Hurtigruten ASA  
Lockbox # 8012  
PO Box 8500  
Philadelphia, PA 19178-8012

Please include your invoice number and booking number with all correspondence and payments.

### **Air Policy**

Air transportation is subject to availability and based on standard economy class service, or similar, on scheduled or charter flights of IATA or supplemental air carriers. Air carrier, routing and scheduling to and from each city are at the sole discretion of Hurtigruten.

Hurtigruten reserves the right to substitute charter flights for scheduled air or scheduled service for charter flights. All flight arrangements are on request within 60 days of departure and will generally be confirmed, if available, within 3 business days. Air schedules will be advised 30 days prior to departure. Please note that Hurtigruten cannot guarantee the same flight itinerary for groups of more than 6 passengers traveling from the same gateway, nor can Hurtigruten arrange to connect passengers from different gateways through a common gateway. These special arrangements are possible if passengers choose optional customized air arrangements as explained below.

Passengers may upgrade to Business or First Class air service subject to space availability or chose specific carriers and flights by paying a nonrefundable fee plus an additional supplement to cover the cost of the special air itinerary. Hurtigruten utilizes special contract air fares and airline tickets issued may not be reissued or exchanged for another air carrier or routing. These contract fares usually do not allow mileage upgrades.

All airline tickets are non-transferable. Cancellation or rebooking charges may be assessed by the airline for any changes and these additional costs are the sole responsibility of the passenger. Advance seat selection is subject to the policy of the participating air carrier and may not be available. All air travel is subject to the terms and conditions of the ticket issued by the air carrier.

### **Itineraries**

To take account of the changing weather, sea and ice conditions all our itineraries are flexible and can vary from voyage to voyage. Any adjustments will be decided locally by the Captain - if necessary in consultation with the appropriate authorities - with safety being a prime concern.

### **What currencies are accepted on board?**

The currency on board MS Fram is Norwegian Kroner (NOK); in addition US Dollars, Euros and British Pounds are accepted. On board MV Polar Star US Dollars are used, in addition Euros and NOK are accepted. Visa and MasterCard can be used on both ships. On board MS Fram you will receive a Cruise Card, which you can use as form of payment for all on board expenses.

### **Transfers**

Transfers are included in our voyage prices in Longyearbyen, Kangerlussuaq, Buenos Aires and Ushuaia. There are also some group transfers included for our Europe voyages, these operate at set times and no refund can be given if they are not used.

### **What is the tipping policy?**

The current recommended gratuity amount on board MS Fram is NOK 50 (approx. \$8) per day. For the MV Polar Star you will receive guidelines on board. Any tipping is solely at the discretion of the guest.

**Is there a doctor on board?**

Yes, there is a doctor and a nurse on board MS Fram and a doctor on board MV Polar Star throughout all voyages. Remember to bring sufficient medication to last through any unforeseen delays. We also recommend that you keep your medication in your hand luggage properly labeled and with clear instructions for its use. If you depend on vital drugs please inform the ship's doctor.

**Is the on-board voltage 110 or 220?**

The MS Fram has an electrical supply of 220 volts, electrical outlets on board are recessed and have round prongs, continental European two pin plugs are used. An adapter and converter are required. MV Polar Star has both continental European two pin plugs (220V) and US style plugs (110V) throughout the ship. You may need an adapter for your particular equipment. The hotels we are using in Norway and Buenos Aires also have an electrical supply of 220V, most have an 110V razor socket. An adapter and converter are required.

**Are there laundry facilities on board?**

Clothes can be handed in to the ships laundry at a fee.

**Can you accommodate special dietary requirements?**

We do our best to meet special dietary needs. Special meal requests should be made well before departure.

**What to Pack**

Antarctica, Greenland and Spitsbergen:

All passengers will receive a wind and water proof jacket as a memento (sizes S to XXL). Several layers of fleeces, woolen sweaters and T-shirts should be worn underneath. You should take long/thermal underwear, a warm hat, warm gloves, scarf, water proof trousers, woolen socks and sturdy hiking boots. Clothing which can be layered is best.

Europe voyages:

Clothes suitable for the area and season you are traveling in are recommended. During the day and throughout the voyage, weather changes rather quickly. Therefore we recommend you dress in layers to accommodate the changes in temperature.

All voyages:

Life on board the ships is a fairly relaxed affair so there is no need to pack anything formal. Comfortable clothing is more important for relaxing in, although you may wish to pack a smart set of clothes for the final meal (note that this is in no way compulsory).

A small backpack for shore excursions is recommended as well as water proof bags to protect your equipment. Take high UV -factor sun block and a pair of good-quality sunglasses as even in the cooler climates the sun can still be a major factor in your trip. There are limited goods in the gift store on board so you should bring whatever toiletries you might need during the voyage, as well as a supply of any medications you take. In the height of summer in Greenland, mosquitoes can be abundant, so remember to bring mosquito repellent. If you plan to use any electrical equipment, an adapter and converter are required. Should you suffer from seasickness, don't forget your remedies. And last but not least, binoculars, a camera, memory cards and batteries are a must! (As a general rule of thumb, you should bring double what you think you will need, limited supply of film is sold on board.)

**Travel Insurance**

We strongly encourage passengers to purchase travel insurance.

**What inoculations do I need?**

Inoculations are not required for travelers to destinations in this brochure. However, if you are traveling to Brazil (Iguazu Falls), the CDC recommends various vaccinations prior to traveling including for yellow fever. Visit [www.cdc.gov](http://www.cdc.gov) for more information.

**Are there cabins for physically challenged passengers?**

MS Fram has two cabins for physically-challenged guests. There are no wheelchair accessible cabins on board MV Polar Star.

**Are there any special offers?**

AARP members may visit [www.hurtigruten.us/aarp](http://www.hurtigruten.us/aarp) for the latest member benefits. Visit [www.hurtigruten.us](http://www.hurtigruten.us) for other money saving offers.