HURTIGRUTEN
Norwegian Coastal Express

Arrival and departure information

Dear guest,

Just like you, we're counting down the days until we meet on board and sail the world's most beautiful voyage. In this document, you'll find key information about flights and transfers to ensure your arrival and departure goes as smoothly as possible.

Our arrival and departure package includes most transfers in Bergen, Kirkenes, Trondheim and Oslo. If we cannot provide a suitable transfer, Hurtigruten will inform you before your journey. If your booking includes transfers, your travel documents contain the required vouchers. Please present the applicable transfer voucher to the bus driver.

Transfers are usually unaccompanied and operated by a charter bus (fixed times) or an airport express bus (official schedule). The fixed times align with your ship's arrival. Therefore, waiting times at the airport may occur. Please note: Transfers outside our scheduled transfers must be arranged independently and at your own expense. If your booking doesn't include any transfers, you can still book transfers outlined in this document.

For more information, please refer to your booking confirmation. You can also visit relevant websites by clicking the underlined text in this document. What's more, clicking on a map will open an A4 version that you can download or print.

Yours sincerely,

Hurtigruten Norwegian Coastal Express

Flights

© SHUTTERSTOCK/HURTIGRUTEN

We've put together a short guide to flying to Norway, including information on luggage and check-in processes.

Check-in
Depending on your airline, you may be able to check in online, at a self-service kiosk at the airport, or in-person at the airport. We recommend checking in via the airline's website or app before travelling to the airport. You can log in to the airline's website or app with your flight reference number, which is located on your booking confirmation. Once logged in, you can also order special services like meals, wheelchairs or seat reservations. Available services depend on the airline. Please note: Your flight tickets are digital. No paper copies are sent.

Codeshare flights
A codeshare is an arrangement where two or more airlines market a flight as their own, but only one carrier operates the flight. Therefore, your flight may be operated by a different carrier than the one shown on your itinerary.

Gate changes
We recommend arriving at the airport at least three hours before departure to check in any luggage and pass through security. Due to possible gate changes, please double-check your gate number at the transfer desk, listen for announcements and check the arrival/departure board.

Checked luggage
Your checked luggage is available to collect at your final destination. However, please speak with the airline or check-in staff if your journey consists of multiple flights with different airlines and you have separate tickets per flight.

In this scenario, it's usually not possible for checked luggage to travel directly to your final destination. Your checked luggage is usually restricted to one piece weighing up to 23 kg. Any excess luggage must be paid upon check-in or pre-paid on the airline's website, which might be cheaper than paying at the airport. Any single piece of luggage weighing over 32 kgs will not be accepted.

We also recommend retaining the luggage tag issued at check-in until after you have collected your luggage.

Hand luggage
Generally, one piece of hand luggage can be brought on board the plane. You can take your hand luggage directly to the gate mentioned in your boarding pass, even if you have a connecting flight to Norway and/or an onward flight to another destination in Norway.

HAND LUGGAGE ALLOWANCE

Airline	Code	Economy class	Business class
British Airways	BA	1 bag 56 x 45 x 25cm + 1 accessory 40x30x15 cm, 23 kgs combined total	Club Europe, 1 bag, 56x45x25 cm + 1 accessory 40x30x15 cm, 23 kgs total
KLM	KL	1 bag 55x25x35 cm + 1 accessory 40x30x15 cm, 12 kgs combined total	Europe Business Class, 2 bags 55x35x25 cm + 1 accessory 40x30x15 cm, 18 kgs combined total
Norwegian Air Shuttle	DY	1 bag 55x40x23 cm + 1 accessory 30x20x38cm, 10 kgs combined total	n/a
SAS	SK	1 bag 55x40x23 cm + 1 accessory 40x30x15 cm, 8 kgs combined total	SAS Plus, 1 bag 55x40x23 cm + 1 accessory 40x30x15 cm, 8 kgs combined total
Finnair	AY	1 bag 55x40x23cm + 1 accessory 40x30x15cm, 8 kgs combined total	2 bags 55x40x23cm + 1 accessory 40x30x15cm, 10 kgs combined total

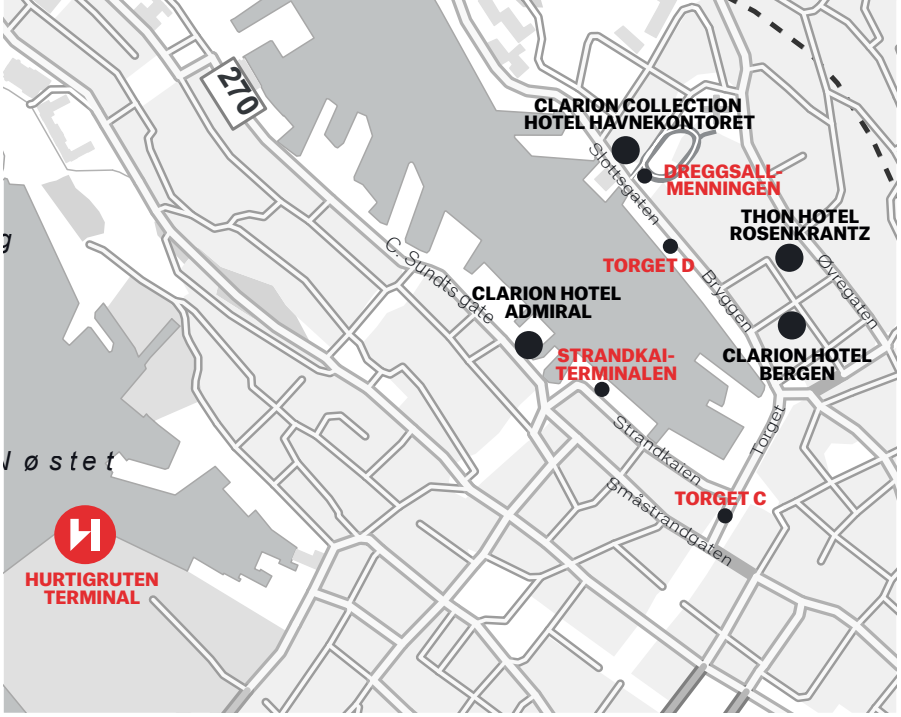
CHECKED LUGGAGE ALLOWANCE

Airline	Code	Economy class	Business class
British Airways	BA	1 bag at 23 kgs	Club Europe, 2 bags at 32 kgs
KLM	KL	1 bag at 23 kgs	2 bags at 32 kgs
Norwegian Air Shuttle	DY	1 bag at 23 kgs	n/a
SAS	SK	1 bag at 23 kgs	SAS Plus, 2 bags at 23 kgs
Finnair	AY	1 bag at 23 kgs	2 bags at 32 kgs

CHECKED LUGGAGE ALLOWANCE FOR UK CHARTER FLIGHTS

Airline	Code	Economy class	Business class
Titan Airways	ZT	20 kgs	n/a

Bergen transfers



JEKTEVIKSTERMINALEN / HURTIGRUTEN TERMINAL
Nøstegaten 30, 5010 Bergen
Open Monday-Friday 11:00-21:00
Saturday, Sunday 13:00-21:00

The Hurtigruten Guest Lounge is located on the second floor of the terminal and is open from 13:00.

In our guest lounge, you're welcome to enjoy light refreshments. Complimentary WIFI, USB chargers and sockets are also available.

Luggage lockers are available in the terminal in varying sizes and can be paid for by credit card. Our luggage service is open between 13:00-14:30.

The latest arrival time for guests is 30 minutes before the ship's departure.

Check-in: From 15:30
Boarding: From 16:00
Cabins available: From 18:00

The mandatory Safety Briefing is held before boarding in the Guest Lounge's Lecture Hall.

Transfer information
Flybussen Bergen's service connects Bergen Flesland Airport and the city centre. The bus arrives and departs just outside the airport's terminal building and follows a route via Fyllingsdalen to Bergen Bus Station and the city centre.

It takes approximately 45 minutes to reach the Jektevikterminalen/ Hurtigruten Terminal from the airport and vice versa.

View the timetable »

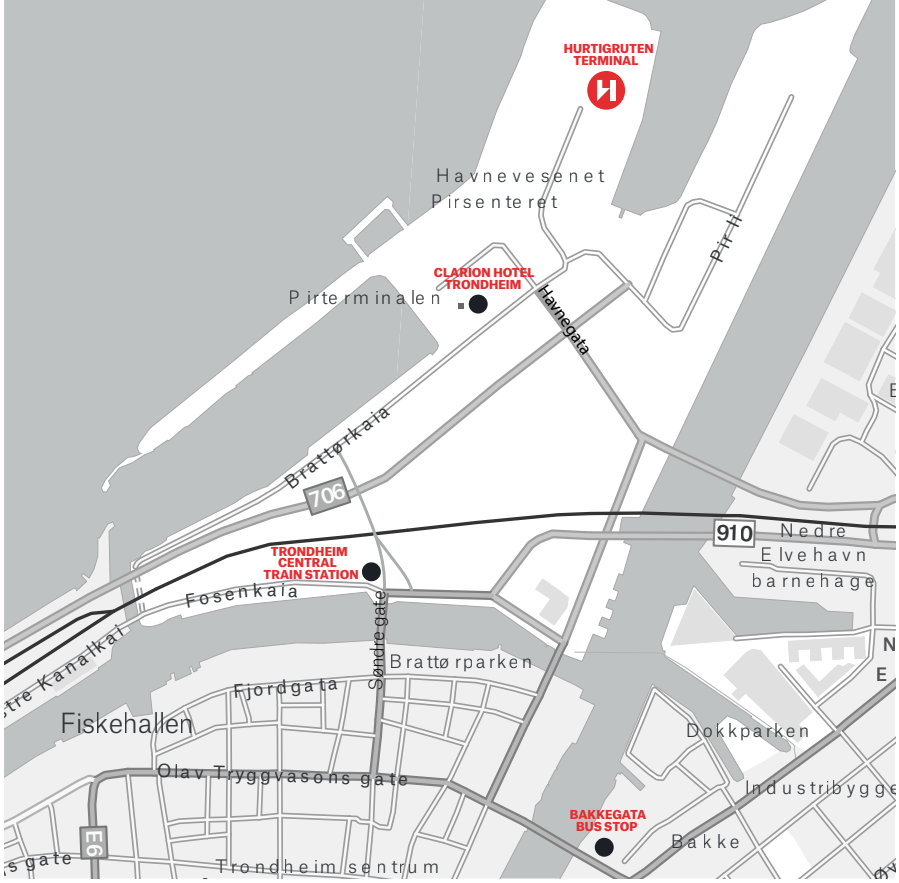
Closest bus stop to Hurtigruten Terminal and selected hotels:
• Hurtigruten Terminal:
Jektevikterminal bus stop
• Clarion Hotel Admiral:
Strandkaiterminalen bus stop (120 m)
• Clarion Hotel Bergen:
Into the city Torget C (240m) and to the airport Torget D (140 m)
• Thon Hotel Rosenkrantz:
Into the city Torget C (270 m) and to the airport Torget D (170 m)
• Radisson Blu Royal:
Dreggsallmenningen bus stop (28 m)
• Clarion Collection Havnekontoret:
Dreggsallmenningen bus stop (26 m)

View all Flybussen stops »

For urgent questions, please call Flybussen Tide on +47 05505

TRANSFERS				
FROM	• RAILWAY STATION	• HOTEL	• HURTIGRUTEN TERMINAL (JEKTEVIKSTERMINALEN)	• AIRPORT
TO	• HURTIGRUTEN TERMINAL (JEKTEVIKSTERMINALEN) • HOTEL	• RAILWAY STATION	• AIRPORT • HOTELS • RAILWAY STATION	• HOTELS • HURTIGRUTEN TERMINAL (JEKTEVIKSTERMINALEN)
	As you disembark the train, exit the railway station under the archway to your right. The Hurtigruten Transfer Service Bus will be waiting outside. (Please do not go to the central bus station). The transfer bus leaves 20 minutes after the train arrives.	You will be picked up from your hotel 45 minutes prior to the train's departure.	Hurtigruten ships arrive in Bergen at 14:45. Transfers are arranged for after this time.	Schedule info from hotel to airport/Hurtigruten Terminal (Jektevikterminalen) can be requested at the hotel receptions.

Trondheim transfers



The Værnes-Ekspressen/Unibuss transfer bus connects the Trondheim Værnes Airport (bus stop A4) with the city centre (including hotels and train station) and the Hurtigruten Pier. It takes approximately 25-30 minutes to travel to/from the Hurtigruten Pier to the airport.

Please note that not all areas in the city are covered by the transfer bus. Bus stops for the main hotels are:
• Søndre gate: Trondheim Central Station and Clarion Congress Hotel.
• Bakkegata: Radisson BLU Royal Garden Hotel and Grand Olaf Hotel.
View the official timetable »

Værnes-ekspressen emergency phone numbers:
Monday to Friday, 8:00 – 16:00:
+**47 9417 2944**
Monday to Friday, 16:00 - 00:00, and on weekends:
+**47 9488 5475**

TRANSFERS OFFERED FROM HURTIGRUTEN PIER TO CITY CENTRE/AIRPORT	
Hurtigruten Pier - Railway station (train to Bergen 08:19), city centre (hotels) - Trondheim Airport Værnes (flight departures until 13:00)	07:45
Hurtigruten Pier - Trondheim Airport Værnes, with a stop in the city centre (flight departures from 13:00)	09:30

Bergen and Trondheim: Private airport transfers for platinum guests

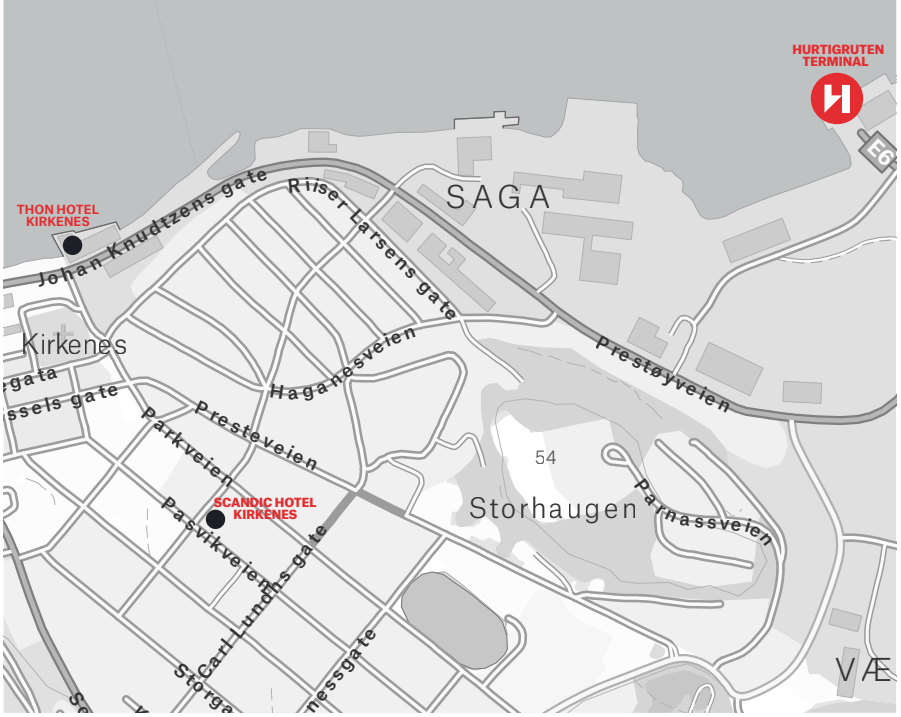
This service includes being met by an English-speaking driver who will transfer you with a private car or taxi to the Hurtigruten Terminal or your hotel in Bergen or Trondheim. Exclusively for Platinum guests travelling on a Hurtigruten Norwegian Classic Voyage. This transfer pick-up information also applies to guests using wheelchairs. Please note: Private transfers and wheelchair transfers can only be pre-booked.

From Bergen or Trondheim airport:
Please look out for a Hurtigruten sign with your name in the airport's arrival hall. Your driver will then take you to the private car.

From hotels in Bergen or Trondheim:
The pick-up time from the hotel will always be three hours before your flight's departure time. The driver will meet you in the hotel lobby.

From Hurtigruten Terminal or Pier:
Please look out for a Hurtigruten sign with your name when leaving the ship. Your driver will then take you to the private car.

Kirkenes transfers



The transfer bus is a Hurtigruten charter bus that departs from the airport and the Hurtigruten quay.

The transfer time is approximately 30 minutes.

Please note:

If there is a large number of passengers, there will be several buses departing to different destinations. Please ensure that you board the correct bus.

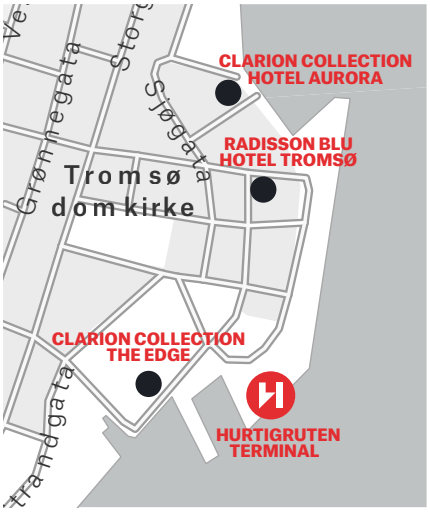
TRANSFERS		
FROM	AIRPORT	HURTIGRUTEN QUAY
TO	• HURTIGRUTEN QUAY VIA HOTELS	• AIRPORT
TIMES	**Monday –Sunday** • 12:00 from the airport to Hurtigruten Quay. • 12:00 Thon hotel to Hurtigruten Quay **Monday –Sunday** • 20:30 from the airport to Kirkenes city centre/hotels	**Monday –Sunday** • 09:00 from the Hurtigruten quay to the airport. • 09:30 from Thon hotel to the airport

Tromsø transfers

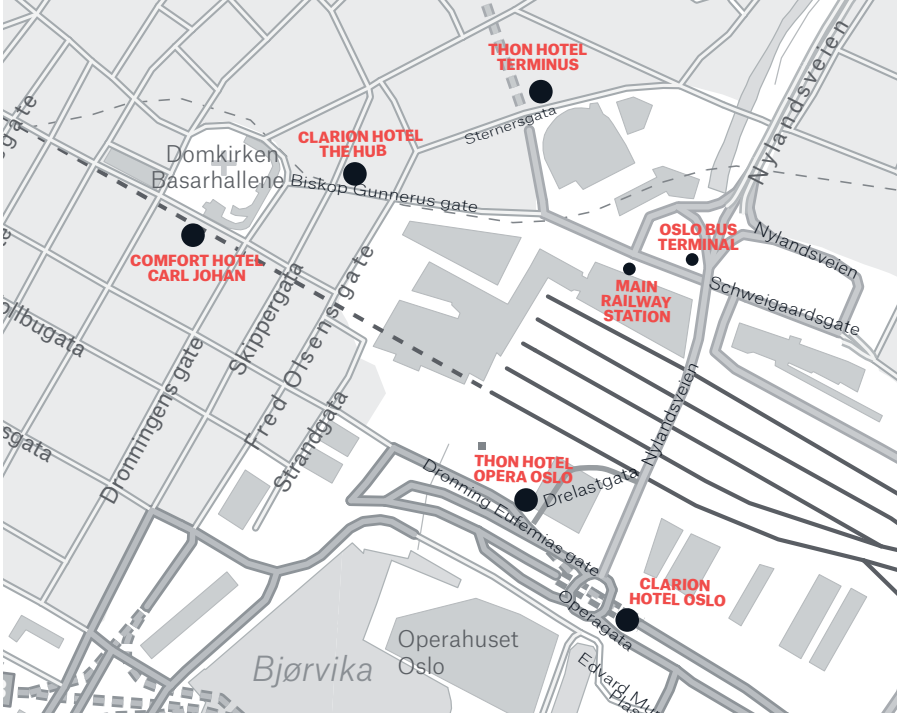
The official airport bus, Bussring, will take you to the city centre hotels. The timetable varies on weekends. Please look out for red busses that leave in front of the airport's arrival hall.

The bus stop 'Prostneset' is the closest one to the Hurtigruten Terminal.

View the timetable »



Oslo transfers



TRANSFERS		
FROM	AIRPORT	AIRPORT
TO	• OSLO BUS TERMINAL/CENTRAL TRAIN STATION	• HOTEL
	The official airport bus, Flybussen Airport Express, stops in front of the bus terminal (bus line FB5), which is located next to Oslo Central Train Station. Airport transfers will take approximately 55 minutes. View the timetable »	Please exit at Bussterminalen for: • Clarion Hotel The Hub • Comfort Hotel Karl Johan • Thon Hotel Terminus • Comfort Hotel Grand Central • Thon Hotel Opera Please exit at the final bus stop for: • Radisson BLU Scandinavia Hotel Please ask the bus driver where to exit when staying at other hotels.

Emergency contact information

If you have any questions, don't hesitate to contact your travel agency or the Hurtigruten Sales Support Centre.

In the event of an emergency or urgent assistance while travelling to and from your voyage, please contact:

+ **44 33 08 08 18 84**

Important information

Safer together

Whether you sail aboard the Norwegian Coastal Express for 12 days or just a few hours, your safety is our highest priority. A range of measures are in place to reduce the spread of COVID-19 and other contagious respiratory diseases.

We'll constantly update these practices based on the latest guidelines from the Norwegian health authorities. Stay up to date with the latest information by regularly checking for updates on our safety procedures page.

Safer together »

Entry requirements

Rules and entry requirements can frequently change due to COVID-19. That's why we've created an interactive map where you'll find the very latest information on everything you need to do before, during and after your trip to comply with mandatory entry requirements.

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

We kindly ask that you regularly check our entry requirements web page for the latest entry requirements.

Entry requirements »

All times and information are subject to change!