

# EXPLORE NORWAY WITH THE EXPERTS

2021-2022



**The Original Coastal  
Voyage since 1893**

Bergen-Kirkenes-Bergen

# 5 reasons to explore Norway with Hurtigruten

1

## A footprint we are proud of

Our history and traditions call on us to explore in the most sustainable way possible. We introduce new technology, advocate stricter regulations, fight overtourism and support local communities to offer you the greenest and most advanced expedition voyages on Earth. [hurtigruten.com.au/sustainability](https://hurtigruten.com.au/sustainability)

2

## These are our home waters

The Norwegian coastline is our home, and we are honoured to welcome you here. We have been preparing and planning for your visit for 126 years, to make sure it will be a stay you will never forget. Explore. Make the most of it. Your wonderful adventure awaits you.

3

## We are the local experts

There are no shortcuts to becoming an expert. Our Norwegian captains have decades of experience sailing the Norwegian coast. No one knows the fjords, people, cultures, cities, villages and wildlife like we do. There is so much to see, learn and do. Let us show you our home.

4

## Passion and knowledge

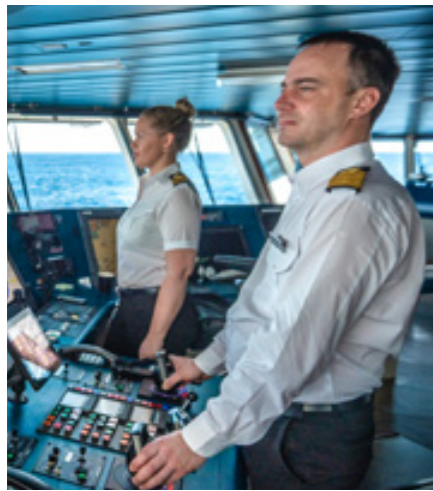
Our Expedition Teams are skilled and passionate about sharing their knowledge. They offer you in-depth lectures on history, climate change, sustainability, wildlife, earth science, culture and destination-specific themes. Join them ashore to get close to the remarkable places you've learned about on board.

5

## We offer the authentic experience

Hurtigruten started sailing the Norwegian coast in 1893, and 126 years later, we still serve these areas, all year round. Let us take you to our traditional ports and exciting new destinations to bring you close to the heart of our rich culture and stunning natural beauty.

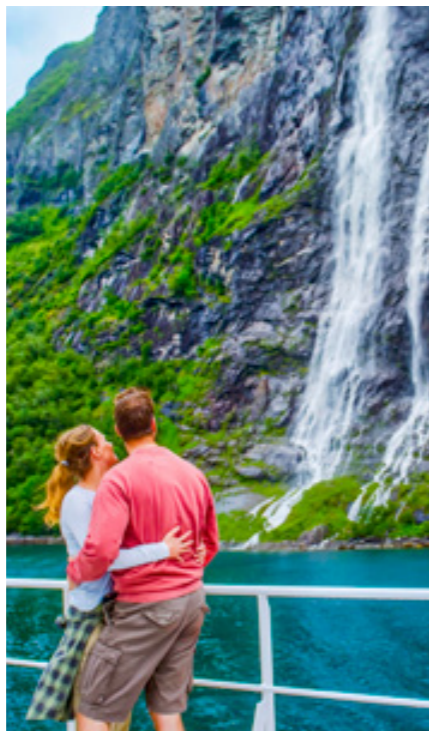
There are thousands of mountains, hundreds of fjords and an infinite number of impressions along our beautiful Norwegian coast.



Our captains are the local experts



Helga Bardsdatter is one of our treasured Expedition Team members



We have been taking you there for 126 years



We protect wildlife through our sustainability practices



Reine – Our home waters

© STIAN KLO

**NEW**  
Self-guided  
& escorted  
tours

# THE ULTIMATE NORWAY EXPERIENCE

View of the Aurlandsfjord

Add to your cruise itinerary with an optional pre- or post-cruise self-guided adventure or join a small group escorted tour that adds Finland and Estonia to your Original Coastal Voyage.

## Norway in a Nutshell

From Oslo or Bergen, take a journey into the heart of Norway staying in charming small hotels in picturesque villages, and enjoying one of Norway's most visited experiences, the delightful Fram Railway.

## Follow the Lights

Or why not join an exclusive escorted small group tour? Our Follow the Lights tour includes time to explore Oslo and Bergen, followed by the Original Coastal Voyage and a post-cruise adventure through Finland and Estonia, taking in Finnish Lapland, the Santa Claus village and medieval Tallinn.



Picturesque Bergen

© ROBIN STRAND

## OSLO TO BERGEN VIA FLÅM AND VOSS

# NORWAY IN A NUTSHELL

— From an exhilarating ascent of the Flåm Valley to the cobbled streets of ancient Bergen, this classic rail, bus and ferry journey offers an unforgettable three days of incredible scenery and charming towns.

Nærøfjord

**3 DAYS**  
Self-guided  
tour

**3 DAYS**  
**OSLO-BERGEN**  
**VIA FLÅM AND VOSS**  
Daily departures



## Highlights

- 1 Scenic mountain and fjord views
- 2 The famous Flåm Railway
- 3 Sailing through the narrow Nærøfjord
- 4 Picturesque Flåm

Price from **\$833pp**

© FRITHJOF FURE

### DAY 1: Oslo–Myrdal–Flåm

Enjoy one of the world's most scenic rail journeys as you travel from Oslo through farmland, forests and glacier-capped mountains. At Myrdal join the famous Flåm Railway - a marvel of railway engineering. Overnight in Flåm.

### DAY 2: Flåm–Gudvangen–Voss

Enjoy your morning in Flåm. After lunch, take a ferry through the narrow Nærøfjord. On arrival in Gudvangen enjoy a scenic bus ride to the mountain town of Voss. Overnight in Voss.

### DAY 3: Voss–Bergen

From Voss take the scenic train journey to Bergen.

#### Departs Daily

- 3 Days: Oslo to Bergen via Flåm and Voss (or vice versa)

#### 2-day and 1-day options

- 2 Days: Oslo to Bergen via Flåm or Voss (or vice versa)
- 2 Days: Bergen to Bergen via Flåm or Voss
- 2 Days: Oslo to Oslo via Bergen
- Day Tour: Bergen-Bergen via Myrdal or Oslo to Bergen (or vice versa)



The famous Flåm Railway

© GIERTRUD COUTINHO



Views of Nærøfjord from the ferry



Serene sailing through Nærøfjord

© OVIND HEEN

18 DAYS  
Escorted  
small group  
tour

OSLO-HELSINKI

FOLLOW  
THE LIGHTS

— Experience some of the world’s most beautiful landscapes and the wonder of the Northern Lights on this 18-day adventure.

Beautiful views of Bergen

From Norway’s capital Oslo, ride the world’s most famous train, the Flåm Railway, before joining Hurtigruten’s northbound coastal voyage.

Visit charming hamlets, sail through picturesque fjords and see the magnificent Northern Lights on this journey into the heart of Norway.

On arrival into the sleepy town of Kirkenes in Norway’s far north, head south into Finnish Lapland where you’ll see the night sky from inside your glass igloo. Then discover Finnish Lakeland, where you’ll stay in beautiful log accommodation. Take in Helsinki, Finland’s capital,

and experience a day trip to medieval Tallinn in Estonia.

**DAY 1: Oslo**  
Arrive in Oslo, make your own way from the airport or train station to your hotel. Remainder of the day at leisure. In the evening meet the rest of the group and your guide at our welcome dinner. Overnight in Oslo.

**DAY 2: Oslo**  
After a leisurely breakfast, meet the group in the lobby of the hotel for an Oslo grand city tour including Vigeland Sculpture Park, Viking Ship Museum, Oslo Opera house, Holmenkollen Ski Jump and more. Overnight in Oslo.

**DAY 3: Flåm**  
After an early breakfast we will start our “Norway In a Nutshell” tour, catching the morning train to Myrdal where we change trains for the famous Flåm Railway, with spectacular fjord views all the way to the beautiful, tiny village of Flåm. Overnight in Flåm.

**DAY 4: Bergen**  
The day starts with the ferry from Flåm to Gudvangen, passing through the narrow Nærøfjord. From Gudvangen the journey continues by bus. Waterfalls line the road as we weave our way through the valley to Voss. There we board a train for the last leg of our “Norway in a Nutshell” journey,

arriving in Bergen in the evening. Overnight in Bergen.

**DAY 5: Bergen**  
(Day 1 of the voyage) After a relaxing morning we take a walking tour of Bergen, including St Mary’s Church, Håkon’s Hall and the UNESCO World Heritage listed Bryggen, before heading to Trolldhaugen, the home of Norway’s most famous composer, Edvard Grieg. Departures on 13.12.20, 16.12.20, 19.12.20 and 25.12.20 will go to Fløien instead of the Grieg Museum because it is closed. The tour ends at Bergen pier, where we board our Hurtigruten ship. Overnight on board our ship.

**DAY 6: Ålesund**  
(Day 2 of the voyage) We navigate skerries and islands before reaching Ålesund, renowned for its beautiful Art Nouveau architecture. Leaving Ålesund we head north towards Trondheim. Overnight on board our ship.

**DAY 7: Trondheim**  
(Day 3 of the voyage) Arrive early in the morning at Trondheim, with plenty of time to explore Norway’s first capital. Overnight on board our ship.

**DAY 8: Lofoten Islands**  
(Day 4 of the voyage) As we cross the Arctic Circle in the morning, the hunt for the Aurora Borealis begins. We enter the dramatic and narrow Raftund, and if the weather and ice conditions allow, we’ll sail to the entrance of the famous Trollfjord. Overnight on board our ship.

**DAY 9: Tromsø**  
(Day 5 of the voyage) After a morning stop in Finnsnes, the ship continues to Tromsø, a major cultural hub above the Arctic Circle, and famed as a viewing point for the Northern Lights. The city’s historic centre is distinguished by its centuries-old wooden houses. The 1965 Arctic Cathedral, with its distinctive peaked roof and soaring stained-glass windows, dominates the skyline. Overnight on board our ship.

**DAY 10: Honningsvåg**  
(Day 6 of the voyage) Honningsvåg is the nearest port to the North Cape - only 2000km from the geographical North Pole. Overnight on board our ship.

**DAY 11: Kirkenes – Saariselkä**  
Admire the dramatic coastal vistas as we approach Kirkenes, where we will disembark. Enjoy a short drive through Kirkenes, before arriving at Inari, the Sami capital (traditional nomads of Scandinavia, reindeer herders), where we’ll visit the Siida Sami museum and visit a reindeer farm. Overnight in Saariselkä.

**DAY 12: Saariselkä**  
Today we visit a husky farm and learn about the life and training of these unique Arctic dogs. In the evening there may be optional evening Aurora Borealis tours. Overnight in Saariselkä.

18 DAYS  
OSLO-HELSINKI



**DAY 13: Sinettä**  
Today we visit Santa Claus Village, where you will have free time to explore. In the evening, spend the night in a glass igloo. Overnight in Sinettä.

**DAY 14: Rovaniemi**  
Arrive in Rovaniemi and enjoy free time or optional extra touring options. Overnight in Rovaniemi.

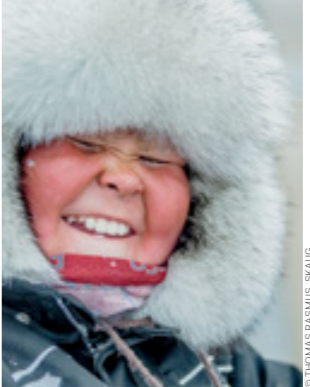
**DAY 15: Järvisydän**  
This morning we travel south on a coach journey to Järvisydän, a hotel resort spa in the Finnish wilderness lakes district. With an early evening arrival, check in to your special scenery cabins with views of the surrounding forest. Overnight in Järvisydän.

**DAY 16: Helsinki**  
Today we leave the Finnish wilderness and head into Helsinki, Finland’s capital. Enjoy a half-day city tour before checking into our hotel. Overnight in Helsinki.

**DAY 17: Tallinn**  
An early start with a full day excursion to the medieval town of Tallinn in Estonia. Take the

ferry followed by a combined bus and walking tour of the city. Stops will include the baroque Kadriorg Park and the seaside district of Pirita. Walk through the winding, cobblestoned streets of the Old Town continuing to Toompea Castle, home to the Estonian parliament. Visit Alexander Nevsky Cathedral and the Dome Church before enjoying some free time before boarding the ferry to return to Helsinki. Tonight, enjoy a special farewell dinner. Overnight in Helsinki.

**DAY 18: Helsinki**  
After breakfast at the hotel our tour ends.



Gain an insight into Sami culture

Highlights

- 1 Classic northbound cruise on Hurtigruten’s beautiful Coastal Voyage
- 2 A night in a glass igloo
- 3 City tours of Oslo, Bergen, Helsinki and Tallinn
- 4 Norway in a Nutshell journey
- 5 Viking Plank dinner in Flåm
- 6 Husky experience
- 7 Reindeer experience
- 8 Santa Claus Village visit
- 9 Siida museum in Inari
- 10 Multiple opportunities for Northern Lights viewing

Inclusions

- 4 star accommodation standard
- 11 nights’ hotel accommodation (1 night in glass igloo) & 6 nights’ cruise accommodation
- Daily breakfast, 6 lunches
- 11 dinners & 1 x Viking Plank dinner in Flåm
- City tours of Oslo, Bergen, Helsinki & Tallinn
- Return Ferry ticket to Tallinn
- Norway in a Nutshell, Flåm Railway journey
- First class coach from Kirkenes to Helsinki
- English speaking guide from start to finish
- Reindeer Farm visit (Dec–Mar departures)
- Husky Farm visit (Dec–Mar departures)
- Santa Claus Village visit
- Siida museum visit

Escorted Small  
Group Tours

(Max 22 adults)

Price from **\$7,950 pp**

**Upgrades**  
Cabin upgrades available on cruise portion, from \$300pp\*

**Travel**  
2, 10, 16, 21, 24 Jan;  
1, 7, 12, 18, 23 Feb;  
1, 4, 9, 15, 20 Mar 2021

NOTE: The ‘from’ price shown is in AU\$ per person twin share in an Inside Cabin. Hurtigruten has a flexible pricing system and all prices are capacity controlled and subject to availability. Prices may change at any time before departure date, the applicable price will be quoted at the time of booking.

The  
Original  
Coastal  
Voyage  
since 1893

# THE WORLD'S MOST BEAUTIFUL SEA VOYAGE

**The Original  
Coastal Voyage  
since 1893**

Experience Norway's beautiful  
fjords, charming ports and rare  
wildlife under the Midnight Sun  
or spectacular Northern Lights.

**Visit all 34 ports**

**12 DAYS**  
The Original  
Coastal  
Voyage

**KIRKENES-BERGEN-KIRKENES**

# THE CLASSIC ROUNTRIP VOYAGE

Embark on our world-famous voyage of discovery along the spectacular coast of fjords, islands and villages.

OUR CLASSIC 12-DAY round-trip coastal cruise is the ideal way to see Norway. This voyage is considered by many to be one of the world's great travel experiences (it is often listed alongside iconic journeys like the Orient Express and Route 66).

But it's not just the stunning fjords, mountains and nature along Norway's jaw-droppingly beautiful coastline that earns it these accolades. It's also that our 2,500 nautical mile journey takes you to the very heart of what it is to be Norwegian. Join us for the complete adventure, and don't miss a thing.

## Highlights every day

Here are just a few of the amazing places we explore on this classic round voyage.



“It was a totally wonderful experience. I still find myself ‘homesick’ for Norway and the ship 12 months later”

*Judy Dennis, Australia*

**12 DAYS**  
**THE CLASSIC**  
**ROUNTRIP VOYAGE**  
Bergen–Kirkenes–Bergen



## Highlights

- Discover Norway's entire coastal route north and southbound
- Visit all 34 ports in daytime
- Cross the Arctic Circle (twice)
- Chance to visit 4 of Norway's 8 UNESCO sites
- Northern Lights in winter and Midnight Sun in summer
- Full range of 70+ excursions to choose from

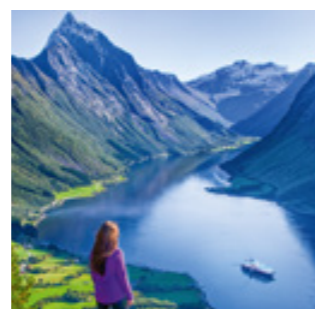
**Price from \$2,294 pp**

NOTE: The 'from' price shown is in AU\$ per person twin share in an Inside Cabin. Hurtigruten has a flexible pricing system and all prices are capacity controlled and subject to availability. Prices may change at any time before departure date, the applicable price will be quoted at the time of booking.

1 Experience magical Lofoten in daylight



2 Bergen – spend time exploring the big cities in daytime



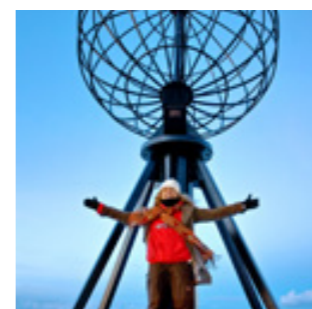
3 Hjørundfjord – explore Norway's most beautiful fjord in autumn



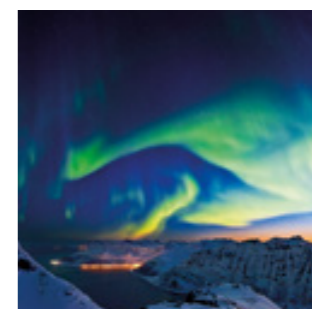
4 Torghatten – sail past the magnificent coast of Helgeland



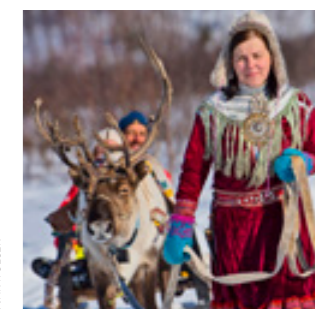
5 Cross the Arctic Circle (twice)



6 Enjoy your breakfast on North Cape (apart from winter)



7 Skjervøy – Northern Lights in winter



Full range of 70+ excursions to choose from. See [hurtigruten.com.au](https://www.hurtigruten.com/au)

**6 DAYS**  
The Original  
Coastal  
Voyage

KIRKENES-BERGEN

# CLASSIC VOYAGE SOUTH

1 Experience the edge of the world at the North Cape

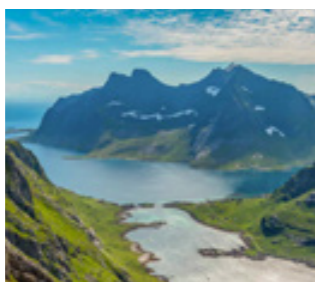
From stunning wilderness and UNESCO heritage to idyllic fjords

**THIS EXCITING** 6-day southbound journey begins in exotic Kirkenes, close to the Russian border. From here, we will explore northern Norway's polar heritage and sail through dramatic Arctic scenery. As we continue south, you'll take in some of the world's most beautiful fjord landscapes, the highlight of which are Vesterålen and Lofoten Islands, where steep mountains plunge straight into the ocean. After crossing the Arctic

Circle, we discover a milder fjord climate, with lush farmland and colourful fishing villages, before we end our journey in the charming city of Bergen.



2 Trondheim – spend time exploring the big cities along the coast in daytime



3 Sail through the magical Vesterålen in daytime



Choose from a wide range of optional excursions

**6 DAYS**  
**CLASSIC VOYAGE SOUTH**  
Kirkenes-Bergen



## Highlights

- Riverboat or quad bike to the Russian border (optional)
- Breakfast at the North Cape (optional)
- Sail into spectacular Lyngenfjord in spring and Trollfjord in autumn
- Cross the Arctic Circle
- See the Seven Sisters mountain range and Torgatten

**Price from \$1,330 pp**

NOTE: The 'from' price shown is in AU\$ per person twin share in an Inside Cabin. Hurtigruten has a flexible pricing system and all prices are capacity controlled and subject to availability. Prices may change at any time before departure date, the applicable price will be quoted at the time of booking.

**7 DAYS**  
The Original  
Coastal  
Voyage

BERGEN-KIRKENES

# CLASSIC VOYAGE NORTH

1 Ålesund – spend time exploring the big cities along the coast in daytime

Discover an Arctic world of natural and cultural treasures

**JOIN US ON AN UNFORGETTABLE** northern adventure to explore coastal cities and remote villages, and travel far beyond the Arctic Circle. Enjoy the ambience and culture of cities like Bergen, Ålesund, Trondheim and Tromsø – all brimming with distinctive charm. Discover Norway's heritage from the Viking age and medieval era, and learn about the

indigenous Sami people. All the while, marvel at Norway's most beautiful fjords, rugged coastlines and magnificent natural wonders.



2 Visit UNESCO-listed Geirangerfjord in summer



3 North Cape – bask in the Midnight Sun in summer



4 Experience the tidal currents of Saltstraumen (optional)

**7 DAYS**  
**CLASSIC VOYAGE NORTH**  
Bergen-Kirkenes



## Highlights

- Cross the Arctic Circle under the Northern Lights (winter)
- Explore cities like Ålesund, Trondheim, Bodø, Tromsø, Honningsvåg and Kirkenes
- Sail into Hjørundfjord in autumn and Geirangerfjord in summer
- Explore the Arctic Cathedral in Tromsø
- See Trondheim by bike or kayak (optional)
- Enjoy a wide range of optional excursions

**Price from \$1,560 pp**

NOTE: The 'from' price shown is in AU\$ per person twin share in an Inside Cabin. Hurtigruten has a flexible pricing system and all prices are capacity controlled and subject to availability. Prices may change at any time before departure date, the applicable price will be quoted at the time of booking.

# TERMS AND CONDITIONS

## 1. YOUR CONTRACT

These Booking Terms and Conditions together with our privacy policy, the information contained in your brochure and any other written information that we brought to your attention before we confirmed your booking, form the basis of your contract with Hurtigruten Ltd whose registered office is at Bedford House, 69-79 Fulham High Street, London, SW6 3JW (Company No: 02865967), a company wholly owned by Hurtigruten AS.

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 clauses 5 and 67 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 AS.

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. 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 (90 days for Explorer voyages) 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 (90 days for Explorer voyages) 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 A\$1,482 or made within 60 days (90 days for Explorer voyages) of departure require full payment at the time of booking and no refund is made if cancelled.

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.

## 3. 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 A\$4,075. All equipment must be capable of being carried safely 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.

## 4. A - PRICES

All Voyage prices shown in this brochure are in Australian Dollars and are per person per cabin twin share unless otherwise stated. Prices are valid as at 26 September, 2019.

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 19.01.2018, Norwegian Kroner (NOK) 10.86; Euros 1.13. 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.

The price of your confirmed holidays is subject at all times to variations in:

- (i) the price of transportation resulting from the cost of fuel or other power sources;
- (ii) the level of taxes or fees applicable to the holiday imposed by third parties not directly involved in the performance of your holiday, including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports; or
- (iii) the exchange rates relevant to your package.

You will be charged for the amount of any increase in accordance with this clause and, where this is necessary, we will

notify you of the relevant adjustments by issuing a new invoice. However, if this means that you have to pay an increase of more than 8% of the total price of your confirmed holiday (excluding any amendment charges and/or additional services or travel arrangements), you will have the option of accepting the price increase and paying the requested amount, accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid to us, except for any amendment charges and/or additional services or travel arrangements not forming part of your package. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date on your new invoice.

Should the price of your voyage or air package holiday go down due to changes above then any refund due will be paid to you, less an administration fee of A\$111. 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.

There will be no change made to the price of your confirmed holiday within 20 days of your departure nor will refunds be paid during this period.

## 4. 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.

## 5. IF YOU CHANGE OR TRANSFER 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 A\$111 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.

Transfer of Booking: If any member of your party is prevented from travelling, that person(s) may transfer their place to someone else, subject to the following conditions:

that person is introduced by you and satisfies all the conditions applicable to the Arrangements;

we are notified not less than 7 days before departure;

you pay any outstanding balance payment, an administration fee of A\$185 per person as well as any additional fees, charges or other costs arising from the transfer; and

the transferee agrees to these booking conditions and all other requirements applicable to the holiday booking.

You and the transferee remain jointly and severally liable for payment of all sums.

If you are unable to find a replacement, cancellation charges as set out will apply in order to cover our estimated costs. Otherwise, no refunds will be given for passengers not travelling or for unused services.

## 6. 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.

NORWEGIAN COASTAL VOYAGES: 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%

Explorer voyages: When the cancellation letter is received by us before departure	Charges as a % of the total holiday cost (excl. insurance premiums)
90 or more days	20%
60–89 days	40%
28–59 days	70%
15–27 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.

## 7. IF YOU CANCEL DUE TO FORCE MAJEURE

You have the right to cancel your confirmed holiday before departure without paying a cancellation charge in the event of unavoidable and extraordinary circumstances occurring at your holiday destination or its immediate vicinity and significantly affecting the performance of the holiday or which significantly affects transport arrangements to the destination. In these circumstances, we shall provide you with a full refund of the monies you have paid but we will not be liable to pay you any compensation. Please see clause 9 for more information on Force Majeure.

## 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 cancel or make alterations to your booking 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 (“Significant Change”) to your confirmed arrangements.

(a) accept the Significant 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; or

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

You must inform us of your 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, as per 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	A\$93      A\$46
8–14 days	A\$74      A\$37
15–28 days	A\$56      A\$28
29–42 days	A\$37      A\$0
43–59 days	A\$19      A\$9

\*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.

**IMPORTANT NOTE:** We will not pay you compensation in the following circumstances:

where we make a change that is not a Significant Change;

where we make a Significant Change or cancel your arrangements more than 60 days before departure;

where we have to cancel your arrangements as a result of your failure to make full payment on time;

where the change or cancellation by us arises out of alterations to the confirmed booking requested by you;

where we are forced to cancel or change your arrangements due to Force Majeure (see clause 9).

Please note: where arrangements with a higher price than the original arrangements are offered by us and accepted by you, the difference in price will be deducted from any compensation payable. In no case will we pay compensation if the arrangements offered by us and accepted by you are of a higher price than those originally booked by you and in the same location where no additional payment is made by you.

If we become unable to provide a significant proportion of the arrangements that you have booked with us after you have departed, we will make alternative arrangements for you at no extra charge and, if appropriate in all the circumstances, will pay you reasonable compensation.

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

## 9. FORCE MAJEURE

Except where otherwise expressly stated in these Booking Conditions 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.

## 10. 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 us in writing no later than 2 months after return from travel or the date on which the service complained of was performed. We will provide a final reply within 2 months. You must supply full details to enable us to deal with your complaint.

Please note that we offer an Alternative Dispute Resolution service through our ABTA membership. Please see clause 11 for further details. You can also access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.

## 11. OUR LIABILITY TO YOU

(i) We will accept responsibility for those arrangements we agree to provide or arrange for you as an ‘organiser’ under the Package Travel, Package Holidays and Package Tours Regulations 1992 and the EU Directive 2015/2302 on Package Travel (and subsequent UK regulations) 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. The level of such compensation will be calculated taking into consideration all relevant factors such as but not limited to: following the complaints procedure as described in these conditions and the extent to which ours or our employees’ or suppliers’ negligence affected the overall enjoyment of your holiday. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.

(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

## TERMS AND CONDITIONS

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 12 (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 A\$926 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 10 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.

(ix) Please note, we cannot accept any liability for any damage, loss or expense or other sum(s) of any description: (a) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer

or incur if we breached our contract with you; or (b) relate to any business.

(x) We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised in our brochure. For example any excursion you book whilst away, or any service or facility which your hotel or any other supplier agrees to provide for you.

### 12. YOUR RESPONSIBILITIES AND 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.

### 13. 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.

### 14. TIMINGS, DELAYS & OTHER TRAVEL INFORMATION

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 and the EU Directive 2015/2302 on Package Travel (and subsequent UK regulations, 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.

Please note the existence of a "Community list" (available for inspection at [https://ec.europa.eu/transport/modes/air/safety/air-ban\\_en](https://ec.europa.eu/transport/modes/air/safety/air-ban_en)) detailing air carriers that are subject to an operating ban with the EU Community.

### 15. PROMPT ASSISTANCE

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to you or a third party unconnected with the provision of the arrangements, or as a result of failures due to unusual and extraordinary circumstances, and you suffer an injury or other material loss, we will offer you such prompt assistance as is appropriate in the circumstances. In particular, we will provide you with appropriate information on health services, local authorities and consular assistance, and with distance communications and finding alternative travel arrangements. Where you experience a delay which is not owing to any failure by us, our employees or sub-contractors, this prompt assistance is likely to extend to providing help in locating refreshments, accommodation and communications but not paying for them. Any airline or other transport supplier may however pay for or provide refreshments and/or appropriate accommodation and you should make a claim directly to them. Subject to the other terms of these conditions, we will not be liable for any costs, fees or charges you incur in the above circumstances, if you fail to obtain our prior authorisation before making your own travel arrangements.

### 16. VALIDITY OF TERMS AND CONDITIONS

These terms and conditions are valid from January 2018 and the details and prices may be superseded. Changes may occur after the date of release , and some hotel/ship facilities may become unavailable. While this website features photography and descriptions of local wildlife, there is no guarantee of sightings.

### 17. LAW AND JURISDICTION

Your contract 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.

### 18. 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.

Please see our privacy policy for further information: <https://www.hurtigruten.com.au/practical-information/statement-of-privacy/>

Date: May, 2020

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.



ENVIRONMENTALLY CERTIFIED PAPER  
Our brochure is printed on paper sourced and produced following strict environmental standards and certified by the **Forest Stewardship Council® (FSC®)**.

RECYCLE FOR LIFE  
When you've finished with this brochure, please dispose of it in a recycling bin.

# A FOOTPRINT WE ARE PROUD OF

## Hurtigruten and sustainability

We have sailed some of the world's most pristine waters for more than 125 years and intuitively understand and promote sustainable balance. We have long believed in our responsibility and ability to make a positive and sustainable difference – and have consistently set travel industry standards supporting a sustainable common future.

- We have launched the world's first hybrid-powered expedition cruise ship.
- We have removed all single-use plastic from our ships and affiliated hotels.
- We voluntarily stopped using heavy fuel oil a decade ago.
- We are converting ships to cleaner LNG fuel and are using technology to re-use heat and

take advantage of shore-based electricity to reduce emissions.

- We closely interact with and support the local communities we visit.
- We observe wildlife at a distance to preserve natural integrity.
- We do not leave visible or lasting signs from a visit.
- We source produce from local suppliers whenever possible.

Building on our passion, competence and heritage, Hurtigruten will continue to make a difference by leaving behind a footprint we are proud of, contributing to sustainable development and creating positive change throughout our operations.

**[hurtigruten.com.au/sustainability](http://hurtigruten.com.au/sustainability)**



Your travel agency:

**HURTIGRUTEN AUSTRALIA**  
Level 2, 696 Bourke Street, Melbourne, VIC 3000  
**AUS** 1300 322 062  
**NZ** 0800 005 201  
**EMAIL** [au.info@hurtigruten.com](mailto:au.info@hurtigruten.com)  
**WEB** [hurtigruten.com.au](http://hurtigruten.com.au)

**ABN** 76 635 040 032

Follow us on Facebook, Twitter,  
Instagram & YouTube

