

# VOYAGE SOUTH

Kirkenes → Bergen



**THE BEST WAY TO EXPERIENCE** THE BEST OF NORWAY

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*This document is subject to change. Please make sure to review it when your voyage is approaching.*

# WELCOME ABOARD IN KIRKENES!

## PORT ADDRESS



**Kirkenes Terminal**  
**Kaiveien 4, 9900 Kirkenes**

## CHECK-IN / DEPARTURE REQUIREMENTS



### **PASSPORT**

Or ID card (Schengen only)



### **CREDIT CARD**

Visa, Mastercard or American Express



### **VIEW SAFETY VIDEO**

In your cabin on board



### **CHECK-IN**



### **BOARDING**



### **DEPARTURE**

# 11:00 - 12:15

Check-in at the reception on board the ship

**CHECK-IN AND BOARDING**

# 12:30

Welcome aboard

**ENJOY YOUR VOYAGE!**



**Final check-in on board is 12:15.**

## GETTING TO THE PORT

Get to the Kirkenes terminal by bus, taxi, or foot

There is a bus transfer from Kirkenes Airport. The airport shuttle stops at the city center hotels on its way to the port. However, the time is limited, so if your flight is delayed, we recommend that you take a taxi.

[More on this subject on page 18](#)

# SOUTHBOUND

Kirkenes → Bergen

The Arctic Dream

## DAY 1

PORTS: **KIRKENES-VARDØ-BÅTSFJORD-BERLEVÅG**

You begin your voyage at the easternmost point of the coastal route! The border with Russia is just a few kilometers away, and you may notice that road signs in Kirkenes are written in both Norwegian and Russian. Consider joining one of our excursions to visit the border or explore the Snowhotel, where everything is beautifully crafted from ice and snow, providing a unique and unforgettable experience.

## DAY 2

PORTS: **MEHAMN-KJØLLEFJORD-HONNINGSVÅG-HAVØYSUND-HAMMERFEST-ØKSFJORD-SKJERVØY-TROMSØ**

As we sail west and south, the polar landscape transforms, giving way to towering peaks. In the evening, we'll arrive in Tromsø where you can attend a midnight concert in the Arctic Cathedral or take a stroll in the stunning midnight sun or under the mesmerizing Northern Lights. Explore the city's lively nightlife scene, known as "The Paris of the North".

## DAY 3

PORTS: **FINNSNES-HARSTAD-RISØYHAMN-SORTLAND-STOKMARKNES-SVOLVÆR-STAMSUND**

Next, we'll return to the stunning and picturesque Lofoten Islands, where you'll find a mix of wild and idyllic scenery. Along the coastline, you'll discover chalky, white, and sandy beaches alongside charming fishing villages, which still thrive on a vibrant fishing industry. The locals rely on coastal ships for everyday transportation. Weather permitting, we'll venture into the narrow Trollfjord, which offers an excellent chance to spot majestic sea eagles.

The Arctic Circle and Lofoten

	Day	Port	Arr.	Dep.
The Arctic Dream	1	☀ Kirkenes	09:00	12:30
		☀ Vardø	16:05	17:00
		☀ Båtsfjord	20:00	20:30
		☀ Berlevåg	22:25	22:35
	2	☾ Mehamn	01:20	01:30
		☾ Kjøllefjord	03:25	03:35
		☾ Honningsvåg	05:45	06:00
		☀ Havøysund	08:00	08:15
		☀ Hammerfest	11:00	12:45
		☀ Øksfjord	15:50	16:05
The Arctic Circle and Lofoten	3	☀ Skjervøy	19:30	19:45
		☾ Tromsø	23:45	01:30
		☾ Finnsnes	04:20	04:40
		☀ Harstad	08:00	08:30
		☀ Risøyrhamn	10:45	11:00
		☀ Sortland	12:30	13:00
		☀ Stokmarknes	14:15	15:15
	4	☀ Svolvær	18:30	20:30
		☀ Stamsund	22:15	22:30
		☾ Bodø	02:30	03:30
☀ Ørnes		06:25	06:35	
☀ Nesna		10:25	10:35	
☀ Sandnessjøen		11:45	12:15	
Magical Norwegian fjords	5	☀ Brønnøysund	15:00	17:25
		☀ Rørvik	21:00	21:30
		☾ Trondheim	06:30	09:30
		☀ Kristiansund	16:30	17:30
	6	☀ Molde	21:15	21:45
		☾ Ålesund	00:30	01:20
		☾ Torvik	02:35	02:45
		☾ Måløy	05:45	06:00
		☀ Florø	08:15	08:30
			☀ Bergen	14:45

## DAY 4

PORTS: **BODØ-ØRNES-SANDNESSJØEN-BRØNNØYSUND-RØRVIK**

At this juncture of our journey, we have ventured so far south that we have left the polar land behind and crossed the Arctic Circle. However, during winter, you may still witness the Northern Lights illuminating the night sky, while summer brings the magical midnight sun. As we sail, we'll pass by numerous small islands, islets, and skerries, including the unique Torggatten mountain, which features a hole in its center. If you're up for it, consider joining us for a hike on the mountain and explore the cavern.







## DAY 5

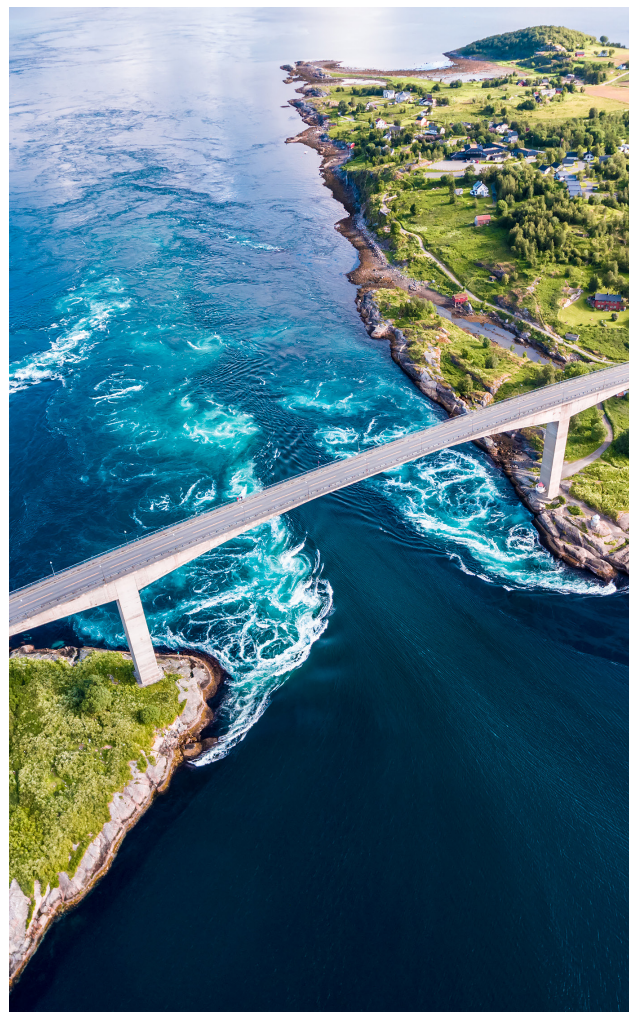
**PORTS: TRONDHEIM-KRISTIANSUND-MOLDE-ÅLESUND**

We'll sail through the vast Trondheim fjord, flanked by rolling farmland on either side, before reaching the coast and the open sea once more. If you wish to disembark, Kristiansund offers the opportunity for a scenic bus tour along the Atlantic Ocean Road, considered one of the world's most beautiful drives. The road winds along islets and skerries, and after the tour, you can rejoin us in Molde.

## DAY 6

**PORTS: TORVIK-MÅLØY-FLODØ-BERGEN**

On the final day of your journey, we'll take you through a varied coastal landscape that features rugged rocky mountains and an intricate network of straits and waterways between countless islands. The magnificent fjords and glaciers are located further inland. Our voyage concludes in Bergen, but you have the opportunity to join us for one last adventure – [a captivating excursion](#) through the city's history, flavors, and breathtaking views. We hope these new memories will be cherished, and we eagerly await the chance to welcome you back on board in the future.





# HAVILA FOOD STORIES

## THE FLAVOURS OF NORWAY

At Havila Voyages, the menus are thoughtfully crafted to reflect the rich flavors and culinary traditions of the coastal regions we sail through.



Experience the diverse flavours of the Norwegian coastline with our four food universes: the fjords, polar region, Arctic, and archipelagos.

At Havila Voyages, we provide personal service at every meal and offer a wide range of side dishes, allowing you to create your own customized meal with a variety of flavours.

Enjoy breakfast, lunch, and dinner at Havrand, our main restaurant, or indulge in a five-course signature menu with the best Norwegian ingredients at our fine dining restaurant, Hildring. For a quick snack or coffee, visit Havly Café, which serves light meals and freshly baked treats like Havila cinnamon rolls and waffles.

 [Learn more about Havila Food Stories](#)



ENHANCE YOUR VOYAGE:

## HAVILA GOLD

Treat yourself to a luxurious experience with Havila Gold, adding an extra sparkle to your voyage

Enhance your voyage with Havila Gold, which offers delicious special dishes, exclusive service, and other extras to make your journey more enjoyable and convenient.



[Prices and information](#) [Download menu](#)



ENHANCE YOUR VOYAGE:

## BEVERAGE PACKAGES

Beverage packages give you better value

At Havila Voyages, you can choose from a variety of drinks including wine, beer, cocktails, and non-alcoholic options. Purchase a pack of 50, 70, or 100 units to enjoy a wide selection from our drinks menu. You can select from most beer, wine, cocktail, and long drink options. We also offer non-alcoholic beverage packages of 30, 40, or 50 units.



[Prices and information](#)



# THE RESTAURANTS



## HAVRAND RESTAURANT

[More information](#)

Welcome to our main dining room; open, elegant, warm, and relaxed. Breakfast, lunch, and dinner are served here.

### OPENING HOURS

Breakfast: **07:00 – 10:00**

Lunch: **11:30 – 14:30**

Dinner: **18:00 – 21:00**

*You can reserve your preferred dining time for breakfast, lunch, and dinner at the front desk located by the Havrand Restaurant.*

## HAVLY CAFÉ

[More information](#)

The cafe upholds the tradition of providing simple, but good and tasty food to seafarers.

### OPENING HOURS\*

Every day: **08:00 – 22:00**

*\*subject to sailing schedule adjustments*





## HILDING FINE DINING

[More information](#)

This exclusive, intimate restaurant provides a luxurious, classic, and elegant environment for your meals. The dinner consists of our five-course signature menu composed of the best ingredients Norway has to offer.

### OPENING HOURS

Breakfast for suite guests: **08:00 - 11:00**

Dinner: **18:00 - 22:00**

*Please book your dining times for breakfast and dinner at the front desk of the Havrand Restaurant.*



## HAVBLIKK BAR & LOUNGE

[More information](#)

At the Havblikk Bar & Lounge, you can enjoy drinks and snacks while soaking up the great views of the sea in all directions.

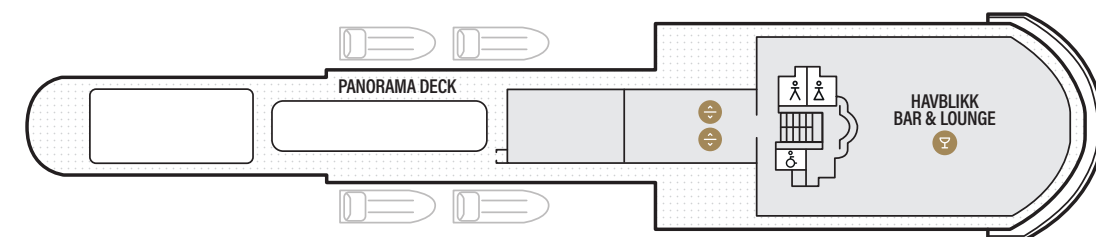
### OPENING HOURS\*

Every day: **12:00 - 00:00**

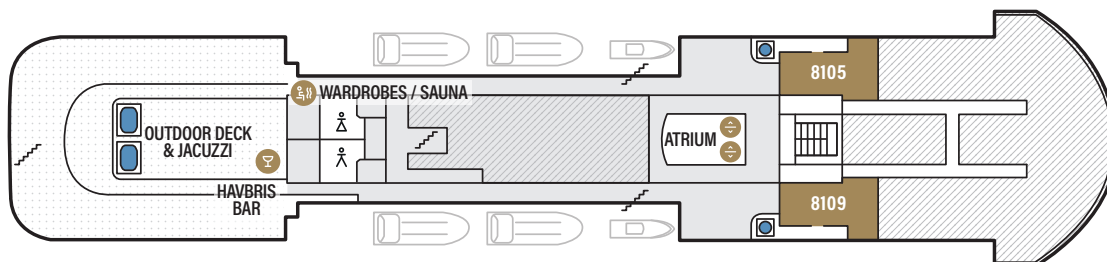
*\*subject to sailing schedule adjustments*

# LIFE ON BOARD

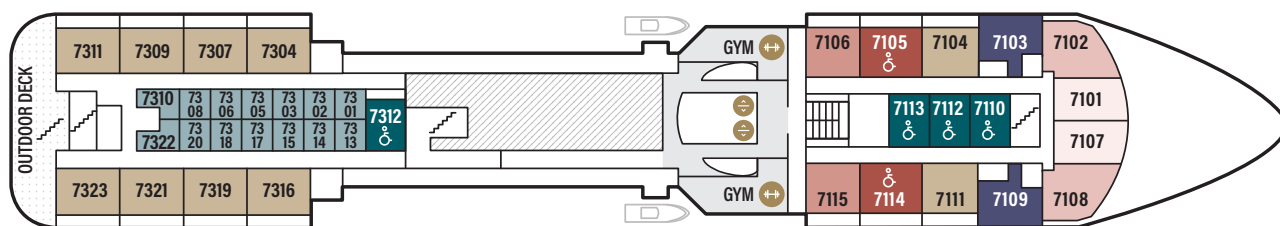
During your stay, the ship serves as your home, offering both relaxation and a range of activities and experiences.



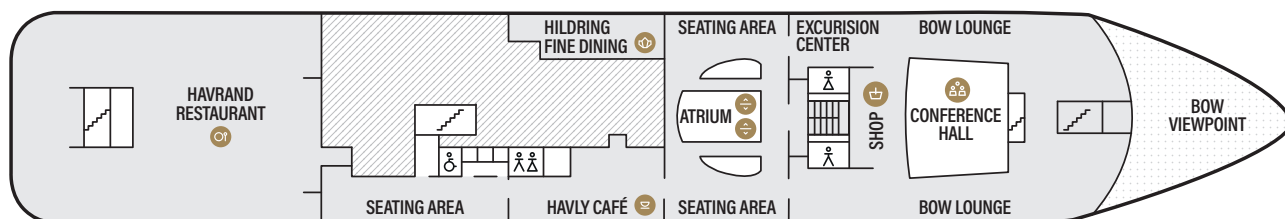
DECK 9



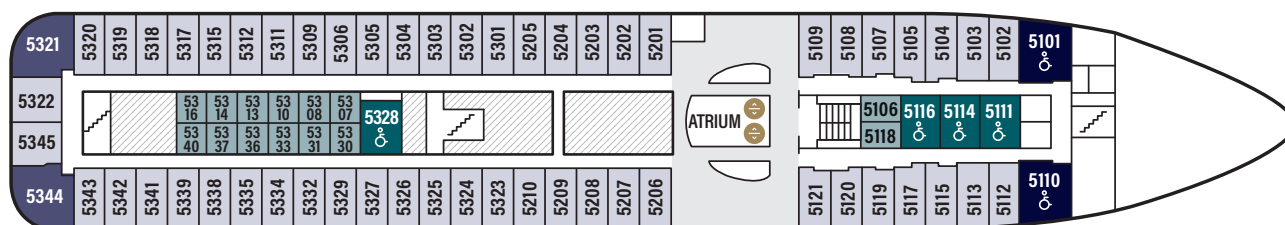
DECK 8



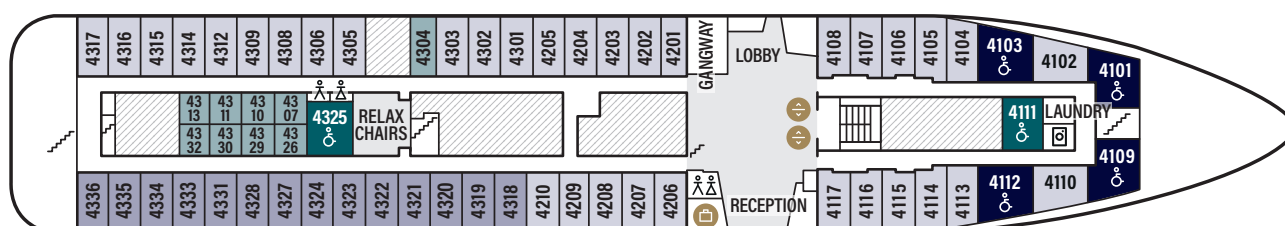
DECK 7



DECK 6



DECK 5



DECK 4



## COMMUNAL AREAS AND LOUNGES AT THE BOW AND TOP OF THE SHIP

Our communal areas with floor-to-ceiling windows offer stunning views of the Norwegian coast, giving you the feeling of being in nature. Don't miss the glass roof on the top deck for stargazing at night!

## GYM

The ship has two gyms located on deck 7 for both strength and cardio training, offering stunning views of the surroundings.

## SHOP

The ship has a Havila shop offering a selection of travel items, clothing, and souvenirs, including exclusive Havila products that cannot be found elsewhere.

## PANORAMA DECK, JACUZZI, SAUNA, AND VIEWING AREAS

The top of the ship features panoramic decks where you can take a walk and enjoy the beautiful views. On the deck below, you can relax in one of two outdoor Jacuzzis, take a break in the sauna, or enjoy a drink from the small bar. You can also visit the bow for another outdoor area.



## BE AN ECO-VOYAGER!

You can make a difference as a guest on Havila Voyages! Join our Eco-Voyager Program by following a non-mandatory checklist. Just a few mindful actions onboard can have a big impact on sustainability. Contribute to our mission and enjoy responsible travel with us.

- ✓ Clean the cabin only when necessary.
- ✓ Use only the necessary amount of light in the cabin. Lights will be automatically turned off when you leave.
- ✓ Recycle your waste.
- ✓ Tag #havilaecovoyages.
- ✓ Reuse towels as much as you like.
- ✓ Use screens for information instead of requesting printed materials.
- ✓ Minimize food waste by ordering only what you need at restaurants.
- ✓ Explore eco-friendly excursions.
- ✓ Remember to fill your water bottle.



ENHANCE YOUR VOYAGE:

# UPGRADE YOUR CABIN

Enhance your voyage with more space, a better view, or other amenities that better suit your needs.

Upgrade your cabin category by contacting the reception while on board or our customer service before departure. They will assist you with the upgrade process.

## LIGHTHOUSE SUITE

- ✓ Accommodates 2 passengers
- ✓ Size: 45 m<sup>2</sup>
- ✓ Private balcony with a 15 m<sup>2</sup> area and a jacuzzi
- ✓ Extra-wide double bed
- ✓ Separate bathroom with a shower and bathtub
- ✓ Free minibar refilled daily
- ✓ Includes Havila Gold
- ✓ Comes with bathrobe and slippers
- ✓ Optional breakfast at Hildring Fine Dining
- ✓ Exclusive decor
- ✓ Dining room
- ✓ Large sofa
- ✓ Seating area
- ✓ Hairdryer
- ✓ Coffee and tea



## JUNIOR SUITE WITH BALCONY

- ✓ Accommodates up to 4 passengers
- ✓ Size: 22–25 m<sup>2</sup>
- ✓ Private balcony (6–9 m<sup>2</sup>)
- ✓ Floor-to-ceiling windows
- ✓ Double bed
- ✓ TV
- ✓ Seating area with a table
- ✓ Desk with a chair
- ✓ 2 wardrobes
- ✓ Fridge
- ✓ Hairdryer
- ✓ Coffee machine
- ✓ Bathrobe and slippers







## PANORAMIX SUPERIOR

- ✓ Accommodates 2 passengers
- ✓ Size: 30 m<sup>2</sup>
- ✓ Exterior cabin at the bow
- ✓ Floor-to-ceiling window
- ✓ Double bed
- ✓ Seating area with a table
- ✓ Desk with a chair
- ✓ Refrigerated drawer
- ✓ Hairdryer
- ✓ Coffee and tea



## PANORAMIX DELUXE

- ✓ Accommodates 2 passengers
- ✓ Size: 30 m<sup>2</sup>
- ✓ Exterior cabin at the bow
- ✓ Floor-to-ceiling window
- ✓ Double bed
- ✓ Seating area with a table
- ✓ Desk with a chair
- ✓ Refrigerated drawer
- ✓ Hairdryer
- ✓ Coffee and tea



## BALCONY DELUXE

- ✓ Accommodates up to 4 passengers
- ✓ Size: 30 m<sup>2</sup>
- ✓ Exterior cabin
- ✓ Double bed
- ✓ Sofa or a sofa bed
- ✓ Coffee table
- ✓ Desk w/chair
- ✓ Refrigerated drawer
- ✓ Hairdryer
- ✓ Coffee and tea



## BALCONY DELUXE ACCESSIBLE

- ✓ Accommodates up to 4 passengers
- ✓ Size: 30 m<sup>2</sup>
- ✓ Exterior cabin
- ✓ Double bed
- ✓ Sofa or a sofa bed
- ✓ Coffee table
- ✓ Desk w/chair
- ✓ Refrigerated drawer
- ✓ Hairdryer
- ✓ Coffee and tea



# WILD EXCURSIONS

## QUIET TRAVEL

See Norwegian islands, fjords and Arctic nature at close quarters; try traditional Norwegian food and experience Norwegian culture and history.

## SOUTHBOUND Kirkenes → Bergen

Day	Excursions	Code
2 (8)	<a href="#">Snowmobiling in the Polar Night</a>	MEHS1
	<a href="#">Breakfast at the North Cape</a>	HVGS1
	<a href="#">City Sightseeing in the Northernmost Town</a>	HFTS1
	<a href="#">Meet a Sled Dog</a>	HFTS4
3 (9)	<a href="#">A taste of Vesterålen (Overland tour Harstad - Sortland)</a>	HRDS1
	<a href="#">RIB Boat to the Sea Eagles</a>	SVJS2
	<a href="#">Lofopils Brewery Tour</a>	SVJS3
	<a href="#">Lofoten Islands</a>	SVJS4
	<a href="#">Horseback riding in Lofoten</a>	SVJS5
	<a href="#">Sea Eagle Safari Trollfjord</a>	SVJS7
	<a href="#">Soft Hike Haukland</a>	SVJS8
	<a href="#">Polarnight Walk in Storvågan - Lofoten</a>	SVJS9
4 (10)	<a href="#">Hike to Torghatten</a>	BNNS1
	<a href="#">The Norwegian Salmon Adventure</a>	BNNS2
	<a href="#">Torgghatten - A Twilight Walk Among Myths and Geology</a>	BNNS3
	<a href="#">Vega World Heritage</a>	SSJS1
5 (11)	<a href="#">Trondheim and Nidaros Cathedral</a>	TRDS1
	<a href="#">The Atlantic Road (Kristiansund- Molde)</a>	KSUS1
	<a href="#">Bergtatt - Magnificent marble mine</a>	KSUS2
6 (12)	<a href="#">Bergen and Mount Ulriken from Sea to Summit</a>	BGOS1







**Discover the wonders of the Norwegian coast with Havila Voyages' excursion program.**

Immerse yourself in Norwegian culture and history as you try traditional Norwegian food and witness the breathtaking scenery of islands, fjords, and Arctic nature up close. From dog or reindeer sled rides to Rib boat tours and scenic guided bus rides, there's an excursion for every adventurer! Explore the medieval architecture of Nidaros Cathedral or savor a Viking banquet in a Viking chieftain's longhouse. You can also sample local delicacies and try your hand at catching king crab. Don't miss the opportunity to visit the Russian border, the World Heritage Islands of Vega, and the iconic North Cape.

We have 70+ excursion offerings that can be customized depending on the season.



Visit [havilavoyages.com](https://havilavoyages.com) to learn more about our excursions.





# ACTIVITIES ON BOARD

Get to know Norway's food, history, nature, and places you sail past through our onboard activities. We offer daily lectures and various activities to make your voyage more enjoyable.

On board, you will get to know more about the areas we sail through, including weather and northern lights forecasts, local art and history, and the places we sail past. Furthermore, you will hear fascinating stories about Norwegian history, such as Vikings, witch trials, and polar expeditions.

Through the onboard activities, you have the opportunity to experience Norwegian food and beverages up close. Our chefs offer tastings of Norwegian specialties, and sometimes you can even join them and watch as they prepare the food.

There are several activities on board every day, adapted to the ship's sailing and calls to various ports. This allows you to choose which activities to participate in and customize your journey to suit your interests.



For many, it is the activities and phenomena in nature that are the highlight of the journey. To see and feel the warmth of the golden midnight sun in the north is a truly unique experience one can have in the magical spring and summer months.



Norway is known for its stunning Northern Lights, and on board our ship, we keep track of the weather and lighting conditions to forecast any **Northern Lights activity**. We also offer a **Northern Lights alarm system** that alerts you day or night when there is an occurrence. In other words, you can relax and enjoy your voyage, knowing that you won't miss out on this awe-inspiring natural wonder.



One of the best things about cruising along the Norwegian coast is the chance to discover new parts of the country and truly experience the local culture and history. Our team of enthusiastic and knowledgeable excursion leaders is dedicated to helping passengers make the most of their journey. They hold **regular presentations** that provide valuable insights into the local history, culture, and customs of the areas we sail through. These **presentations are held in the ship's conference room** and are open to all passengers, so you can join and learn at your own pace.



#### WHEN DOES THE POLAR NIGHT OCCUR?

The polar night is a period of complete darkness that occurs north of the Arctic Circle and is limited to specific dates:

NORTH CAPE	18 Nov – 23 Jan
HAMMERFEST	20 Nov – 21 Jan
VARDØ	21 Nov – 20 Jan
TROMSØ	25 Nov – 16 Jan
HARSTAD	30 Nov – 11 Jan
SVOLVÆR	04 Dec – 07 Jan
BODØ	15 Dec–28 Dec

#### WHEN CAN I SEE THE MIDNIGHT SUN?

During summer, most areas stay bright all night, but only north of the Arctic Circle can you witness the midnight sun, with the sun visible 24/7 above the horizon. The number of nights of the midnight sun increases as you go farther north.

NORTH CAPE	13 May – 31 July
HAMMERFEST	16 May – 28 July
VARDØ	16 May – 28 July
TROMSØ	20 May – 25 July
HARSTAD	24 May – 20 July
SVOLVÆR	28 May – 17 July
BODØ	03 June – 11 July

## FAQ

### How do I get the confirmation of my booking?

As soon as your order is confirmed, you will receive all necessary travel documents via email. You can also access your booking confirmation and other trip information by logging into "My Voyage" at any time. If you prefer a paper copy, you can print the documents for convenience during check-in and boarding.

### What documents do I need to bring to the ship?

You must bring a valid form of official ID or your passport on our longer voyages. Passports or ID are not required for port to port travels. For travelers living in the Schengen area, it is sufficient to bring an internationally approved ID card. However, passports are a safe and well-known system of identification that will always be approved.

### What insurance do I need?

All passengers are required to have valid travel insurance, and Havila Voyage's guidelines for passengers and special terms are part of the contract between the passenger and the shipping company.

### Do I need special vaccinations before the trip?

At the moment there are no vaccine requirements when traveling to Norway.

### Can I upgrade my cabin?

Yes, if there is availability, you can upgrade your cabin at any time. To do so, please contact our customer service before your trip or visit the reception desk while on board.

### Allergies and alternative menus

We take allergies into account and offer gluten-free and lactose-free alternatives, as well as vegetarian and vegan dishes. Please inform us of any allergies or dietary restrictions in advance. You can do so upon booking, through the [MyVoyage portal](#), or by contacting Havila Voyages' customer center at least three weeks before departure.

### What should I bring with me?

Warm clothes, a hat, and woolen underwear are needed all year round, as even a nice summer day at sea can be chilly in Norway. Windproof and waterproof clothing will come in handy, as well as good and sturdy shoes for excursions ashore. Binoculars are a useful travel tool for perceiving nature experiences even closer. Similarly, a camera is essential to immortalize the memories and share the experience with others when you get home.

Make sure to have medications and other necessary items in your hand luggage, as other luggage may arrive at the cabin later.

### How do I book excursions?

You can easily add excursions through the MyVoyage portal or by contacting our customer service center at [this page](#). Alternatively, you can visit the Expedition Centre on board at Deck 6 while you are on the ship.

## THE JOURNEY TO AND FROM THE SHIP

### How do I get to the ship?

If you are flying to or from Norway, you can book your flight with airlines such as Norwegian, SAS, Logan Air, KLM, or Wideroe. Bergen has direct flights from approximately 30 airports around the world, including London, Manchester, Amsterdam, Berlin, and Paris. You can usually connect with many flights without needing extra overnights because of the ship's arrival and departure times. KLM offers great regional connections from the UK and many European airports.

### Transfer from airport to the ship

There is a scheduled airport shuttle service available between Kirkenes Airport and Kirkenes Terminal, operating twice daily at 11:50 AM and 8:40 PM. As you exit the main entrance, you will find the bus on your left.

If you have made a prior reservation for bus transportation via the MyVoyage portal, your booking confirmation will serve as a valid ticket for boarding the bus. The estimated duration of the journey to the harbor is approximately 30 minutes, and the bus will conveniently transport you directly to the quay. If you arrive on the evening flight, you have the option to get off the bus at your hotel in Kirkenes city center.

If you arrive on the morning flight on the day of departure, you may have limited time before the ship's departure. In the event of a flight or bus delay from the airport, it is advisable to secure a taxi booking to ensure you arrive at the harbor punctually. To arrange a taxi, please contact us at tel: 78991397.

### Transfer from the ship to the airport

To reach Bergen Airport from Jektevik Terminal, you have the option to book transportation through the MyVoyage portal or request assistance from the reception or expedition team. Additionally, you can order a 48-hour bus ticket for Bergen upon booking or through MyVoyage portal.

On the day of departure, our experienced staff will meet you at the exit and guide you off the ship. Remember to take all of your luggage and belongings with you.

You will be escorted to the parking lot where the airport bus will be waiting to take you directly to the airport. The journey takes approximately 50 minutes by bus.

### Is there an organized transport from the ship to the train station?

Yes, you can pre-book your bus transfer from the Jektevik Terminal to the city center train station through the MyVoyage portal or with the expedition team while onboard the ship.

## CHECK-IN

### What is the check-in time?

Passengers are welcome to check in on board the ship in Kirkenes at 11:00 am. Once your cabin is prepared, you will be able to access it promptly. It is important to note that you are responsible for arriving on time, as the ship cannot delay its scheduled route.

### Where can I deliver my luggage?

You can drop off your luggage at check-in, and it will be safely transported to your cabin. Please note that knives, weapons, and other dangerous goods are prohibited.

### What is the check-out time?

Check-out from cabins before arriving in Bergen is at 10 am.

## FACILITIES ON BOARD

### Does the ship offer Wi-Fi?

Havila Voyages provides free Wi-Fi on board. However, due to limited capacity, we suggest using the 4G or 5G network along the coast for better internet access. As our ships travel close to shore, this network provides a more stable connection.

### Are there gyms on the ships?

Yes, our new ships feature two well-equipped fitness rooms on deck seven, offering stunning sea views. Guests can enjoy a range of exercise equipment, such as treadmills, rowing machines, bicycles, and various weight training machines.

### Are there telephones in the cabins?

Each cabin has a telephone to call the reception on board, but it cannot make or receive calls from outside the ship. Family and friends can contact you on the ship by calling the ship's reception desk.

### Are there televisions in the cabins?

Every cabin has a television with international channels, used to provide daily updates, ship information, dining times, and more.

### Jacuzzi

Our new ships have outdoor jacuzzies at the large outdoor area on deck eight.

### Sauna

There is a sauna on board, one for men and one for women, located near the jacuzzies and large outdoor area on deck eight.

### Are there any activities for children on board?

The ship features a dedicated kids' corner located in the bow lounge on deck 6.

### Do you provide any self-entertainment options for adults?

Yes, we offer board games, puzzles, and books in the bow lounge on deck 6.

## LIFE ON BOARD

### What can I purchase on board?

The ship features a café and a shop. Guests can purchase snacks and simple meals in the café, while the shop offers a variety of products including toiletries, reading materials, souvenirs, woolen clothes, outerwear, and practical items like drinking bottles, backpacks, and binoculars.

### What is the dress code on board?

The dress code is casual, and there is no need to dress up for dinner.

### Is there a laundry service on board?

Yes, the ship has three washing machines, three dryers, and equipment for ironing clothes.

### What payment methods are accepted on board?

The main payment method on board is credit cards (Visa, Mastercard, and American Express). The official currency is NOK.

### Should I tip the staff?

The service charge is included, but you can tip if you like to.

### What happens if I become ill on board?

The ship is equipped with a sickroom and a security officer on board. In the event that you require medical attention, arrangements will be made at the nearest port. If it is an emergency, a rescue helicopter can be called. It is important that you have travel insurance.

### Where can I store my medication that needs to be refrigerated?

There are refrigerators in all exterior cabins. If you stay in an interior cabin, you can contact the reception on board for assistance.

### What languages are spoken on board?

The crew speaks Norwegian, English and/or German. Written information is also available in these languages.

### What are the power outlets onboard?

The voltage is 220V, and USB-B outlets are available in the cabins. Adapters can be purchased on board.

### How do I receive security information?

Before departure in Bergen, all passengers must attend a mandatory safety training. Safety and warning systems, emergency exits, life jackets, and lifeboats are displayed on screens on board. Security videos with essential information are shown on TV screens throughout the trip. The information is available in Norwegian, English, and German.

### Is smoking allowed on board?

The ship offers a designated smoking area on deck 8, and smoking is allowed on the balconies of cabins equipped with them.

## LIFE ON BOARD

### Can I drink the tap water?

Yes, you can safely drink the tap water on board the ship and on land.

### Is the ship accessible for disabled passengers?

Yes, the entire ship is adapted for disabled passengers, and we also offer wheelchair-accessible cabins as well as cabins for those traveling with guide dogs.

### Can drones be flown from the ship?

No, it is prohibited to fly drones on board or from the ship. If you plan to use your drone on land, you must check the regulations on [Luftfartstilsynet.no/droner](https://luftfartstilsynet.no/droner) and register as an operator at [flydrone.no](https://flydrone.no). Additionally, you must have knowledge of local drone regulations. Drone flight regulations are under the responsibility of the Norwegian Aviation Authority.

## FOOD AND BEVERAGE

### Where and when can I eat on board?

Passengers with full board are provided breakfast, lunch, and dinner in the main restaurant, Havrand. Additionally, suite guests can opt for breakfast in Hildring Fine Dining. Our cruise packages include a selection of the menu in Havly Café. Snacks and drinks are available for purchase in the café, which operates from morning until late at night.

### Can we reserve a table in advance?

Table reservations can be made after boarding the ship in Bergen. Once meal times are confirmed, you will be assigned a table that you can keep throughout the journey.

### When are the meals served?

The restaurant opening hours are adjusted according to the sailing route and port arrivals and departures. You can refer to [pages 10-11](#) for the general opening hours of the different restaurants.

### What drinks are included in the voyage?

Still water is provided free of charge on board and served with every meal, along with coffee and tea. For breakfast, orange juice, apple juice, and milk are also available.

### Is it allowed to bring alcohol?

For your own and others' safety, it is not permitted to bring alcohol or other drugs on board.

### Can I order room service?

Suite guests and Havila Gold members may receive room service with no service fee at their cabin, while other passengers may order delivery at an additional fee.

### Allergies and dietary restrictions

We accommodate allergies and can offer gluten-free, lactose-free, vegetarian, and vegan options. Please inform us of any allergies or dietary restrictions at least three weeks before departure. You can do so through the MyVoyage portal or by contacting our customer service.

## ONSHORE EXCURSIONS

### What kind of excursions are offered?

We provide a diverse range of excursions that showcase cultural highlights and scenic natural landscapes that are easily accessible. You can find detailed information about all the excursions on our website or seek answers to your queries through Havila's customer center.

### How do I book an excursion?

You can book excursions through our online booking system or by contacting Havila Voyages' customer center.

### When is the best time to book excursions?

You can add excursions to your itinerary when booking or at any time through the MyVoyage portal. As popular excursions tend to sell out quickly, it is advisable to make reservations well in advance. Additionally, please note that in case of insufficient participants, some excursions may be canceled. Therefore, early bookings are helpful in determining attendance numbers.

### Are the excursions suitable for disabled passengers and how demanding are they?

Our excursions are divided into three different levels based on physical activity, with the majority at levels 1 and 2. Detailed information about the level of difficulty and suitability for disabled passengers is provided [on our website](#).

### What is the price for children?

Children up to 12 years of age pay half price on excursions, while children aged zero to three can participate free of charge.

### Is food provided during the excursions?

Some of the excursions do not offer any meals or only serve simple snacks and drinks, while others provide full meals. You can find a more detailed description of the meal options for each excursion on our website. Please be aware that if you have booked full board on the ship but are unable to attend a meal at our restaurant due to an excursion, the missed meal will not be refunded.

### What happens if there is an excursion at the same time as a meal on board?

We understand that food is an important part of the journey with Havila Voyages. Therefore, you can usually book a table in the main restaurant at a time that does not conflict with your excursion. Please remember to make this request at the reception or with the head waiter at the front desk of the Havrand restaurant. Otherwise, you can always eat in the Havly Café.

### What languages are spoken during the excursions?

Most of our excursions are held in Norwegian, English, and German. Additional information can be found on our website.



## THE CABINS

### How big are the beds?

Single beds are 80 cm wide and 2 meters long. Double beds are 150 cm wide and 2 meters long. Double beds in the suites on deck 8 are 180 cm wide and 2 meters long. All double beds are equipped with two duvets, not a single large one.

### Do I get a cabin to myself even if I am traveling alone?

Yes, you will have a cabin all to yourself and do not need to share with anyone.

### Do all cabins have bathrooms?

Yes, all cabins are equipped with private bathrooms that include showers.

### Are there cabins for disabled passengers on board?

Havila Voyages is equipped to accommodate disabled individuals, offering a total of 18 wheelchair-accessible cabins. Among these, there are 10 interior accessible cabins, 6 seaview accessible cabins, and 2 seaview deluxe accessible cabins with balconies.

### Is it allowed to travel with a dog or other pets?

Havila Voyages generally does not permit the transportation of animals on board, with the following exceptions:

- Guide dogs and service dogs that are specially trained to assist individuals who are blind or severely visually impaired, or individuals with physical disabilities. These dogs are welcome in common areas on board, excluding restaurants. If the guest is traveling with a cabin, only pet-friendly cabins without floor carpeting are permitted for guests with guide dogs or service dogs.
- Travelers with guide dogs/service dogs must provide documentation confirming the animal's status as a guide dog or service dog.
- For short port-to-port voyages lasting less than 24 hours, it may be possible to bring small dogs or cats. Travelers must bring their own cage in which the animal must remain throughout the entire voyage. In such cases, the animal must be kept on the car deck and is not allowed in common areas or cabins. Travelers are responsible for supervising their animals during the voyage, and any necessary checkups must be arranged with the reception.

Please note that Havila Voyages disclaims any responsibility for the transport of animals. Owners are fully responsible for any insurance coverage related to their animals. In the event that a guide dog or service dog causes damage on board or causes harm to passengers or the ship's crew, all associated costs will be charged to the animal's owner.

## ACCESSIBILITY FOR GUESTS WITH DISABILITIES

### Are there cabins available for guests with disabilities on board?

Havila Voyages offers accommodations designed for individuals with disabilities, including 18 wheelchair-accessible cabins. All of these cabins are equipped with shower chairs. Among them, there are ten interior plus cabins, six seaview plus cabins, and two junior suites with balconies.

### Is there sufficient space on the ship for wheelchair users to move around easily?

The ships feature wide corridors and spacious common areas, ensuring convenient wheelchair maneuverability throughout the entire ship.

### What assistance is provided for guests with hearing impairments?

Teleloops are installed at various locations on the ship, including the reception, shop, café, and near the main restaurant entrance. Additionally, vibrating alarms can be requested at the reception desk. Placed under the pillow, these alarms ensure guests are awakened in case of an emergency.

### Are there information signs available for blind and visually impaired guests?

Braille is provided on stair railings, cabin number signs, signs outside accessible toilets, and in common areas.

### How do wheelchair users board the ship?

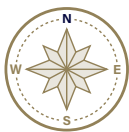
The ship is equipped with a gangway lift capable of supporting up to 225 kg.

### Are wheelchairs available on board?

There is one wheelchair available on board. However, it is recommended that wheelchair users bring their own equipment.

### Are crutches available on board?

No, individuals with reduced mobility are advised to bring their required equipment themselves.



~~~~~ Barents Sea

North Cape 71°N



THE BEST WAY TO EXPERIENCE THE BEST OF NORWAY