

ONBOARD INFORMATION



Alcohol policy

Only beverages purchased from the ships' restaurants and bars can be consumed on board.

Cabins

There is a wide range of comfortable cabins on board our ships. Depending on the location of your cabin, you may experience some noise and vibrations. Some cabins may have obstructed views.

Cruise card

A cruise card will be issued upon arrival on board as part of the check-in procedure in accordance with ISPS regulations. In addition to being the key card for your cabin, the cruise card is also used for payment on board. To activate the cruise-card account, you must have a Visa, American Express, Diners Club, or MasterCard credit card. The cruise card also serves as a control system on the gangway.

Electrical outlets

All cabins have 220V/50 Hz electrical outlets. Suites also have 110V electrical outlets for shavers. The plugs are continental two-pin plugs that may require an adapter.

Entertainment

The emphasis on board is on relaxation and discovery. During the cruises, a variety of social events, such as gatherings with the expedition team, presentations held on deck, lectures, and workshops will be arranged. Occasionally there may be some musical entertainment on board in the evenings. The daily program will provide detailed information.

Fitness rooms, saunas, pools, and hot tubs

MS Roald Amundsen offers a sauna, a pool, two outdoor hot tubs, and a Gym and Wellness Area. MS Midnatsol, MS Fram, and MS Spitsbergen offer two outdoor hot tubs, a modern fitness room, and a sauna with fantastic views of the landscape passing by.

Gratuities policy

Many of our guests give special thanks to our service crew on board. How you wish to honor the service given by the crew in the bars, restaurants, and cabins is at your discretion. Fill in the form you will find in your cabin and give it to the receptionist two nights before the end of the cruise. The amount will be debited from your cruise-card account.

Language

Announcements, written materials, and lectures are given in English and German. There will be English-, German-, and Nordic-speaking staff on all ships.

Laundry

Laundry service is available on board MS Roald Amundsen, MS Midnatsol, MS Fram, and MS Spitsbergen at an additional cost. Dry cleaning is not available.

Lectures

The ships' experienced lecturers have in-depth knowledge of the areas in which we sail. They will conduct lectures on topics such as biology, history, and geology throughout your journey. The lecture schedule will be announced in the onboard daily program.

Library

The ships have a small selection of books that are available to guests while they are on board.

Observation lounges

The observation lounges offer large panoramic windows with ample, comfortable seating. Binoculars are for sale in the onboard shop.

Outdoor decks

Outdoor decks at the front or the back of the ships are perfect vantage points to sit back, relax, and watch the world go by.

Mail

Deliver mail to reception. For a service fee and stamp cost, we will forward the mail in every port where postal services are available.

Resident photographer

Our resident photographer on board MS Roald Amundsen, MS Midnatsol, MS Fram, and MS Spitsbergen will offer photography workshops and practical sessions out on deck to enable you to take the best possible pictures on your cruise.

Restaurant and cuisine

Your cruise includes breakfast, lunch, and dinner. The open seating for the breakfast and lunch buffet creates a relaxed atmosphere. Dinner varies between buffets, set meals, and barbecues. Information about your table number and meal times will be in your cabin upon arrival. Where possible, we plan our menus around seasonal ingredients.

Room cleaning

Cabins are cleaned daily on board MS Roald Amundsen, MS Midnatsol, MS Fram, and MS Spitsbergen. Fresh towels are available at all times.

Room service

Food and beverages can be delivered to Arctic Superior and Suite cabins upon request at an additional cost.

Rubber boots

You may borrow a pair of high-quality rubber boots free of charge to wear during landings and hikes in certain destinations. Most shoe sizes can be accommodated.

Safety on board

Hurtigruten complies with all safety requirements and our vessels are suitable for sailing in polar regions. Upon arrival on board, guests will be instructed in safety procedures, including the use and location of safety equipment. A mandatory safety briefing regarding the safety guidelines will be provided at the welcome meeting. Be careful walking on board while at sea, especially when out on deck.

Seasickness

Our ships have stabilizers. Seasickness pills and sea bands are available for purchase. Guests who have experienced seasickness in the past should consult their physician prior to departure and bring any necessary medication.

Shop

In our onboard shop, you can buy clothing suitable for expedition cruises. Our expedition team members can give you expert advice on how to dress properly in polar areas. Shops also offer souvenirs, handicrafts, and postcards for sale.

Shore excursions

Select shore excursions are available to pre-book. At the Expedition Desk, you can book optional excursions, subject to availability.

Small-boat landings

Our sturdy, comfortable landing craft allow water-based exploration and safe landings in otherwise inaccessible areas. Guests will need to be agile to board small boats.

Smoking

On board, smoking is only permitted in designated areas on deck. Cabins are non-smoking. Throwing cigarette butts overboard is strictly prohibited.

Water

The tap water in your cabin and from water fountains around the ship is safe to drink. Bottled water is also available for purchase.

Welcome meeting

Upon arrival on board, there will be a welcome meeting where security information and practical information will be given. You will be introduced to key personnel on board and meet some of the other crew members. Before departure, there will be a mandatory passenger safety drill.