



Practical information for passengers on MS Nordstjernen

Facts - MS Nordstjernen

MS Nordstjernen was built in 1956, and sailed as a Hurtigruten ship along the Norwegian coast until 1993, returning to that service in 2008 where she will sail until the spring of 2012. The ship was rebuilt and modernised in the beginning of the 1980s, and again rebuilt and thoroughly renovated in the spring of 2000. The ship offers elegant lounges in a modern style influenced by the old Atlantic Ocean cruisers, but retained her own special atmosphere. The outside areas have also been renovated, and the ship now has a wooden deck. Note that most of the cabins are small with upper and lower berths.

Number of cabins	74
Number of berths	151
Length	80,77 m
Beam	12,6 m
Maximum speed	15 knop
Class	DNV+1A1 ICE C

MS Nordstjernen has Norwegian officers and crew. The “work-language” on board is Norwegian. We have Scandinavian, English and German speaking guides on board on all departures.

Our passengers come from countries across the world. These travellers are adventurous by nature and enjoy the challenge of visiting and learning about the more remote regions of our planet. Although they may range in years from their 20’s to their 80’s – with most being 45-65, they almost always have a youthful spirit and a sense of excitement about new destinations. Since the ship is relatively small and the experiences you will share are memorable, strong friendships are often formed.

At Svalbard we normally do 1-2 landings per day (each landing lasts about 2 hours). In Barentsburg and Ny-Ålesund we dock at the harbour, but outside the settlements we go ashore with Polarcircle boats. You may, of course, remain on the ship and view the wildlife and landscape from deck. Ashore we generally offer at least one easy walk that allows participants to experience the destination without going far from the landing site. The landscape is stony and somewhat rugged, so you need to have a sturdy foot. There will be staff available to assist you as you get in and out of the Polarcircle boats. Most passengers find that the procedure gets easier with each excursion.

All meals on board are included; breakfast buffet, lunch buffet and dinner. Wine, beer and mineral water can be bought on board. Coffee/tea is free.

Cruise card

A cruise card will be issued upon arrival on board as part of the check in procedure in accordance with ISPS regulations. All our guests are requested to wear this card when disembarking the ship in all ports of call and landings. The card serves as a control system on the gangway enabling the ship to know which of our guests are on board and ashore at any time. This card is also to be activated as your payment card on board. The card is the only mean of payment in the on board facilities.

To activate the cruise card account the following credit cards are accepted onboard: Visa and MasterCard. Please note that when using your credit card on board the ship, your account will be debited in NOK. The rate of exchange will be the one validated by your credit card company. Indicative rates are given on board, but are not fixed.

We will also accept NOK in cash when activating you card. Be aware that change will be given in NOK. The day/evening before the cruise ends, the account will be added up, and settled onboard and a receipt brought to your cabin.

Electricity

The ship has 220V/50Hz. The double electrical outlet in the cabins accommodate European 2 pin plugs.

Environment

All waste is stored on board until it is deposited for treatment ashore. We never dump waste in the sea and we ask you not to leave any waste ashore when you are on excursions. In populated areas there are containers for depositing waste, please use them.

Please respect the saying: "Leave nothing but footprints, take nothing but pictures!"

Smoking

Onboard MS Nordstjernen, smoking is only permitted in designated areas at outside decks.

Please do not smoke in your cabin. To show respect for the environment, please use the provided ashtrays when smoking. Throwing cigarette butts overboard is strictly prohibited.

Address and contact information to the ship

To contact the ship for emergency, please call Spitsbergen Travel at + 47 79026100. While the ship is in Longyearbyen or Barentsburg, they may be contacted on the following way:

Phone: +47 974 91 000
Fax: +47 994 87 288
E-mail: nordstjernen@hurtigruten.com

Depending on the carrier company with whom you have subscribed, mobile phones will function in some places on shore (Longyearbyen and Barentsburg). Check with your carrier company for more details.

In order to call to the ship simply dial below mentioned number. It is not possible to call from the ship beside being in Longyearbyen or Barentsburg, neither internet access.

Expedition Team

The on board Expedition Team is composed by an Expedition Leader and expedition guides. Your Expedition Leader and Expedition Team will be informing you on a regular basis, on the progress of the trip as well as of the different points of interest and wildlife sightings that might occur.

Information bulletin board is located outside the restaurant and will also be shown at the information TV screen in the aft saloon.

At the reception you will be able to find information regarding the trip and meet the Expedition Team

Lecturers

The Ship has experienced guides, specialise in various Arctic theme, They have in-depth knowledge of the areas we sail in. They will conduct, on a regular basis, talk about topics such as Biology, History and Geology at the landings throughout the course of the trip. Do not hesitate to contact our Expedition Team for any questions or concerns you might have

Gratuity Policy

We in Hurtigruten ASA have learned that many of our guests wish to give a special thanks to our service crew on board. It is at your discretion to honour service rendered by the crew in bars, restaurant and cabins. In order to give you some guidelines, we recommend 50 NOK (approx 6 Euro, 8 USD) per passenger per day as an average gratuity. Whatever amount you have decided to give, please fill in the form you will find in your cabin and give it to the purser two nights before the end of the cruise. The amount will then be debited to your cruise account.

Life saving equipment, life vests and safety onboard

The ship complies with all safety requirements and is classified as a polar vessel suitable for sailing in icy waters. Upon arrival aboard all passengers will be instructed in safety procedures, the use and location of the safety equipment. There is a safety plan situated on the inside of the cabin door. We stress the importance of becoming acquainted with the ship's safety plan!

Special security regulations will apply on landings with the Polar Cirkel boats (RIB's). Please follow the instructions given by the Expedition Leader and crew/staff. Special lifejackets for use during landings will be handed out to all passengers upon arrival. This will be yours for the whole cruise, so please make sure that it fits you properly, and bring it to all landings. A mandatory briefing regarding of the safety guidelines will be given.

Medical emergencies and medication

It is no doctor onboard MS Nordstjernen. In serious emergencies the nearest hospital will be contacted. Remember to bring sufficient medication to last through any unforeseen delays. We also recommend that you keep your medication in your hand luggage properly labelled and with clear instructions for its use.. Illness on board can lead to quarantine and orders from ship's captain is to be followed
All guests must have travel/health insurance.

Passport / visa

Make sure to have a valid passport that extends more than six months after you return to your home country. Check if you need a visa.

At check-in on board passport will be collected by the vessel, in order to clear immigrations and customs. Passports will be kept throughout the whole voyage and be returned at the end of the trip.

Please bring a copy of the passport with you.

Post

You can hand in your mail in the reception. You pay for every postcard you send from the ship this amount covers service fee and stamp. We will forward the post in every port where it's possible. The time used from sending the postcard to it gets to the receiver may be relatively long. Hurtigruten has no responsibility for lost mail.

Room service

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

Seasickness

Seasickness pills are available in the reception at a low cost. If you are prone to seasickness please bring pills you are familiar with.

Special diets

If you have special dietary requirements please inform your travel agent/operator as early as possible. The chefs will do their utmost to meet your dietary requirement.

Vaccinations

Check with you local health authorities regarding recommended vaccinations.

Water

The water onboard is drinkable but we recommend buying bottled water.

Weather conditions

The planned itinerary may change and landings may be cancelled due to deteriorating conditions. Spitsbergen Travel reserves the right to change the itinerary due to weather conditions and other unforeseen events.

Welcome meeting.

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

Onboard Facilities MS Nordstjernen**Bar service**

The ship has a bar with a wide selection of spirits, wines, beers and soft drinks, and coffee service. Please note that according to Norwegian Law, it is not allowed to consume self bought liquids or liquids in public areas.

Cabins

Please note that check in hours in reception might open before the cabin is ready for use. You will be informed at check-in, when cabin is ready for you.

Some cabins on board on have private bathrooms. There are 220V/50hz sockets located in the bathroom. Each cabin is fitted with a fire detector.

Handicap cabins

The ship is not suitable for wheel-chairs and do not provide handicap cabins. Heavily disabled persons or persons in need of special assistance must travel with a companion. For further information, please ask your travel agency.

Laundry

Laundry service is not available onboard

Library

The ship has a limited selection of books on different topics that is available to guests while on board.

Restaurant

On board we serve a buffet breakfast and lunch. Dinner is varying between buffets, set meals and Barbeques. Type of dinner is announced in the daily programme.

Our restaurant manager will assign tables at your arrival. Information about table number and mealtimes will be given after check-in in the restaurant area.

If you have special dietary requirements, like vegetarian, diabetic or cøliakisk diet, please inform your sales office/travel agent as early as possible, and contact the restaurant manager when onboard. The chefs will do their utmost to meet your dietary

Beer, wine and soft beverages are sold in the restaurant during lunch and dinner.

Shop

A limited assortment of warm clothes, local souvenirs, handicrafts and postcard are for sale in the shop onboard. In addition we also stock a small selection of soap, toothpaste and other personal effects.