

## Dear guest

Thank you for choosing to travel with us. We are as excited as you are about your expedition to Europe. This will be a grand adventure exploring the coasts and cultures of different European countries.

In this document, you will find important information about things you need to do before you go, what we recommend you pack, the experience when on board, and what to expect with wildlife and landings.

Clicking on the underlined links in the document will take you to our website, where you can find further details. Please make sure that you have an internet connection to do this.

You will receive one more mail from us approximately 2-4 weeks before your departure. This will contain your tickets for your itinerary and flights.

We very much look forward to welcoming you on board. Please feel free to contact us if you have any questions:

Reservations: +1300-322-062 (AUS), +0800-005-201 (NZ)

**Email:** <u>au.info@hurtigruten.com</u> **Web:** <u>hurtigruten.com.au/expeditions/</u>

Kind regards

Your Hurtigruten team

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Frequently asked questions »

FOLLOW US







# **BEFORE YOU GO**

There are a few mandatory steps to complete before your expedition cruise in Europe.

Fill in and return the Ship Manifest Information Form to Hurtigruten

Check your passport
Please ensure your passport has a
minimum of 6 months remaining validity
at the end of your cruise.\*

Please make sure that you have the correct visa travel document that is required at the time of your expedition.

Check your travel insurance
A comprehensive travel/health
insurance policy that also covers
medical evacuation is obligatory.

**For your convenience**, we have gathered all required forms and important information about entry requirements on one web page.

Entry requirements »

#### Weather and packing

Checking the weather forecast for your destination before you leave is essential to ensuring you are packing appropriate clothes. Make sure you pack suitable clothes for the weather you're returning home to as well.

#### We recommend you pack:

- Clothes for warm days and clothes for cooler days
- ✓ Insect repellent
- Polarized sunglasses and sunscreen
- A camera (in a waterproof bag)
- A memory card with a large capacity
- ✓ Wind and water-resistant trousers
- A warm hat that covers your ears, and a scarf
- ✓ Worn-in walking boots to use outdoors
- ✓ Lip salve with UV protection
- Swimwear for use in our on-deck pool and hot tubs
- A pair of casual shoes for use onboard

What to bring on your trip »







### **Hurtigruten App**

is your digital travel companion on our expedition ships.

Everything you need to know about your cruise, including your bookings, daily programme, restaurants and services on board, essential information about available excursions is at hand at any time.

It will be possible to log in once you are on board with your date of birth and your cabin number.

Download the app »

## Your adventure is safe with us



# Wish to be more prepared?

From laundry and onboard Wi-Fi to prohibited items not allowed on board - here's everything you need to know before your expedition with us.

Practical information »

Hurtigruten ships have been a fixture on the Norwegian coast since 1893. Today, our ships sail to the Arctic and Antarctica, and many destinations in between. On each ship you will find modern facilities carefully blended with true character.

Discover our fleet »

We care deeply about your safety, health and wellbeing. This is as true now as it has always been ever since we first began sailing in 1893, perhaps even more so. We've introduced several new procedures throughout all our ships, designed to keep you safe.

Our safety policy »

YOUR HAVEN TO THE HORIZON

Your expedition ship is your home away from home; casual, comfortable, and complete with everything you need for your adventure and more.

If you pictured an expedition as being on a rusty old frigate with faded décor, prepare to have your expectations blown away. From the get-go, you'll see that life on the ship is relaxed and the atmosphere calm and informal. Each public area of the ship has been designed with your viewing pleasure in mind. As you set foot on exotic shores together, you'll naturally grow closer with your fellow explorers. Enjoy swapping stories in the various seating areas dotted around the ship which usually have great views.

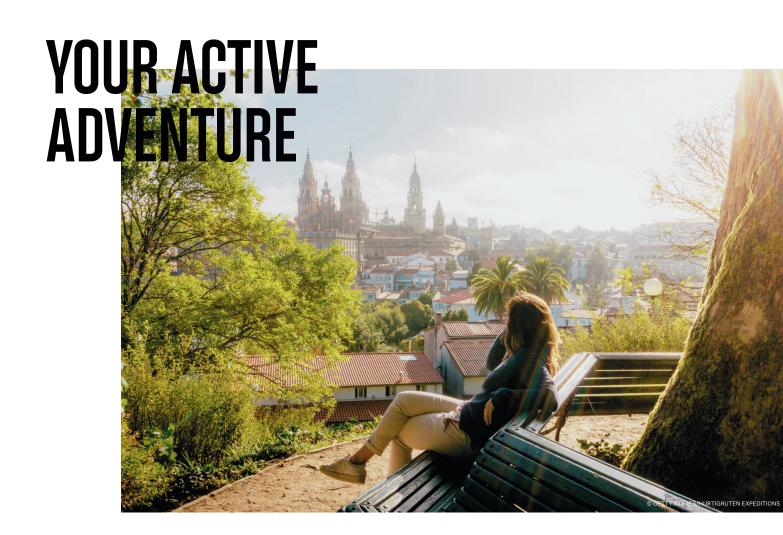




#### Prepare your tastebuds for mouthwatering meals on board.

These will often be inspired by the region's unique flavours and cooking styles. Then add in Signature Seafood Evenings and tastings that really showcase specialties of the local cuisine. Wherever possible, ingredients are sourced at local businesses in the ports we visit, reducing food miles and supporting coastal communities.

You'll also be spoilt for choice with sophisticated plant-based menus of gorgeous 'green' food, potentially healthier for you and for the planet too.



#### Town and city walks\*

Many of Europe's most beautiful and captivating towns and cities are ideal for exploring on foot. You can soak up the culture and atmosphere of UNESCO-listed historical centres, charming capitals and scenic coastal towns on independent or quided walks.

#### Lectures and talks

The Expedition Team bring your European destinations to life through in-depth lectures specific to your itinerary, on shore and aboard ship.

#### **Science Center** »

Join hands-on workshops in our onboard Science Center, where you'll have access to the ship's extensive library, advanced microscopes and other high-tech equipment. You can also collect data for Citizen Science projects, where your contributions help the science community with important research.

#### Nature walks\*

The coastal regions of Europe offer a diverse array of nature and wildlife, from rugged windswept expanses of beach to sheltered coves and picturesque, unspoilt havens.

Gambol along coastal paths or enjoy guided hikes with our Expedition Team.

#### **Expedition boat cruising\***

In Southern Scandinavia, we'll sail to remote islands and along pristine waterways that are off-the-beaten track, where our small expedition boats take over. Discover hard-to-reach and undisturbed natural wonders.

#### Photography programme

As part of your expedition cruise experience, you'll be accompanied by a professional onboard photographer. They'll be on hand with advice on how to get the most out of the many incredible photo opportunities on your European

adventure, whatever your equipment and skill level. For those with a keener interest, you can join our optional photography programme.\*

#### **Experts in exploration**

Your Expedition Team are your passionate and knowledgeable hosts. They'll ensure you enjoy exciting and informative experiences safely and sustainably. Experts in their fields and adventurers in their own right, they deliver engaging lectures and talks, organise a variety of onboard activities, accompany you on landings, and take the lead on handpicked hikes.

The Expedition Team »



When you embark on an expedition with us, you'll be travelling to some of the most remote and pristine places on our planet. It's an adventure to beautiful coastal areas where nature is at its most raw, wildlife roam free, and where the elements rule. And we wouldn't have it any other way.

#### **Open exploration**

Itineraries on our expedition cruises are therefore not completely set in stone. This gives us the flexibility of responding to challenging elements and to grasp new opportunities for exploration as they arise. Whether wind or waves block our way or we see whales we want to observe for a while, the option to divert from our

course is an essential and exciting aspect of expedition cruises.

Our plans may sometimes need to be altered slightly or even changed completely, bringing us to places and surprises not originally on our route, but which will still be just as impressive. Certain days on several of our itineraries even have multiple possible sites we can visit. You can trust the ship Captain together with the Expedition Team to pick the best option, based on the conditions on the day.

It is this unpredictability and adaptability that are at the core of any expedition, and what makes it an adventure so different from a standard cruise. Embark on a journey with us; a journey where you'll embrace pure adventure, become real explorers, and expect the unexpected. Together, we'll create unique and unforgettable experiences, working with nature, never against it.





Porto, Portugal

Famous for its port wine and UNESCO-listed historic centre, Porto will win you over with its charismatic past and surprise you with its modernity.



San Sebastián, Spain

Maybe the most beautiful coastal town in the whole of Spain, San Sebastián has fascinating history and great Basque cuisine to explore.



Saint Malo, France

Enjoy a walk atop the city walls for the best view of the walled city and surrounding islands and learn about the city's pirate heritage in the Château Saint Malo museum.



Harlingen, Netherlands

Discover this city of canals, warehouses and pretty harbours on foot or by bike, or rent a boat to explore it all from the



Koster Islands, Sweden

The two Koster Islands are mostly car free, making the charming meadows, ancient forests, sandy beaches and the rubblestone fields here perfect for exploring on foot or by bike.

### Did you know?

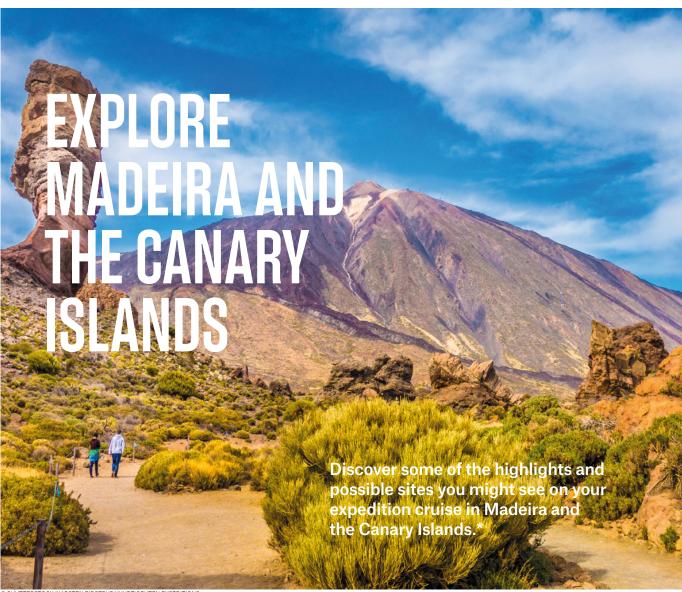
In 1732, The Bertrand Bookstore in Lisbon, Portugal, was established, and it is the oldest bookstore in the world.

In 2016, France became the first country in the world to ban supermarkets from throwing away or destroying unsold food. Stores must now donate surplus groceries.

Spain has 4 official languages; Castillian, Catalan, Galician and Basque. Spanish (called Castillian in Spain) is the second most studied language in the world.

In the 16th century orange carrots were bred in the Netherlands in honour of the house of Orange. Before then, they were white, yellow, black, purple or red.

The centigrade system and the thermometer that made it work was invented by Anders Celsius, Swedish astronomer extraordinaire.



SHUTTERSTOCK/KARSTEN BIDSTRUP//HURTIGRUTEN EXPEDITIONS



#### Porto Santo, Portugal

With Madeira getting all the attention, Porto Santo quietly offers those in the know a mix of picturesque scenery, gently rolling hills and miles of undisturbed sandy beaches.



#### Madeira, Portugal

Enveloped by swathes of moist laurel forest, Madeira rises majestically out of the Atlantic in riotous shades of green. Funchal, the island's capital, is a quaint and yet cosmopolitan city.



#### La Gomera, Spain

The second smallest of the Canary Islands is also the most untamed. The top of this almost circular volcanic island is crowned by the jaw dropping Garajonay National Park, now a UNESCO World Heritage Site.



#### La Palma, Spain

La Palma more than lives up to its nickname La Isla Bonita, or 'The Pretty Island'. Home to unspoiled pine and laurel forests, banana trees and palm groves, La Palma is certainly the greenest of the Canary Islands.



#### El Hierro, Spain

Only a million years old, El Hierro is the youngest, smallest and westernmost of the Canary Islands. UN-ESCO has classified it as a World Biosphere Reserve due to its unique geology.

### Did you know?

The eastern-most Canary islands are only just over 100km from the African coast, whereas mainland Spain is 1,056km away.

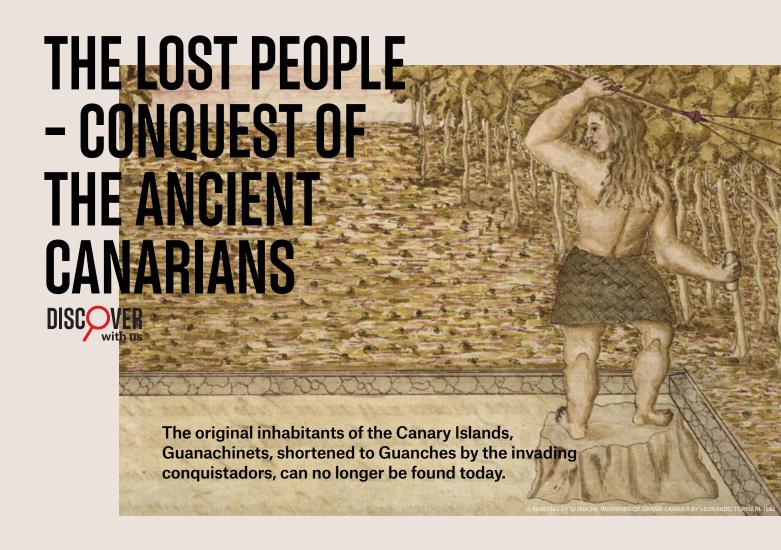
Mount Teide, or El Teide, on Tenerife, is the third-largest volcano in the world and Spain's highest peak at 3,718m high.

The autonomous community of the Canary Islands has two capitals. Santa Cruz on Tenerife and Las Palmas on Gran Canaria are both jointly considered the capitals.

The island of Madeira has more than 1,350 miles of levadas created to transport water from the mountainous part of the island to the drier agricultural regions in the south.

Wine making in Madeira dates back to late 15th century when Madeira was a regular stop for ships heading to the East Indies.

Food is life on Madeira »



When Europeans arrived in the late Middle Ages, the Canary Islands group was the only inhabited Macaronesian archipelago. Although ancient texts suggest Phoenicians and Romans had also been there, the Berbers, who mostly came from northwest Africa, were the first to put down roots 5th Century BCE. Why they came to the Canaries remains just as mysterious as how they got there - by the time the later Europeans arrived these proto-Canarians had no navigational skills and possessed no seafaring technology.

These early settlers spread out across the archipelago, and the diverse conditions from one island to the next caused the rapid development of specific cultural and technological adaptations. The result was the birth of seven distinct cultures, sharing a common set of

characteristics, but each with its own twist. These were the Canaries in Gran Canaria, the Auaritas in La Palma, the Gomeros in La Gomera, the Bimbaches in El Hierro, the Mahoreros in Fuerteventura, and the Guanches in Tenerife.

Tenerife was the last island to be conquered by the Castilians and took the longest time to subdue. Initially many were killed or captured as slaves and transported to Europe. This, along with new diseases, decimated the island populations. After 2,000 years of living peacefully in the Canary Islands, the end of an era was at hand.

At the start of the 16th century around half of Canarians were natives by birth, but their numbers were waning. Iberian culture was imposed, and the mixed population slowly but surely forgot the native

ways. Within a century of being invaded, the native people had faded into history.

Nowadays, archaeological sites are a key feature of Canarian heritage, and there's something to see on all the islands. There are some outstanding sites on Gran Canaria, including the UNESCO-listed Risco Caído. Local historical museums on each island show native artifacts, and one of the best collections can be viewed in the Museo Naturaleza y Arqueología, in Santa Cruz de Tenerife.

Despite the disappearance of the original Canarians, recent DNA analysis suggests that at least half of the modern Canarians have indigenous genes, rising to nearly three-quarters according to some studies. The first Canarians might have retreated into the mists of time, but their legacy lives on.



#### **Europe's coastal creatures**

With its cold waters, sand banks, mud flats and coastal habitats, the shoreline of Europe and its more sheltered islands, reefs and coves are home to a multitude of birds, mammals and marine life. Whether on land or underwater, you can spot whales, seabirds, seals, fish and crustaceans.

#### Sleek cetaceans

Look out for the elusive beaked whale in the Bay of Biscay. As we cruise along the Atlantic coastline, you might spot bottlenose, common or striped dolphins, as well as fin or minke whales. Often found sailing in the wake of ships, these playful sea mammals travel alone or in groups, occasionally performing acrobatic displays. Dolphin sightings are also

common in the North Sea around Southern Scandinavia in summer.

#### Seals

Harbour seals and grey seals inhabit the waters around the Wadden Sea and the North Sea area along the French coast, the Skagerrak Strait and the southern coast of Norway and Sweden. In the Wadden Sea region, harbour seals number around 40,000 compared to 6,500 grey seals (2018). Grey seals are twice the size of harbour seals, and both can be spotted lolling around harbours or diving in shallow waters.

#### Seabirds and shorebirds

The climate, environment and conditions along Europe's Atlantic coast, the Channel and the North Sea welcome many breeds of sea and

shore birds. In fact, the East Atlantic coast is one of the major routes for migratory birds, providing havens for staging and wintering. While spring and autumn are the main seasons for migration, you'll see birds yearround.

Remember that these are natural habitats, so we can't guarantee that certain animals will appear during your trip. Mother Nature will do as she pleases, and no sightings can be set in stone.



# SUSTAINABILITY

Exploring our blue planet for more than a century has taught us the importance of being green.

Over decades, our Captains and crew, Expedition Teams and returning guests have witnessed the impact of climate change on vulnerable polar areas with their own eyes. We want the Arctic, Antarctica, and everywhere in between to remain places of pristine nature, pure water and clean air.

Sustainability is therefore at the heart of who we are and what we do. From the beautiful natural world to remote communities, we want to ensure our expedition cruises protect them both. In line with the UN's Sustainable Development Goals, we're able to offer you greener and more sustainable expedition cruises on and for the planet.

Want to know more?
Visit our sustainability web page »

# HURTIGRUTEN FOUNDATION

Collaborating for change: Creating a footprint we can be proud of.

Hurtigruten Foundation is a platform for taking a stance and volunteering in worthwhile causes – together. Working closely with guests, partners and organizations, Hurtigruten believes we make a genuine difference, by minimizing our operational impact and maximizing the positive contribution we make to local communities. Since the Hurtigruten Foundation was established at the end of 2015, a total of 3,200 000 NOK has been donated to date for 34 projects in eight countries.

Hurtigruten Foundation is funded by direct donations and several onboard initiatives, including auctions, fund-raisers, and primarily the "Green stay" programme, where a donation is made for every day you ask us not to clean your cabin, thereby saving energy, detergents and water. We invite you to join us and leave a footprint we can be proud of!

Visit the Hurtigruten Foundation web page »

