

Dear agents

## IMPORTANT INFORMATION FOR YOUR TRAVELERS WITH NORWAY IN A NUTSHELL® - FJORD CRUISE BOAT FLÅM - GUDVANGEN

### Travel documents needed

Please inform your clients that they need to bring the ticket and a printed or digital copy of the booking confirmation with itinerary to board the fjord cruise boat. Travelers without such documentation will be assisted, but run the risk that the boat is full at the busiest departures.

### Delayed launch of new Premium boat affecting the Norway in a Nutshell® fjord cruise between Flåm-Gudvangen.

An unforeseen delay in the launch of the new fjord cruise vessel «Vision of The Fjords» between Flåm and Gudvangen will affect some boat schedules in the period until 15th July 2016.

- The passengers will be directed to alternative Classic vessels and be refunded for the cost difference.
- See tables below on how the itinerary is affected.
- Your clients will not need any new tickets for these changes.

### Refund

- Your clients will be refunded the price difference between the premium and the classic boat after the journey.  
Refund for adults NOK 285 per person.  
Refund for children NOK 143 per person.
- For refund send email to [sales@fjordtours.no](mailto:sales@fjordtours.no) with the reference number. Due to the reservations for your booking, the amount cannot be refunded in advance.
- If you already have been informed about this matter and refunded for the new boat, please disregard.

## Day trip departures from Bergen

Please find the new itinerary below, depending on original itinerary and travel direction. Changes in **bold**:

Travel direction:

| Bergen-Myrdal-Flâm-Gudvangen-Voss-Bergen |                |                |                | New<br>Itinerary             |
|--|----------------|----------------|----------------|------------------------------|
| Train from Bergen<br>To Myrdal           | 06:51<br>09:22 | 08:43<br>10:51 | 09:59<br>12:06 |                              |
| Train from Myrdal<br>To Flâm             | 09:40<br>10:35 | 10:58<br>11:55 | 12:13<br>13:10 |                              |
| Boat from Flâm<br>To Gudvangen           | 14:00<br>15:30 | 14:00<br>15:30 | 14:00<br>15:30 | <b>15:00</b><br><b>17:15</b> |
| Bus from Gudvangen<br>To Voss            | 15:40<br>16:55 | 15:40<br>16:55 | 15:40<br>16:55 | <b>17:45</b><br><b>19:00</b> |
| Train from Voss<br>To Bergen             | 17:41<br>18:58 | 17:41<br>18:58 | 17:41<br>18:58 | <b>19:40</b><br><b>21:04</b> |

The following itineraries and travel directions remain the same, but the fjord cruise will be with a classic vessel:

| Travel direction<br>Bergen-Voss-Gudvangen-<br>Flâm-Myrdal-Bergen |                              | Itinerary |
|--|------------------------------|-----------|
| Train from Bergen<br>To Voss                                     | 08:43<br>09:56               |           |
| Bus from Voss<br>To Gudvangen                                    | 10:10<br>11:20               |           |
| Boat from Gudvangen<br>To Flâm                                   | <b>11:45</b><br><b>14:10</b> |           |
| Train from Flâm<br>To Myrdal                                     | 14:50<br>15:46               |           |
| Train from Myrdal<br>To Bergen                                   | 15:52<br>17:58               |           |

| Travel direction<br>Bergen-Voss-Gudvangen-<br>Flâm-Myrdal-Oslo |                              | Itinerary |
|--|------------------------------|-----------|
| Train from Bergen<br>To Voss                                   | 08:43<br>09:56               |           |
| Bus from Voss<br>To Gudvangen                                  | 10:10<br>11:20               |           |
| Boat from Gudvangen<br>To Flâm                                 | <b>11:45</b><br><b>14:10</b> |           |
| Train from Flâm<br>To Myrdal                                   | 16:05<br>17:03               |           |
| Train from Myrdal<br>To Oslo                                   | 17:54<br>22:32               |           |

## Day trip departures from Oslo

Please find the new itinerary below, depending on original itinerary and travel direction. Changes in **bold**:

| Travel direction<br>Oslo-Myrdal-Flâm-Gudvangen-Voss-<br>Bergen |       | New<br>itinerary |
|--|-------|------------------|
| Train from Oslo  | 06:25 | 06:25            |
| To Myrdal  | 11:48 | 11:48            |
| Train from Myrdal  | 12:13 | 12:13            |
| To Flâm  | 13:10 | 13:10            |
| Boat from Flâm   | 14:00 | <b>15:00</b>     |
| To Gudvangen   | 15:30 | <b>17:15</b>     |
| Bus from Gudvangen   | 15:40 | <b>17:45</b>     |
| To Voss  | 16:55 | <b>19:00</b>     |
| Train from Voss  | 17:41 | <b>19:40</b>     |
| To Bergen  | 18:58 | <b>21:04</b>     |

| Travel direction:<br>Oslo-Myrdal-Flâm-Gudvangen-Voss-<br>Bergen-Oslo |       | New<br>itinerary |
|--|-------|------------------|
| Train from Oslo  | 06:25 | 06:25            |
| To Myrdal  | 11:48 | 11:48            |
| Train from Myrdal  | 12:13 | 12:13            |
| To Flâm  | 13:10 | 13:10            |
| Boat from Flâm   | 14:00 | <b>15:00</b>     |
| To Gudvangen   | 15:30 | <b>17:15</b>     |
| Bus from Gudvangen   | 15:40 | <b>17:45</b>     |
| To Voss  | 16:55 | <b>19:00</b>     |
| Train from Voss  | 17:41 | <b>19:40</b>     |
| To Bergen  | 18:58 | <b>21:04</b>     |
| Train from Bergen  | 22:59 | 22:59            |
| To Oslo  | 06:25 | 06:25            |

Please pay special attention to the combination below as the boat departs prior to the original itinerary.

| Travel direction<br>Oslo-Myrdal-Flâm-Gudvangen-Voss-Oslo |       | New<br>itinerary |
|--|-------|------------------|
| Train from Oslo  | 06:25 | 06:25            |
| To Myrdal  | 11:48 | 11:48            |
| Train from Myrdal  | 12:13 | 12:13            |
| To Flâm  | 13:10 | 13:10            |
| Boat from Flâm   | 14:00 | <b>13:20*</b>    |
| To Gudvangen   | 15:30 | <b>15:35</b>     |
| Bus from Gudvangen                                       | 15:40 | 15:40            |
| To Voss  | 16:55 | 16:55            |
| Train from Voss  | 17:11 | 17:11            |
| To Oslo  | 22:35 | 22:35            |

*\*Please pay special attention to an earlier departure than originally booked.*

## Tours with overnight stay in the Flåm area

Please find the new itinerary below, depending on original itinerary and travel direction. Changes in **bold**:

Please pay special attention to the combinations below as the boats depart prior to the original itinerary.

### Departures from Bergen

| Travel direction<br>Bergen-Myrdal-Flåm-Gudvangen-Voss-Bergen |                |                |                | New<br>Itinerary              |
|--|----------------|----------------|----------------|-------------------------------|
| Day 1  | Day 1          | Day 1          | Day 1          | Day 1                         |
| Train from Bergen<br>To Myrdal                               | 06:51<br>09:22 | 08:43<br>10:51 | 09:59<br>12:06 |                               |
| Train from Myrdal<br>To Flåm                                 | 09:40<br>10:35 | 10:58<br>11:55 | 12:13<br>13:10 |                               |
| Day 2  | Day 2          | Day 2          | Day 2          | Day 2                         |
| Boat from Flåm<br>To Gudvangen                               | 10:00<br>11:30 | 10:00<br>11:30 | 10:00<br>11:30 | <b>09:00*</b><br><b>11:15</b> |
| Bus from Gudvangen<br>To Voss                                | 11:40<br>12:55 | 11:40<br>12:55 | 11:40<br>12:55 | 11:40<br>12:55                |
| Train from Voss<br>To Bergen                                 | 13:46<br>14:59 | 13:46<br>14:59 | 13:46<br>14:59 | 13:46<br>14:59                |

*\*Please pay special attention to an earlier departure than originally booked.*

The early day 2 boat departure from Flåm- Gudvangen is independent of the day 1 arrival. The day 1 itinerary remains unchanged.

### Departures from Oslo

| Travel direction<br>Oslo-Myrdal-Flåm-Gudvangen-Voss-Bergen |                | New<br>Itinerary              |
|--|----------------|-------------------------------|
| Day 1  | Day 1          | Day 1                         |
| Train from Oslo<br>To Myrdal                               | 06:25<br>11:48 | 06:25<br>11:48                |
| Train from Myrdal<br>To Flåm                               | 12:13<br>13:10 | 12:13<br>13:10                |
| Day 2  | Day 2          | Day 2                         |
| Boat from Flåm<br>To Gudvangen                             | 10:00<br>11:30 | <b>09:00*</b><br><b>11:15</b> |
| Bus from Gudvangen<br>To Voss                              | 11:40<br>12:55 | 11:40<br>12:55                |
| Train from Voss<br>To Bergen                               | 13:46<br>14:59 | 13:46<br>14:59                |

*\*Please pay special attention to an earlier departure than originally booked*

| Travel direction<br>Oslo-Myrdal-Flåm-Gudvangen-Voss-Bergen-Oslo |                | New<br>Itinerary             |
|---|----------------|------------------------------|
| Day 1   | Day 1          | Day 1                        |
| Train from Oslo<br>To Myrdal                                    | 06:25<br>11:48 | 06:25<br>11:48               |
| Train from Myrdal<br>To Flåm                                    | 12:13<br>13:10 | 12:13<br>13:10               |
| Day 2   | Day 2          | Day 1                        |
| Boat from Flåm<br>To Gudvangen                                  | 14:00<br>15:30 | <b>15:00</b><br><b>17:15</b> |
| Bus from Gudvangen<br>To Voss                                   | 15:40<br>16:55 | <b>17:45</b><br><b>19:00</b> |
| Train from Voss<br>To Bergen                                    | 17:41<br>18:58 | <b>19:40</b><br><b>21:04</b> |

The early day 2 boat departure from Flåm- Gudvangen is independent of the day 1 arrival. The day 1 itinerary remains unchanged.

Best regards  
Fjord Tours AS