



Important information to agents booking on www.fjordtours.com/agents

Booking process

It is important for you as an agent to write the customers cell phone number in the box for "mobile phone" on each booking. This is for us to be able to reach them in case something occurs and we must give the traveler an urgent message. It is not possible to change this after the booking has been made, so please ensure that this is correct when you do the booking.

Write your own name and direct phone number in the customer comment box in case we have any questions after we receive the booking. You can also write your personal e-mail address.

Change of itinerary:

If you do not find the itinerary you wish to use when booking the tour, you must write your wish in the comment box and we will book and confirm as you wish when possible. We **DO NOT** change bookings after we have confirmed with final booking number.

When booking the NIN tour, you must book the tour with correct price according to the boat type you want to use. You will find details in the time schedule for the Norway in a nutshell® tours on the agent page.

Comfort seats and sleeper on night train:

If you wish to have comfort seats or sleeper on nighttrain we need you credit card information separate. Please write that you wish comfort seats or sleeper on night train as a comment in the customer comment box when you book the tour. When we are ready to confirm with booking number, we will send you a link for payment with credit card. You can also give us credit card information (number, expiring date and CVC code) in the booking or by e-mail to: sale@fjordtours.com .

We **CAN NOT** change to comfort seat or sleeper on night train after booking is confirmed with final booking number. We need this information when you book the tour, or within 90 days until last departure date if you book earlier than this.

Boat on the Nærøyfjord

To be allowed to enter the fjord cruise boat on the NIN tour as confirmed in your client's itinerary, they **MUST** show a copy of the order confirmation together with their tickets. It must not be printed. They **MUST** use the boat that is confirmed to them in the order confirmation.

Contact with Fjord Tours

For contact with the Fjord Tours Sales Office, please use this e-mail sale@fjordtours.com only.

There is no need to send copy to other e-mail addresses in the company. We will get back to you as soon as possible on busy days in high season.

Fjord Tours Sales Office

Phone: +47 55 55 76 67

E-mail: sale@fjordtours.com

In charge: Ms Grete Kvalø