

DISCOVER VESTERÅLEN

Discover Vesterålen

Vesterålen guideservice

Guidemanual

Panoramic hike

Steiroheia (443 moh)

Tourdescription norwegian

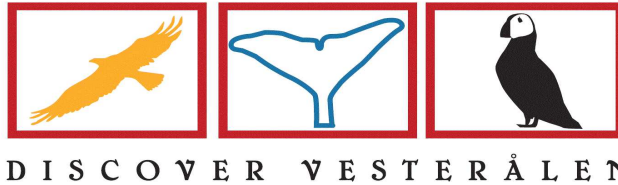
Tourdescription english

Tourenbeschreibung Deutsch

Map

Rules how to act as a guide and check/list for guiding

Safety on bus



D I S C O V E R V E S T E R Å L E N

NORSK

Sikkerhetsinstruksjoner for naturveiledere

Når du starter en aktivitet:

1. Tell folket ditt
2. Sjekk at dere er i god nok form for denne aktiviteten
3. Hvis det finnes et skjema for turen, la alle fylle det ut og signert
4. Sørg for at de har riktige klær og nok mat/drikke med seg.
5. Gi alltid beskjed til kontoret når du starter en tur, når du skal reise og med hvor mange personer. Og når du kommer tilbake.
6. Påpek for gjestene dine at de alltid må følge instruksjonene dine. Pass på at du alltid holder deg på stien på turene dine. Ikke plukk opp steiner, blomster eller dyr (som du kanskje finner underveis). Ikke legg igjen søppel.

Sjekk værmeldingen: yr.no



skredfare

[www.varsom.no/snoskred/varsling/varsel/Lofoten og Vesterålen/](http://www.varsom.no/snoskred/varsling/varsel/Lofoten%20og%20Vester%C3%A5len/)



Vanligvis tar en buss oss til startpunktet for turen. Hvis det er mer enn 16 gjester på bussen, bør det være en ekstra guide. Vi følger den angitte stien til hytta og deretter til toppen. Lengre pauser kan gjøres på hytta (rundtur) og på toppen. Andre pauser er etter guidens skjønn.

Følgende tider fungerer som en retningslinje:

Hytte bør nås etter 30 min

Pause 20 min

Topp etter ytterligere 20 min

Pause 20 min

Tilbake på hytta etter 15 min

Pause 20 min

Nedstigningen tar ca. 30 minutter

Ved store avvik, ring dispatch umiddelbart slik at bussen få beskjed

Det er en fottur, men følgende informasjon kan gis til gjestene:

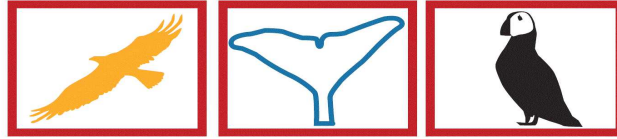
Allemannsretten

En viktig del av kulturarven vår er å være ute i naturen. Vi har fra gammelt av hatt rett til å ferdes i skog og mark, etter elvene, på innsjøer, i skjærgården og til fjells – uavhengig av hvem som eier grunnen. Vi kan høste av naturen – ikke bare saltvannsfisk, bær, sopp og blomster, men også inntrykk og opplevelser.

Hovedprinsippene i allemannsretten er lovfestet i friluftsløven av 1957.

Allemannsretten gjelder i utmark. Der kan du:

- ferdes fritt til fots og på ski
- raste og overnatte
- ri eller sykle på stier og veier
- bade, padle, ro og bruke seilbåt



D I S C O V E R V E S T E R Å L E N

- plukke bær, sopp og blomster
- fiske fritt etter saltvannsfisk

Med fjellsko og ski...

...kan du ferdes fritt i utmark, sommer som vinter, enten det er på sti/vei, i oppkjørte skiløyper eller om du vil finne din egen vei. Om vinteren kan du også ferdes på frossen eller snødekt åker og eng. Du kan ferdes på sti og vei i innmark hele året, men husk å holde avstand fra gårdstun, hus og hytte.

I utmark kan du stoppe og raste der du vil, men ikke legg rasten inntil hus og hytte der det bor folk, og sørg ellers for å ta nødvendig hensyn til andre som raster. Du kan tenne bål når du er på tur, men ikke i eller i nærheten av skogsmark i tidsrommet 15.4. til 15.9. Ikke skad trær når du skal finne ved til bålet, bruk tørre kvister. Hvis du lager bål i strandkanten, må du ikke legge bålplassen rett på svaberget slik at berget sprekker.

Hvis du ferdes og raster i utmark, må du huske:

- å ikke ta snarveier over innmark, gjennom tun eller i nærheten av bebodde hus / hytter
- å respektere ferdselsregler i friluft- og naturvernområder av hensyn til slitasje og sårbare områder for dyr og planter
- å ikke forstyrre dyre- og fugleliv, spesielt ikke i yngle- og hekketiden
- å ikke skade planteliv, særlig ikke truede og sårbare arter
- å benytte etablerte raste- og bålplasser og være ekstra forsiktig med ild
- å respektere andre brukeres behov for avstand og å ha det stille rundt seg
- å ikke sette opp telt inntil hus eller hytte der det bor folk (minst 150 m hvor det ikke er gjort unntak ved forskrift)
- å ikke forstyrre husdyr på beite
- å respektere nærings- og brukerinteresser

Med sykkel...

...kan du sykle etter veier og stier i lavlandet, og fritt i høyfjellet.

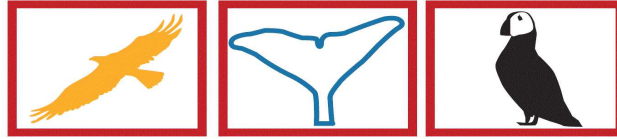
Du kan sykle der hvor det er allmenn ferdselsrett. Du kan også sykle på veier og tilrettelagte stier gjennom innmark for å komme til utmark, men dette gjelder ikke organisert og kommersiell ferdsel. Husk at veien, stien eller terrenget du sykler i, skal kunne tåle slik bruk. I noen markaområder, friluftsområder og naturvernområder kan det være forbudt å sykle eller området kan ha spesielle regler for sykling. Du bør undersøke om det finnes spesielt tilrettelagte sykkelruter og sykkelkart for området.

Hvis du sykler i utmark, må du huske:

- at du ikke må sykle i sårbart terreng og at høyfjellsnaturen er utsatt for terrengslitasje, (myr, tørrberg m.m.)
- at ikke alle stier er egnet for sykling – bruk de stiene som tåler sykling
- å legge sykkelturen til de minst benyttede turstiene for å unngå konflikter med turgåere
- å sykle slik at du ikke forstyrrer vilt og husdyr
- å sykle med en fart som er tilpasset turferdsel og ikke forstyrrer de som går
- å bruke etablerte raste- og bålplasser og være ekstra forsiktig med bruk av ild
- å ikke sette opp telt inntil hus eller hytte der det bor folk (minst 150 m hvor det ikke er gjort unntak ved forskrift)
- å respektere nærings- og brukerinteresser

Med telt...

...kan du fritt overnatte på samme sted i utmark inntil to døgn i lavlandet uten å spørre grunneieren. På høyfjellet og langt fra bosatte områder kan du telte i mer enn to døgn. Om ikke annet fremgår av forskrift skal du aldri sette opp teltet nærmere enn 150 m fra hus eller hytte der det bor folk, og du må passe på at du setter opp teltet slik at det ikke skader ungslogen. NB! På innmark kan du ikke sette opp telt uten tillatelse fra grunneier. Du kan tenne opp bål når du er på tur, men ikke i eller i nærheten av skogsmark i tidsrommet 15.4. til 15.9. Ikke skad trær når du skal finne ved til bålet, bruk tørre kvister. Hvis du lager bål i strandkanten, må du ikke legge bålplassen rett på svaberget slik at berget sprekker.



D I S C O V E R V E S T E R Å L E N

Hvis du setter opp telt i utmark, må du huske:

- å ta hensyn til ferdsels- og teltregler i friluft- og naturvernområde med tanke på slitasje og sårbare områder for dyr og planter
- bruk etablerte raste- og teltplasser hvor dette er etablert
- å legge teltplassen slik at du ikke forstyrrer dyre- og fugleliv særlig i yngle- og hekketiden
- å ikke lage varige spor i vegetasjonen eller terrenget
- å respektere andre brukeres behov for avstand til nabotelt og å ha det stille rundt seg
- å benytte etablerte bålplasser og være ekstra forsiktig med bruk av ild
- å ikke forstyrre husdyr på beite
- å respektere nærings- og brukerinteresse

Hva er fjellvettreglen

1. Planlegg turen og meld fra hvor du går.
2. Tilpass turen etter evne og forhold.
3. Ta hensyn til vær- og skredvarsel.
4. Vær forberedt på uvær og kulde, selv på korte turer.
5. Ta med nødvendig utstyr for å kunne hjelpe deg selv og andre.
6. Ta trygge veivalg. Gjenkjenn skredfarlig terreng og usikker is.
7. Bruk kart og kompass. Vit alltid hvor du er.
8. Vend i tide, det er ingen skam å snu.
9. Spar på kreftene og søk ly om nødvendig.



English

Safety instructions for nature-guiding

When you start an activity:

Count your people

Make sure that they are fit enough for this activetie

If a form is available for this tour let everybody sing it and make sure that they unerstod it.

Look if they have the right clothes and enough to eat/drink with them

Always inform the office when you start a tour about when you are leaving and with how many person. And when you will be back.

Inform your guests that they have always to follow your instructions. Make shure that when you walk in the nature you are always staying on your way. Do not take stones, flowers or animals (you mide fin on your way) with you. Do not leave any garbage behind you.

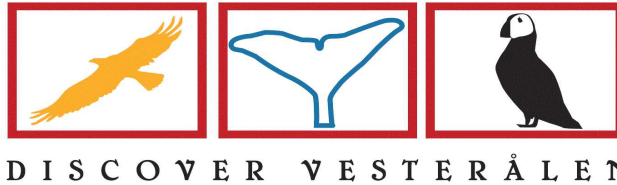
Check the weatherforcast : yr.no



Avalanche risk

[www.varsom.no/snoskred/varsling/varsel/Lofoten og Vesterålen/](http://www.varsom.no/snoskred/varsling/varsel/Lofoten%20og%20Vester%C3%A5len/)





Normally a bus takes us to the starting point of our hike. If there are more than 16 guests on the bus, there should be an assistant guide. We follow the indicated path to the hut and then to the summit. Major breaks can be taken at the hut (there and back) and at the summit. Other breaks are at the discretion of the guide.

The following times serve as a guideline:

Hut should be reached after 30 min

Break 20 min

Summit after another 20 min

Break 20 min

Back at the hut after 15 min

Break 20 min

The descent takes about 30 min

In case of major deviations, call Dispatch immediately so that the bus can be rescheduled.

It is a hiking tour, however the following information can be given to the guests:

Right to Roam (Allemannsretten)

Outdoor recreation is an important part of our cultural heritage in Norway. Since ancient times, we have had the right to roam freely in forests and open country, along rivers, on lakes, among the skerries, and in the mountains – irrespective of who owns the land. We are allowed to harvest nature's bounty – which means not only saltwater fish, berries, mushrooms and wildflowers, but also our sensory impressions of the whole outdoor experience.

The main principles of the right to roam are legally enshrined in the Outdoor Recreation Act of 1957.

The right to roam applies to open countryside, where the following activities are permitted:

- Free movement on foot and on skis
- Resting and overnight camping
- Riding and cycling on trails and roads
- Swimming, canoeing, rowing and sailing
- Picking berries, mushrooms and wildflowers
- Fishing without a licence for saltwater species

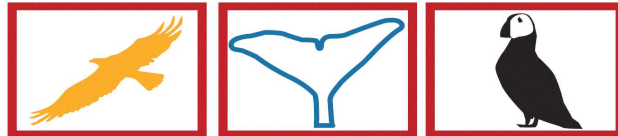
Hiking and Skiing

Hiking and skiing are freely permitted in open countryside in summer and winter alike. You can follow hiking trails, private roads and groomed ski trails or strike out on your own. In the winter you are also allowed to cross frozen or snow-covered fields and meadows. You may use paths and roads across fenced land year-round, so long as you keep your distance from farmyards, houses and cabins.

In open country, you can stop and rest where you wish, but please stay clear of inhabited houses and cabins, and be considerate of other visitors. You may light a fire in open country, but not in or near woodland between April 15 and September 15. Don't damage trees when gathering wood for your fire – use old, dry branches and twigs. If you build a bonfire on the shore, don't place it directly on rock, as this may cause the rock to split.

When you are in open country, remember:

- not to take shortcuts across fenced land, farmyards or other private property
- to comply with bylaws governing recreational areas and nature reserves, in order to avoid erosion and protect vulnerable wildlife and plant habitats
- not to disturb animals and birds, particularly during breeding and nesting season
- not to damage plants, especially rare species
- to use established rest areas and firepits, and to be especially careful around fire
- to respect other people's need for space and peace and quiet
- not to pitch a tent close to an inhabited house or cabin (no closer than 150 m/500 ft unless local bylaws provide otherwise)



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- not to disturb livestock
- to respect the interests of people who live and work in the countryside⁴

Cycling

Cycling is permitted on private roads and trails in the lowlands, and anywhere in the mountains.

You can ride your bike wherever there is a right of public access. You may also cycle across fenced land on private roads and established paths leading to open country, although organized groups and commercial users are not allowed to do so. Just be sure that the road, path or terrain you are using is suitable for cycle traffic. Some greenbelt land, recreational areas and nature reserves may have special rules or even a complete ban on cycling. Check whether there are designated cycle routes and a cycling map of the area.

When cycling in open country, remember:

- to avoid areas prone to erosion such as bogs and dry rock
- that not all trails are suitable for bikes – choose those that are
- to use trails that are less popular with hikers, in order to avoid arguments
- to make sure you don't disturb wildlife or livestock
- to slow down when approaching and passing hikers
- to use established rest areas and firepits, and to be especially careful around fire
- not to pitch a tent close to an inhabited house or cabin (no closer than 150 m/500 ft unless local bylaws provide otherwise)
- to respect the interests of people who live and work in the countryside

Camping

In open country in the lowlands, you can pitch a tent and camp overnight for up to 48 hours in one location without prior permission from the landowner. In the mountains, and in remote, sparsely populated areas, you may camp for longer than 48 hours. Unless local bylaws provide otherwise, you must never pitch your tent within 150 metres (500 feet) of an inhabited house or cabin. Always take care not to damage

young trees. Remember, you must not camp on fenced land without the landowner's permission. You may light a fire in open country, but not in or near woodland between April 15 and September 15. Don't damage trees when gathering wood for your fire – use old, dry branches and twigs. If you build a bonfire on the shore, don't place it directly on rock, as this may cause the rock to split.

When camping in open country, remember:

- to comply with bylaws governing camping in recreational areas and nature reserves, in order to avoid erosion and protect vulnerable wildlife and plant habitats
- to use established rest areas and campsites where possible
- to pitch your tent where you will not disturb animals and birds, particularly during breeding and nesting season
- not to leave permanent scars on vegetation or terrain
- to respect other campers' need for space and peace and quiet
- to use established firepits, and to be especially careful around fire
- not to disturb livestock
- to respect the interests of people who live and work in the countryside

What are the mountain rouls?

1. plan the tour well and inform others where you are hiking.
2. adapt the hike to the ability and conditions.
3. pay attention to weather and avalanche warnings.
4. be prepared for storms and cold, even on short trips.
5. bring the necessary equipment to help yourself and others
6. plan the hike on safe paths. Avoid avalanche-prone terrain and unsafe ice.
7. use a map and compass so you always know where you are.
8. stop in time, there is no shame in aborting.
9. save your strength and seek shelter if necessary.





German

Wichtig vor jeder Tour:

Sicherheitshinweise für Naturführer

Wenn Sie eine Aktivität beginnen:

1. Zählen Sie Ihre Leute
2. Vergewissern Sie sich, dass sie fit genug sind für diese Aktivität
3. Wenn es ein Formular für die Tour gibt, lasst es alle ausfüllen und vergewissert euch, dass sie es ausgefüllt haben.
4. Schauen Sie, ob sie die richtige Kleidung und genug zu essen/trinken dabei haben.
5. Informieren Sie immer das Büro, wenn Sie eine Tour starten, wann Sie losfahren und mit wie vielen Personen. Und wann Sie wieder zurückkommen werden.
6. Weisen Sie Ihre Gäste darauf hin, dass sie sich immer an Ihre Anweisungen halten müssen. Vergewissern Sie sich, dass Sie bei Ihren Spaziergängen in der Natur immer auf dem Weg bleiben. Nehmen Sie keine Steine, Blumen oder Tiere (die Sie unterwegs finden könnten) mit. Lassen Sie keinen Müll zurück.

Prüfe die Wettervorhersage: yr.no



Lawinengefahr



[www.varsom.no/snoskred/varsling/varsel/Lofoten og Vesterålen/](http://www.varsom.no/snoskred/varsling/varsel/Lofoten%20og%20Vester%C3%A5len/)

Normalerweise fährt uns ein Bus zum Startpunkt unserer Wanderung. Sind mehr als 16 Gäste im Bus sollte es einen Hilfguide geben. Wir folgen dem Angegebenen Pfad bis zur Hütte und dann bis zum Gipfel. Grössere Pausen können an der Hütte (hin und rücktur) und am Gipfel gemacht werden. Andere Pausen liegen im Ermessen des Guides.

Folgende Zeiten dienen als Richtlinie:

Hütte sollte nach 30 min erreicht sein

Pause 20 min

Gipfel nach weiteren 20 min

Pause 20 min

Wieder an der Hütte nach 15 min

Pause 20 min

Der Abstieg braucht ca 30 min

Bei starken abweichungen sofort den Dispatch anrufen, damit der Bus umgeplant werden kann

Es ist eine Wandertour, dennoch können gerne folgende Informationen an die Gäste gegeben werden:

Das Jedermannsrecht

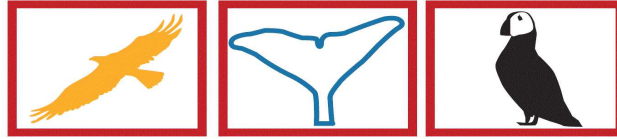
Ein wichtiger Teil unseres kulturellen Erbes ist das aktive Erleben der Natur. Seit alters her haben wir das Recht, uns in Wald und Feld, auf Flüssen und Seen, in den Schären und im Gebirge zu bewegen – unabhängig davon, wem der Grund und Boden gehört. Wir dürfen in der Natur ernten – nicht nur Salzwasserfische, Beeren, Pilze und Blumen, sondern auch Eindrücke und Erlebnisse.

Die Grundsätze des Jedermannsrechts sind im Gesetz über den Aufenthalt in der Natur von 1957 niedergelegt.

Das Jedermannsrecht gilt in der freien Natur.

Hier darf man:

- sich zu Fuß und auf Skiern frei bewegen
- rasten und übernachten



DISCOVER VESTERÅLEN

- auf Pfaden und Wegen reiten und Rad fahren
- baden, paddeln, rudern und segeln
- Beeren, Pilze und Blumen pflücken
- Salzwasserfische kostenfrei angeln

Mit Wanderschuhen

und Skiern...

...dürfen Sie sich in der freien Natur bewegen, im Sommer und Winter, sei es auf Pfaden oder Wegen, in gespurten Loipen oder querfeldein. Im Winter dürfen Sie auch über zugefrorene oder schneebedeckte Felder und Wiesen gehen. Auf landwirtschaftlich genutztem Land dürfen Sie ganzjährig auf Pfaden und Wegen gehen, müssen aber Abstand zu Bauernhöfen, Häusern und Hütten halten.

In der freien Natur dürfen Sie überall anhalten und rasten, außer nahe an bewohnten Häusern oder Hütten. Nehmen Sie die gebotene Rücksicht auf andere Rastende. Sie dürfen unterwegs ein Lagerfeuer entzünden, aber nicht im oder nahe am Wald vom 15.4. bis 15.9. Beschädigen Sie keine Bäume, wenn Sie Feuerholz suchen, sammeln Sie trockene Zweige. Wenn Sie am Ufer ein Feuer machen, meiden Sie nackte Felsen, weil sie durch die Hitze splintern können.

Wenn Sie in der freien Natur unterwegs sind und rasten, beachten Sie Folgendes:

- keine Abkürzungen über Landwirtschaftsland, Bauernhöfe oder in der Nähe bewohnter Häuser oder Hütten nehmen
- Aufenthaltsregeln für Erholungs- und Naturschutzgebiete beachten, um Abnutzung zu vermeiden und Rücksicht auf empfindliche Lebensräume von Tieren und Pflanzen zu nehmen
- Tiere und Vögel nicht stören, vor allem nicht während der Brut und Aufzucht
- Pflanzen nicht beschädigen, vor allem keine bedrohten oder empfindlichen Arten
- eingerichtete Rast- und Feuerplätze benutzen und besonders vorsichtig mit Feuer umgehen
- das Bedürfnis anderer Menschen nach Abstand und Ruhe respektieren

- keine Zelte nahe an bewohnten Häusern oder Hütten aufstellen (Mindestabstand 150 m, sofern es keine Ausnahmegesetzgebung gibt)
- Weidevieh nicht stören
- Wirtschafts- und Nutzungsinteressen respektieren

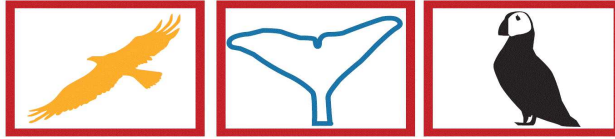
Mit dem Zelt...

...dürfen Sie bis zu zwei Nächte in der freien Natur im Flachland übernachten, ohne den Grundbesitzer zu fragen. Im Hochgebirge und weit entfernt von bewohnten Gebieten dürfen Sie länger als zwei Nächte zelten. Wenn es keine anders lautenden örtlichen Vorschriften gibt, dürfen Sie Ihr Zelt nicht näher als 150 m von bewohnten Häusern oder Hütten aufstellen. Junger Wald darf nicht beschädigt werden. Achtung! Auf Landwirtschaftsland darf ein Zelt nur mit Erlaubnis des Grundbesitzers aufgestellt werden. Sie dürfen unterwegs ein Lagerfeuer entzünden, aber nicht im oder nahe am Wald vom 15.4. bis 15.9. Beschädigen Sie keine Bäume, wenn Sie Feuerholz suchen, sammeln Sie trockene Zweige. Wenn Sie an einem Ufer ein Feuer machen, meiden Sie nackte Felsen, weil sie durch die Hitze splintern können.

Wenn Sie in der freien Natur zelten,

beachten Sie Folgendes:

- in Erholungs- und Naturschutzgebieten die Vorschriften für Fortbewegung und Camping beachten, um Abnutzung zu vermeiden und Rücksicht auf empfindliche Lebensräume von Tieren und Pflanzen zu nehmen
- eingerichtete Rast- und Zeltplätze benutzen
- das Zelt so aufstellen, dass Tiere und Vögel nicht gestört werden, vor allem nicht während der Brut und Aufzucht
- keine dauerhaften Spuren in der Vegetation und im Gelände hinterlassen
- das Bedürfnis anderer Camper nach Abstand und Ruhe respektieren
- eingerichtete Rast- und Feuerplätze benutzen und besonders vorsichtig mit Feuer umgehen
- Weidevieh nicht stören
- Wirtschafts- und Nutzungsinteressen respektieren



D I S C O V E R V E S T E R Å L E N

Willst Du ausführlicher berichten ? Discover Vestrålen schickt Dir gerne den gesamten Text zu. Bei normales Wanderungen aber normalerweise nicht notwendig.

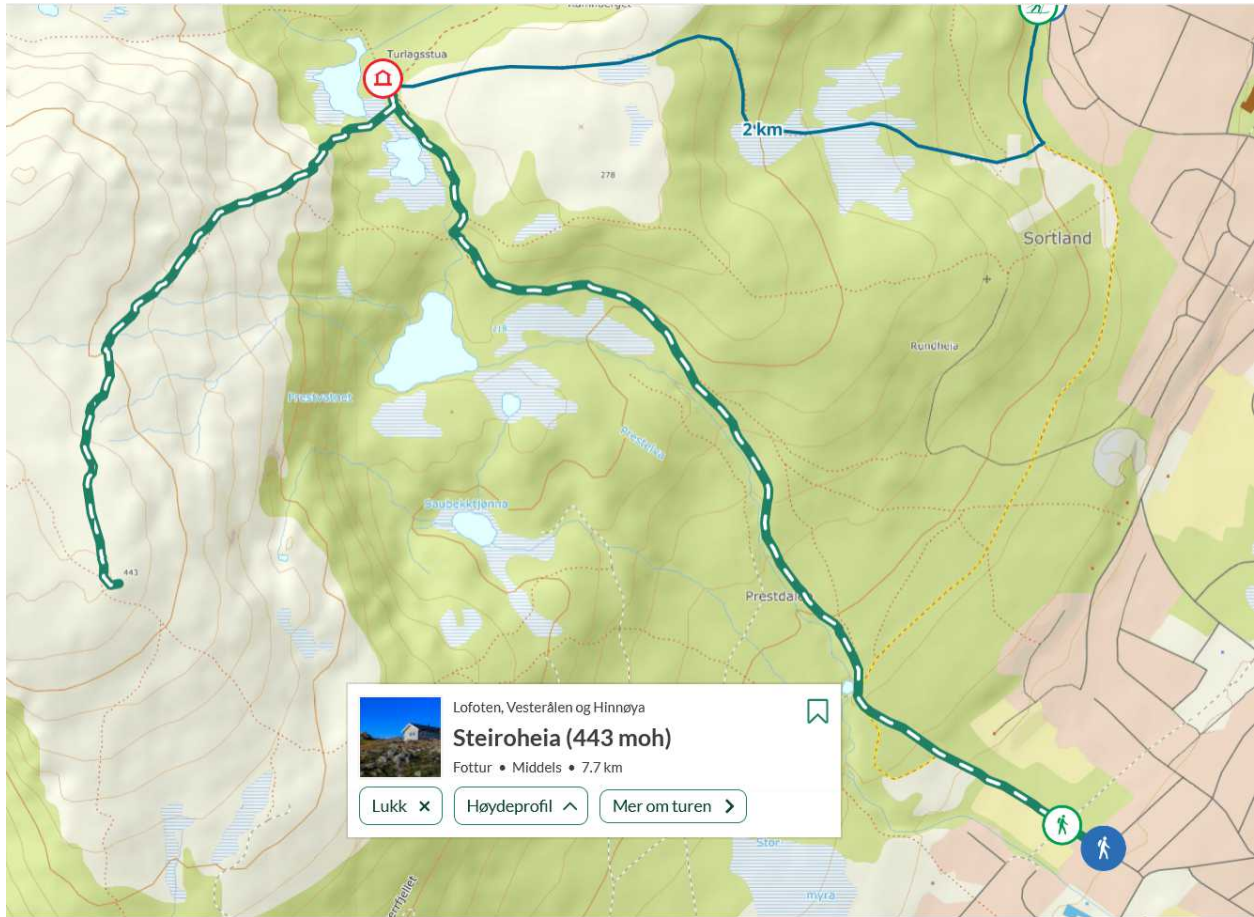
Grob gesagt: Die Natur ist für alle da, bei Privater nutzung. Bei Gewerblichen Zelten, Pflücken, Fischen braucht man immer eine Genehmigung

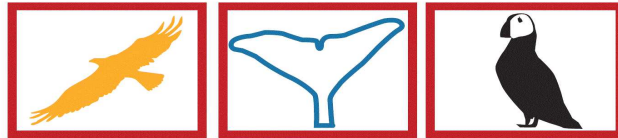
Was sind die Bergregeln?

1. Planen Sie die Tour gut und informieren sie andere wo Sie wandern.
2. Passen Sie die Tour an das Können und die Bedingungen an.
3. Achten Sie auf Wetter- und Lawinenwarnungen.
4. Bereiten Sie sich auch bei Kurztrips auf Sturm und Kälte vor.
5. Bringen Sie die notwendige Ausrüstung mit, um sich und anderen helfen zu können.
6. Planen Sie die Wanderung auf sicheren Wegen. Lawinengefährdetes Gelände und unsicheres Eis vermeiden.
7. Verwenden Sie eine Karte und einen Kompass damit Sie immer wissen, wo Sie sind.
8. Rechtzeitig abbrechen, Abbrechen ist keine Schande.
9. Sparen Sie Ihre Kräfte und suchen Sie gegebenenfalls Schutz.

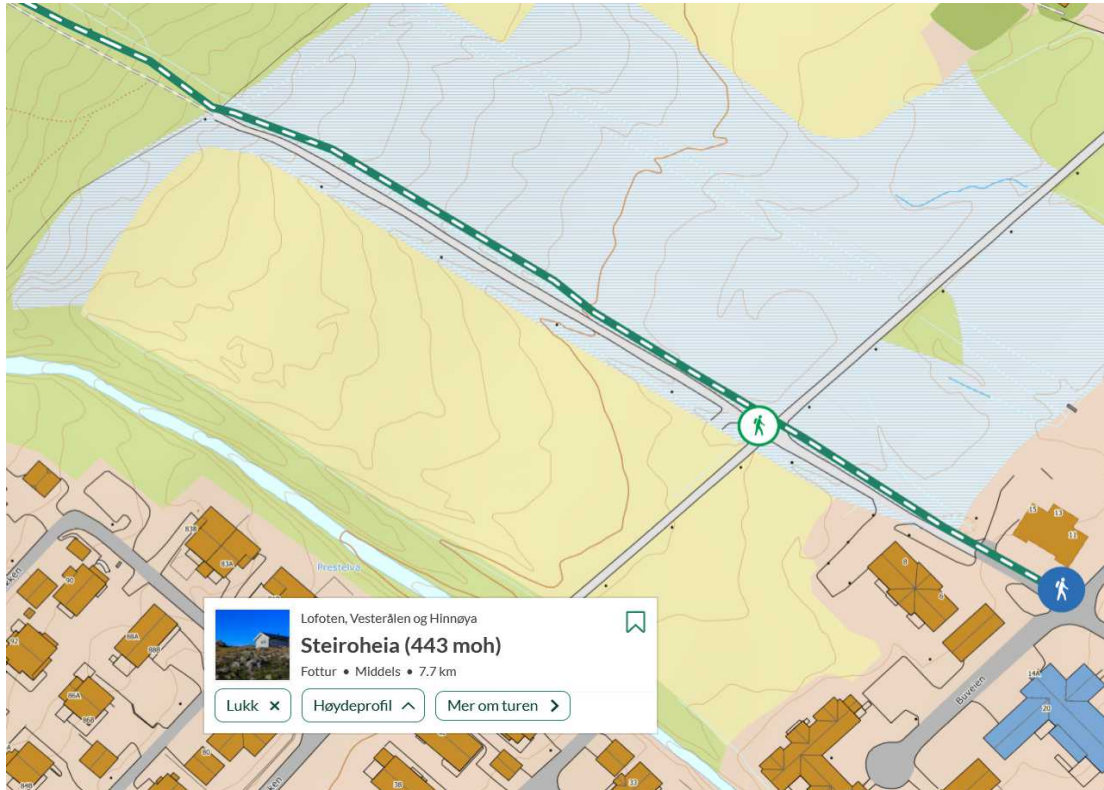


MAPS





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Start: Byveien / Sortland



Rules how you should act as a guide

Before the Tour will start:

- **Be at the starting point 30 minutes before the tour will start**
- **Check the equipment**

Bus :

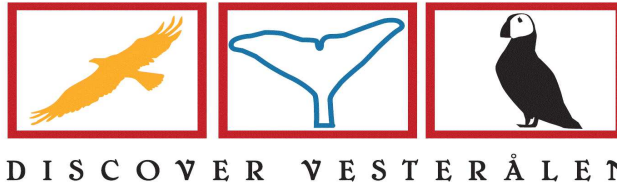
- We stay in front of the door and welcome every single guest.
- If necessary help the guests with the luggage
- If there are many busses make sure that the guests find the right bus. Usually your bus will get a number.
- Count the guests in your bus. **Do this always** after every break to be sure that all of your guests are in the bus and nobody is missing.
- If the guests have to leave the bus – check the traffic. Secure the streets. Tell them always at what time they have to be back at the bus.(not in how many minutes, tell the exact time)
- When the tour starts, give a short instruction of who you are and who is the bus driver. Ask the guests to fasten the seatbelts. Tell them where the exits of the bus are and how to come out of the bus by accident. Show them the fire drencher and the first aid kit (Ask the bus driver – he should know his bus)

Introduction/Welcome:

- Introduce yourself
- Introduce the bus driver
- Tour title
- Bus Number
- Summary of tour itinerary in brief

Body of the Tour:

- Be enthusiastic, informative and engaging
- Body language
- Sit in the front seat or jump seat (reserve before guests arrive)
- Check that the guests are comfortable at all times (microphone, A/C)
- During the stops it is important to give clear instructions on where the bus will be located and when to be back.
- Point out locations of bathrooms
- Recount each stop before continuing on itinerary.
- Point out the sights; make sure to tell guests what to look for and where to look for it before you drive by.
- Give background information on the sights.



Return/Farewell:

- Thank the bus driver.
- Mention where they have to go to get back to the ship.
- TIPS – Do not mention it.
- Share tips with the busdriver
- Check the bus for left behind belongings; anything left should be given to a designated crew member.

Advanced Guiding:

- Make eye contact with guests at every interaction, always with a friendly being engaging genuine, and sincere but never too familiar or informal.
- Use positive body language to demonstrate your openness and desire to assist in any way you can.

Take care of yourself and each other:

This means:

- Good personal hygiene
- Natural looking cosmetics
- Your clothing is free from the smell of smoke
- Ensure with your bus drivers that the bus is clean inside and outside, AC is working, microphone is working (to be all tested before guests arrive)
- Take care of your guests by asking if they feel comfortable with the AC, Mic can be heard at the back of the bus

Cityguiding/Natureguiding:

- Collect the group around you.
- Count the guest in the group. Ask them to stay together or give them a time and place where they have to meet again if they do not want to follow the group. Tell them that this is their own responsibility to show up at the right time at the right place.
- Start your guiding. Check that the whole group is following you. When you say something, make sure that everybody will hear you. Wait until everybody is around you. There are always guest who are not interested in what you will say. Do not wait for them.
- If you have to cross a road –secure the road for traffic.

Eating/drinking

- When we are out for dinner/lunch check always with the restaurant that they know that we are coming and check the menu if you have a vegetarian or a person with allergy in your group.
- Be the first in the restaurant but also the last who sit down. Check that everybody got food before you start eating. Check with the restaurant, that they explain what they serve.

How to act in the nature:

- Allemansretten:
 - Stay on the path
 - Do not take stones or plants with you
 - Take rubbish with you
- Guide has a garbage bag and toilet paper

Guide should always have:

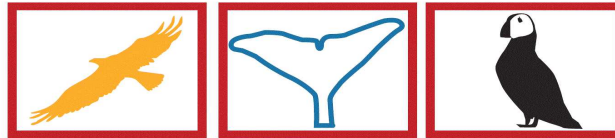
- first aid kit
- Flashlight
- Garbage bag
- Toilet paper
- List with numbers for the case of emergency

Make sure your guests have:

- Flashlight
- Good clothes: head, gloves, hiking boots (check the clothes of your guests!!)

How to act as a guide:

- Every guest need to be registered in case it is a privat tour
- Tell your guests about the tour:
 - What is the tour about
 - How long is the tour
 - What will happen at the tour
 - Level of difficulty
- Check if the guests have enough food and water
- Call the office when you will start the tour
- In Winter:
 - Check the quality of the ways, check of any danger
 - Check the danger of avalanches at this link: <http://www.varsom.no/>



DISCOVER VESTERÅLEN

General:

- Anyway were you are going with your group. Call always the restaurants, museum or hotel at least 30min before arriving and check if they still remember that you are coming.
- You will always get a time-list. Call the next place when you know that you will be late.

Do's and Don't's:

Do's	Don't's
Engage	Smoke; chew gum; drink alcohol
Enthusiasm	Be boring
Interesting	Rattle of facts
Knowledge	Run ahead
Wait for slower guest	Ignore guests questions
Counter guests after stops	Use mobile phone constantly
Pay attention to guests	
Repeat questions and answers so everyone hears, everyone has the desire to learn	
Share tips with the bus driver	

Storytelling:

- Most time you will get some information what you should say and/or what you should not say.
- Tell your own story. Find your own information on internet or somewhere or use the stories in the active of *Discover Vesterålen*.
- Check what kind of group you will get and select your stories on this.
- DV will normally give you all information/stories which you will need for your guiding.

(specially for cruiseguests)

- You work for *Discover Vesterålen* (DV). A guide service on Vesterålen. And this is no secret. (Sometimes we have a client which has its own rules.)
- Rules for Discover Arctic (DA): DA is our biggest client. When DV works for DA, we mostly use the company name DA. But it is no problem to say that we are DV and a cooperation partner of DA. If you have guiding-clothes from DA you have to use them. You can also use this working clothes for other jobs.
- Rules of Visit Vesterålen / Nord Norsk Reiseliv : This companies is played by its members. When we are on tour, we should only talk about the companies who are member of Visit Vesterålen / Nord Norsk Reiseliv.
- Cruiseships: Only make the stops you got on your schedule (!!), never prepare a new tour; if there will be something different call the dispatch

Control

- Sometimes our client is joining the group or a person who should control us.
- If the client is with the group or a person who represent the client, we do whatever this person says. If he/she want to change something, we do it but we tell him also that this could means that the coasts of this tour can change.
- Other times, especially by cruise boats, we will have a person in our group who just shout report to the boat if everything is o.k. This person can be very helpful for you but also very annoying. In this case, just keep on the timetable you got from DV and the information you got. Make this person happy, but most important is that the group is happy. In worst case just ask the person to step beside and just observe. And then concentrate on your job.

Others

- Tell about yourself. That is good for your tip.
- Go around in your group and collect their questions and answer them in front of the whole group. This could be good if you have to drive 1-2 hours and you do not pass any interesting places.
- Make your own folder with pictures. So you have something to show around.
- It is important to have always something to drink (water) and a snack (Apple, chocolate) with you. Most times DV will meet you at the bus and give you a bag with all information and food for the guiding tour.

Cruise

- Do you have your ID-card for the port?
- **Be always at least 30 min before your guiding tour starts at the bus.**
- Also if you are a guide on a bus and know that some more guides have to guide the same direction, it can be that you have a different timetable. Be not surprised if you have a stop and the other busses are passing you. They will have their stop on the way back.
- Try not to be later than 15 min after tour time schedule. Call the DOR (the person who booded you – it stands on your confirmatonpaper)



SAFETY INSTRUCTIONS ON BUSES

These 3 things must always be mentioned before the start of the tour:

On this coach **(state the following where relevant)**

1. Emergency exit windows are situated in the front **and / or rear (please say one)** of the coach on both sides, and the hammers to break the glass are located next to the windows
2. Fire extinguisher are located **(please say where and how to operate)**
3. First aid kit is located **(please say where)**
4. **(IF the coach has seatbelts please say the following)** This coach is equipped with seat belts. It is a legal requirement in Norway that the seatbelts should be used IF the bus is equipped with such. Therefore we kindly ask that you ensure that these are fastened throughout the journey.
5. The name of our busdriver is.....
6. My name is and I will be your guide today

Why is your name and the bus driver's name part of the safety rules ? It creates familiarity and gives the guest security.