



Discover Vesterålen

Vesterålen Guideservice

Guidemanual

TROLLFJORD

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Tour description German

Tour description English

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

ECS Appendix 14



Deutsch

Sortland:

Die Tour startet in Sortland. Übersetzt aus dem Norwegischen heißt dies «Schwarzes Land» . Allerdings wird Sortland auch «Blaue Stadt» (norwegisch blabyen) Stadt genannt. Der lokale Künstler Björn Elvenes startete das Projekt die Stadt blau an zu malen.

Sortland erlangte 1997 die Stadtrechte. Heute wohnen hier ca. 5000 Einwohner. Die Stadt ist Zentrum und Verwaltung der Vesterålen, welche in fünf Kommunen aufgeteilt sind und hauptsächlich auf zwei Inseln Langøya und Hinnøya liegen. Hinnøya ist mit rund 2000 km² die größte Inseln von Norwegen. Langøya mit rund 800 km² ist die drittgrößte Insel von Norwegen.

Auf den Lofoten besiedelt die Menschen hauptsächlich die Ostküste – zwischen der Inselgruppe und dem Festland, wo das Meer ruhiger ist. Die stellenweise über 1200 Meter hohen Berge auf den Lofoten haben einen alpinen Charakter und halten allzu starke Wettereinflüsse ab.

Auf den Vesterålen besiedelten die Menschen dagegen hauptsächlich die westliche Seite zum offenen Meer. Das Klima ist hier milder, aber das Leben und das Fischen härter. Allerdings ist die Qualität der Fische aus dem offenen Meer besser.

Durch den Golfstrom bedingt gibt es auf den Inselgruppen keine zugefrorenen Häfen. Das Wasser hat im Winter eine Temperatur von ca. 4°C und von ca. 11°C im Sommer.

Besiedlung der Vesterålen / Geschichte der Fischbauern:

Die Fischerei ist der wichtigste Wirtschaftszweig für die Menschen im Norden. In den späten 1860er Jahren war die sogenannte «großartige Zeit». Heringsschwärme zogen nach Nordnorwegen und zogen Fischer aus ganz Norwegen an.

- Mann und Frau heiraten → Finden Platz an der Küste → er ist Fischer, sie ist Bäuerin
 - er verkauft den Fisch auf dem Markt, um Geld zu verdienen
- Alles, was sie produziert, ist für die Familie → sie bekommen Kinder → brauchen Hilfe
- Helfer brauchen Häuser und Nahrung → Mehr Fischen / Mehr Anbau → Mehr Häuser
- Kleine Dörfer

Daraus entwickelten sich viele kleine Dörfer an der Küste, welche nach einiger Zeit durch Straßen verbunden wurden (die meisten Straßen wurden um 1975 erbaut). Da es so viele kleine dezentrale Dörfer gab, beschloss die Regierung größere Zentren zu bauen und die



Einwohner zu bezahlen, dass sie in diese Zentren ziehen. Aufgrund dessen entstand unter Anderem Sortland.

Fahrt durch den Sortlandsund in Richtung des Raftsundes.

Stokmarknes:

Wesentliche Strukturmerkmale sind das Krankenhaus (Nordland Sykehus), das einen großen Bereich der Vesterålen bedient, sowie die beiden hohen Brücken, über die zunächst die Insel Langøya zum rund fünf Kilometer entfernten Flughafen Stokmarknes, Skagen führt. Über die zweite Brücke wird die Europastraße 10 erreicht.

Stokmarknes ist der «Geburtsort» der Hurtigruten. Im Jahr 1881 gründete Richard With die Vesterålen Dampfschiffahrtsgesellschaftm, mit dem staatlichen Auftrag eine feste Schiffsverbindung zwischen Nordnorwegen und Südnorwegen aufzubauen. Aus diesem Grund ist Stokmarknes noch heute eine der Hafestationen der Linienroute der Hurtigruten. Stokmarknes erreichten den Stadtstatus im Jahr 2000 und hat heute run 3360 Einwohner.

Raftsund:

Der Raftsund ist die Wasserstraße zwischen Lofoten und Vesterålen und befindet sich zwischen den Inseln Austvågøya und Hinnøya. Er ist eine Meerenge zwischen den Kommunen Hadsel und Vagan in Nordland. Der Raftsund hat eine Länge von rund 25 km und wird von der Raftsundbrücke überquert. Sie ist 711 m lang und wurde auf vier Stützen gebaut. Entlang des Sundes liegen mehrere Häuser und ehemalige Handelsplätze, die zumeist nach dem Ausbau des Straßennetzes ihre einstmals zentrale Lage und Funktion verloren haben.

Hadsel Kommune:

Kommune Hadsel ist die südlichste Kommune der Vesterålen. Sie teilt sich über die Inseln Hadseløya, Hinnøya, Langøya und Austvågøya. Das Zentrum von Hadsel ist Stokmarknes. Die Kommune Hadsel wurde nach der alten Hadsel Farm benannt, seitdem die erste Kirche (Hadsel Kirche) hier gebaut wurde.

Vagan Kommune:

Vagan Kommune gehört zu den Lofoten. Das administrative Zentrum ist die Stadt Svolvær. Die Kommune wurde nach der alten Vagan Farm benannt.



Trollfjord:

Der Trollfjord ist ein 2km langer Seitenarm des Raftsunds, der die norwegischen Regionen Lofoten und Vesterålen voneinander trennt.

Die Einmündung (die engste Stelle des Trollfjords) in den Raftsund ist nur 100 Meter breit und weitet sich im weiteren Verlauf bis auf eine maximale Breite von 800 Metern. Die Südseite wird durch den 1045 bis 1084 Meter hohen Trolltindan begrenzt. An der Nordseite steigen der 998 Meter hohe Blåfjell und der 980 Meter hohe Litlkorsnestinden fast senkrecht aus dem Wasser.

An der tiefsten Stelle ist der Trollfjord 72 m tief.

Als besondere touristische Attraktion biegen die Hurtigruten auf ihrem Weg durch den Raftsund kurz in den Trollfjord ein und drehen am Ende des Fjords.

Bis 1960 ergoss sich am Ende des Trollfjords ein Wasserfall in den Fjord. Seither dient das Wasser hier zur Stromerzeugung. Das hierzu notwendige kleine Turbinenhaus steht am Ufer des hinteren Fjordabschlusses am Rande einer Bergwiese. Starkstromleitungen spannen sich von hier über den Berg in Richtung Svolvær.

Geschichte:

1921 beschreibt Johan Bojer in seinem Buch «Die Lofotfischer» die Schlacht am Trollfjord, den ersten großen Kampf zwischen kapitalkräftigen Unternehmen mit ihren Dampfbooten und armen Lofotfischern um die Ressourcen des Meeres. Gegen Ende des 19. Jahrhunderts erlangten die neuen, großen Dampfschiffe eine immer größere Vormachtstellung gegenüber den traditionellen Nordlandsbooten, was zu Konflikten führte. Es war nun unter anderem möglich, große Schleppnetze auszuwerfen und somit deutlich mehr Fisch an Land zu ziehen als vorher.

An der Einmündung des Trollfjord in den Raftsund verstellten um 1880 Dampfboote die Einfahrt, um den Nordlandbooten der Fischer den Zugang zum Fjord zu verwehren und diesen selbst mit Senknetzen abzufischen. Es kam zur Schlägerei, bei der die Angreifer sogar mit heißem Wasser übergossen wurden. Die Fischer enterten die Dampfboote und erkämpften sich den freien Zugang.

Ereignisse wie diese wurden im Storting, im Norwegischen Parlament, debattiert. Dies führte 1893 zum Verbot der Fischerei mit Senknetzen.



Nordland:

Provinz (norwegisch Fylke) von Norwegen mit rund 243.360 Einwohnern. Die Hauptstadt der Provinz ist Bodø. Zum Gebiet der Provinz Nordland gehören auch die Inselgruppe Lofoten und die südlichen Gebiete der Vesterålen.

Lofoten:

Bestehend aus etwas 80 Inseln mit ca. 24 000 Einwohnern. Die größte und einzige Stadt ist Svolvær. Im Distrikt Lofoten gibt es sechs Kommunen.

Weil die südwestliche Spitze der Insel Hinnøya früher nur mit dem Boot von Svolvær aus erreichbar war, gilt dieses Gebiet als Teil der Lofoten.

Die Inselgruppe Lofoten ist seit ca. 6000 Jahren bevölkert. Ursprünglich lebte man hier vom Fischfang und von der Jagd. Während der Wikingerzeit bildeten sich mehrere Siedlungen mit Häuptlingshöfen. Ab dem 14. Jahrhundert beherrschten Kaufleute aus Bergen den Fischhandel, wodurch die Lofoten steuerlich zu Bergen gehören.

Mitte des 19. Jahrhunderts führten auch hier die großen Heringsvorkommen zur heutigen Besiedlung.

Die Landschaft war viele Jahrhunderte karg und kahl. Es gab nur noch wenige Bäume, weil der Mensch die meisten Wälder für den Haus – und Schiffs – und Trockengestellbau abgeholzt hatte. Mittlerweile ist der Baumbestand in weiten Teilen wieder erheblich angewachsen.

Haupterwerbszweig ist auch hier neben dem Tourismus der Fischfang und die damit verbundene Fischindustrie.

Tiere:

Adler: Seeadler sind die größten Greifvögel Mitteleuropas. Das Gefieder erwachsener Seeadler ist überwiegend braun. Kopf, Hals, obere Brust und oberer Rücken sind geblich – ockerfarben aufgehellt. Der weiße Stoß ist kurz und keilförmig. Junge Seeadler sind dunkelbraun, Fang und Wachshaut sind dunkelgrau.

Elche:

- 2,5 – 3,2 m lang; 190 bis 220 cm Schulterhöhe
- Bullen wiegen ca. 200 – 600 kg; Kühe sind ca. 10 cm kürzer und nicht so groß, Kühe wiegen 200 – 400 kg
- Elchjagd beginnt am 25. September



Rentiere, die wir sehen können, gehören hier in Nordnorwegen den Sami, denn es ist nur den Sami erlaubt Rentiere zu besitzen.

Die Vesterålen sind für die hohe Walpopulation bekannt. Arten die hier zu finden sind, sind vor allem Pottwale, Buckelwale, Zwergwale, Grindwale und Orcas. Pottwale sind hier ganzjährig zu finden, allerdings nur die Männchen. Die weiblichen Tiere bleiben mit ihren Jungen in wärmeren Gewässern des Nord- und Mittelatlantiks.

Besonders die Insel Andøya ist für das Walvorkommen und dadurch Walsafaris bekannt. An der nördlichen Spitze fällt der Meeresboden 1000 m tief hinab. Der Kontinentalschelf endet hier und es treffen verschiedenen Meeresströmungen aufeinander. Dies führt zu einem reichen Nahrungsangebot. Hier tauchen die Wale um nach Tintenfischen zu jagen.



English

Sortland:

The tour starts in Sortland. Translated does it mean “Black Country”. (svart/sort = black, land = country) But Sortland is also called “Blue City” (Norwegian blå byen). The local artist Bjørn Elvenes started a project to paint all the buildings blue.

Sortland got the city rights in 1997. Today the city has around 5000 inhabitants. It is the centre and administration of Vesterålen and is divided in five municipalities. Vesterålen islands are mainly at two islands: Langøya with around 800 km² (third biggest island of Norway) and a small area of Hinnøya. Hinnøya has around 2000 km² and is the biggest Island of Norway.

The people at Lofoten islands mainly settled down at the east coast – between the island and the mainland, where the sea is more quite. The mountains are in parts more than 1200 m high and have an alpine character. Therefore they hold against strong and bad weather influences.

At Vesterålen islands people settled down mainly at the west coast at the open sea. The climate is milde, but the fishing life and normal life harder. But the quality of the fish is often better at the open sea.

Because of the gulfstream you will not find frozen harbors in Norway. The water temperature is around 4 degrees in winter and 11 degrees in summer.

Settlement at Vesterålen /history of fishfarmers:

Fishery is the major industry for the people in the north. In the late 1860 were the “Great Years”. Swarms of herring came to Northern Norway. Because of it many fishermen came to the north.

Fisherman history: Man and woman get married → they found a place at the coast → he is a fisherman, she is a farmer’s wife → he is selling the fish at the market to earn money → she is responsible for the food for the family at the farm → they get children → need help → get new workers → but workers also need houses and food → therefore the men have to fish more and the women have to work more at the farm → they build more houses → a new village arise



Therefore a lot of small villages evolve at the coast. After a few years they were connected with streets (most of the streets you can see today were built around 1975). But because there were so many decentralized villages, the government decided to build up bigger cities. Inhabitants of the small villages got paid to move to the bigger cities. Therefore arised Sortland as a planned city (you can also see it, when you are looking around in the city).
Driving through Sortlandsund in direction to Raftsund.

Stokmarknes:

Essential structural characteristics are the hospital (Nordland Sykehus), which is responsible for most of the area of Vesterålen islands, and two big bridges. One bridge leads to the airport (which is around 5km away from Stokmarknes) Skagen. With the second one you can reach the international E-Road 10 (E 10).

Stokmarknes is the “place of birth” of Hurtigruten. In 1881 Richard With founded the Vesterålen Steamboat Company with the government order to establish a fixed ship connection between Northern Norway and Southern Norway. For that reason Stokmarknes is also one of the stations of Hurtigruten.

Stokmarknes got the city rights in 2000 and has around 3360 inhabitants.

Raftsund:

Raftsund is the waterway between Lofoten and Vesterålen and is located between the islands Austvagøya and Hinnøya. It is a strait between the municipalities of Hadsel and Vagan in Nordland. Raftsund has a length of 25 km and is crossed of the Raftsundbridge, which is 711 m long and build on four piers. Along the sund are a lot of houses and former trading places.

Municipality of Hadsel:

The municipality of Hadsel is the most southern municipality of Vesterålen islands. It is divided in the islands Hadseløya, Hinnøya, Langøya and Austvagøya. The centre of Hadsel is Stokmarknes. Hadsel was named after the old farm Hadsel.

Municipality of Vagan:

The municipality of Vagan belongs to Lofoten Islands. The administrative centre is the city of Svolvær. The municipality was named after the old Vagan farm.



Trollfjord:

The Fjord Trollfjord is a 2 km long branch of Raftsund, which separates the Norwegian regions of Lofoten and Vesterålen from one another. The confluence with the Raftsund is only 100 metres wide and widens to a maximum width of 800 metres. The south side is bordered by the 1045 to 1084 metre high Trolltindan. On the north side, the 998 metre high Blåfjell and the 980 metre high Litlkorsnestinden rise almost vertically out of the water.

At its deepest point, the Trollfjord is 72 metres deep.

As a special tourist attraction, the Hurtigruten turn briefly into the Trollfjord on their way through the Raftsund.

Until 1960, a waterfall poured into the fjord at the end of Trollfjord. Since then, the water has been used to generate electricity. The small turbine house required for this is located on the bank of the rear end of the fjord at the edge of a mountain meadow. Power lines span from here over the mountain in the direction of Svolvær.

History:

Johannes Bojer describes in his book "The Last of the Vikings" (Den siste Viking) in 1921 the battle at Trollfjord, the first big battle between financially strong companies with their steamboats and poor Lofot fishermen for the resources of the sea. Towards the end of the 19th century, the new, large steamboats gained ever greater supremacy over the traditional Northland boats. This led to greater conflicts. Among other things, it was now possible to cast large trawl nets and thus pull significantly more fish ashore than before.

At the confluence of the Trollfjord and the Raftsund in year 1880 steamboats blocked the entrance in order to deny the fishermen's Nordland boats access to the fjord and to fish the fjord themselves with sink nets. A brawl broke out in which the attackers were even poured over with hot water. The fishermen boarded the steamboats and fought for free access.

Events like these were debated in Storting, the Norwegian Parliament. This led to a ban on fishing with gillnets in 1893.

Nordland:

Province (Norwegian Fylke) of Norway with about 243 360 inhabitants. The capital of the province is Bodø. The area of the province Nordland also includes the archipelago Lofoten and the southern areas of Vesterålen.



Lofoten:

Consisting of about 80 islands with about 24 000 inhabitants. The biggest and only city is Svolvær. In the district Lofoten there are six municipalities.

Because the southwestern tip of the island of Hinnøya was previously only accessible by boat from Svolvær, this area is considered part of Lofoten.

The Lofoten archipelago has been populated for about 6000 years. Originally, people lived from fishing and hunting. During the Viking Age several settlements with chieftain farms were formed. From the 14th century, merchants from Bergen dominated the fish trade, and made Lofoten part of Bergen for tax purposes.

In the middle of the 19th century, the large herring swarms here also led to today's settlement.

The landscape was barren and bare for many centuries. There were only a few trees left, because the people cleared most of the forests for the house and ship building and for drying racks. Meanwhile the tree population has grown considerably again in large parts.

Besides tourism, fishing and the associated fishing industry are also the main industries here.

Animals:

Eagle: White-tailed eagles are the largest birds of prey in Central Europe. The plumage of adult white-tailed eagles is predominantly brown. Head, neck, upper chest and upper back are yellowish – ochre-colored brightened. The white patch is short and wedge-shaped. Young sea-eagles are dark brown, fang and cere are dark-gray.

Moose:

- 2,5 - 3,2 m long; 190 to 220 cm shoulder height
- Bulls weigh approx. 200 - 600 kg; cows are approx. 10 cm shorter and not so big, cows weigh 200 - 400 kg.
- moose hunting begins on 25th of September

If we can see reindeer, they mostly belong to the Sami, because only the Sami are allowed to own reindeer.

Vesterålen are known for the high whale population. Species found here are mainly sperm whales, humpback whales, minke whales, pilot whales and orcas. Sperm whales can be



found here all year round, but only the males. The female animals stay with their young in warmer waters of the North and Central Atlantic.

Especially the island of Andøya is known for its whale abundance and whale safaris. At the northern tip, the sea floor drops 1000 m deep. The continental shelf ends here and there different ocean currents meet each other. This leads to a rich food supply. Here the whales dive to hunt octopus.



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
- tattoos never visible
- clean clothes
- Your clothing is free from the smell of smoke
- a professional and natural looking hairstyle
- pierced jewelry only in ear lobes with one small earring per ear, jewelry that is simple in style and limited to one ring per hand, a watch, one bracelet, and a simple necklace



- personal cell phones only used for business purpose
- be prepared: run down of the itinerary so you know the tour program and expectations
- 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 interesting 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/>

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 these 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 wants to change something, we do it but we tell him also that this could mean 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 booted you – it stands on your confirmationpaper)



ECS Appendix 14

SAFETY INSTRUCTIONS ON BUSES

Local guides are instructed to read the following message before the tour starts for all coaches on tours operated by European Cruise service. Please confer with the bus driver the location and use of all safety measures on board.

“For your comfort and safety we would like to point out the safety features of this coach. In the event that you are unable to leave the coach by the usual exits, alternative emergency exits are provided.

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. Emergency roof exits are fitted to the front **and / or rear (please say one)** of the coach **(please state how to open)**
3. An emergency exit door is positioned on the **left / right (please say one)** of the coach when looking forward, and can be opened manually **(please state how to open)**
4. Fire extinguisher are located **(please say where and how to operate)**
5. First aid kit is located **(please say where)**



(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.

Please secure the armrests on aisle seats in the horizontal position. We would also like to remind you that smoking is not permitted on the coach and, ask that for your own safety you remain seated whilst the coach is in motion. Before leaving the coach, please ensure that you have all your belongings with you.