



READY, SET, GO - THE ADVENTURE AWAITS YOU

Thank you for choosing to travel with Greenland Travel. Booking a holiday is a matter of trust, and we will do all we can to ensure that you have an excellent time. With more than 30 employees in our offices in Denmark and Greenland, and more than 30 years' experience of selling tours to Greenland, we feel comfortable calling ourselves experts in this area.

An exciting trip awaits you, and we want it to be great right from the start. That is why we have given you this folder full of great tips and information to read prior to your departure to Greenland. Greenland Travel wishes you an unforgettable trip!

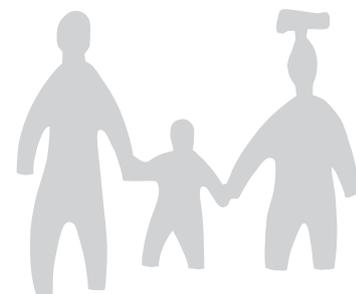
Peace of mind with Greenland Travel

Greenland Travel is a member of the Travel Guarantee Fund (membership no. 351).

We are also a member of the Danish Travel Agents and Tour Operators Association (DRF). To become a member of DRF, we have to meet a number of criteria for professional competence and finance. Being an active member of DRF is therefore a mark of quality.

As a member we also benefit from obligatory and extended liability insurance. This insurance ensures that you as a customer are always awarded compensation should you suffer an injury that the operator/agency is responsible for.

Membership also means that we are obliged to meet the regulations from the Travel Industry Complaint Board. A DRF membership therefore gives you peace of mind when choosing Greenland Travel as your tour operator.





BEFORE DEPARTURE

It is a good idea to read this section before departure, to ensure you have all your papers in order and are as well prepared as possible.

Terms and Conditions of travel

Please read our terms and conditions of travel on greenland-travel.com/terms.

At Greenland Travel, we expect that you as a customer have already familiarised yourself with the applicable terms and conditions of travel, and the agreement between you as a customer and us as a travel agent. It is both to your and our advantage that we agree on the basic terms.

Travel insurances

There are three types of travel insurances we would like to draw your attention to and recommend you have.

In the period from booking your tour until the actual departure we advise you to buy cancellation insurance.

This policy covers you if you become acutely ill or hit by an accident or if acute illness, an accident or sudden death in your family occurs before your departure.

This insurance policy must be purchased at the time of booking.

If you are unintentionally or unpredictably late for public transport or transport arranged by Greenland Travel and must therefore subsequently catch up with your itinerary, we advise you to buy an insurance covering late arrival and changed departure time.

This insurance policy is valid at the beginning and the end of your tour and must also be purchased at the same time as your booking.

Finally, a travel insurance policy will protect you and your luggage during the trip. Often, travelers already have this policy through their credit card or their own insurance company.

Vaccinations

No special vaccinations are required to travel to Greenland.

Medicine

Stores in Greenland are not as well equipped as in Europe. Remember personal medicine, contact lenses, etc. Remember to bring seasickness tablets if you plan to go on a boat trip.

WELCOME TO GREENLAND

Welcome to the Greenlanders' country, **Kalaallit Nunaat**.

Greenland is the world's biggest island, and offers you unique experiences in terms of both nature and culture. Modern Greenland lives alongside old traditions, while the seasons switch from a winter with snowcapped landscapes to long summer days when the sun never sets.

Greenland is an incredible place, both in summer and winter. In the winter you will experience snowcovered landscapes, clear, frosty days, sled dogs, northern lights, glaciers and dog sledding.

The summer offers warm, balmy days with light nights and midnight sun, stunning boat trips among glaciers and icebergs, and hiking in uninhabited terrain, where tiny colourful flowers blossom during the short summer season.

You are now on your way to Greenland where amazing experiences await you.

Itinerary / travel documents

When you receive your itinerary and travel documents you should check that dates and times on the ticket are as expected. Also check that the names in the travel documents match the names in your passport. If you find any discrepancies, please contact Greenland Travel.

All departure and arrival times are local times.

Time zone

Greenland is four hours behind European Central Time, so when it is 4 PM in Denmark, it is 12 noon in Western Greenland and in the Tasiilaq area on the east coast. Greenland is 2 hours ahead of EST.

Vouchers

Prior to your departure, you will receive vouchers for accommodation, excursions, and other additional activities unless you travel with one of our tour leaders. In that case, the tour leader will take care of the vouchers. The vouchers are important as they are used as payment. They must be handed over to the accommodation place and to the excursion organizers. If you are not able to present the vouchers, you may have to pay for the activity.

All excursions and other additional arrangements depend on the weather conditions, and you are kindly asked to note that cancellations due to the weather or technical problems with boats, vehicles, planes or helicopters may occur. Obviously, we try to carry through with cancelled excursions at a later stage during the trip. If this is not possible, unused vouchers may be switched for another excursion from our cooperation partners in Greenland or be refunded upon return back home by sending the voucher including your bank account number to Greenland Travel.

Important to remember Passport

It is not necessary for all travelers to bring a passport to Greenland but we recommend that you do so as you will need photo ID in connection with check-in and boarding.

All EU nations except Great Britain and Ireland are members of the Schengen partnership.

Norway and Iceland are not members of the EU, but are participating in the co-operation.

Greenland is not a member of the European Union, but is on the other hand included in the travel solution within the framework of the Nordic Passport Union. Due to this

agreement, Nordic citizens can travel the Nordic countries crossing approved border districts without carrying and having their passport checked.

Other citizens can also travel between the Nordic countries' borders without having their passport checked, but these citizens have to carry a passport or another kind of approved travel identification papers.



Who will have their passport checked:

- Danish citizens traveling to Greenland from Denmark will not have their passports checked.
- Citizens from a country joined in the Nordic Passport Union traveling to Greenland from the Nordic countries will not have their passports checked (Sweden, Norway, Finland and Iceland).
- Citizens from countries joined in the Schengen agreement traveling to Greenland from a Schengen country will not have their passport checked (all EU countries, except Ireland and England, but including Norway and Iceland).

Please note that valid travel identification papers must be presented, which in general means that citizens from a Schengen country have to prove their citizenship.

This, for many countries, means they have to show their passport.

Visa

If you come from a country where a visa is required to enter Denmark, then a visa is also required to travel to Greenland.

However, a visa that is valid for Denmark is not automatically valid for Greenland, so a separate visa application needs to be made for Greenland.

A visa can be applied for at Danish embassies and agencies. People with residence permits for Denmark do not automatically have the right to travel to and stay in Greenland. A special permit is needed for this.

Flight time to Greenland

If you travel from Copenhagen to Greenland the flight time is estimated to 4.5 hours. If you fly from Reykjavik the estimated flight time is less and the length depends on whether you travel to the east or west coast.



DEPARTURE FROM COPENHAGEN AIRPORT

Check-in at Copenhagen Airport

Check-in at Copenhagen Airport should be made no later than one hour before departure. We recommend you check in 2 hours before departure. You must check-in your luggage at the Air Greenland counters in Terminal 2 where you also get your boarding cards.

Connecting flights

Please beware that if you are arriving in Copenhagen with connecting flights we strongly recommend that you plan for delays. There is normally only one departure daily for Greenland and in high season the plane is often full. It is your own responsibility to get to the airport in time. Also read our information on travel insurances and recommended insurances.

Luggage and liquids

You can bring 20 kilos of luggage and 8 kilos of hand luggage without charge. Please note that knives and daggers are only permitted in checked luggage. Please also note the rules for liquids, lotions and creams in hand luggage.

Copenhagen Airport is a "silent airport" – no departure calls are made. Please pay attention to the boarding screens.

All passengers are kindly asked to be at the gate no later than 30 minutes before departure. During the flight a meal will be served and drinks supplied free of charge.

Lost luggage

If you lose your luggage or if it has been damaged upon arrival to Greenland, please contact the Air Greenland desk in the airport building.

The Greenland Travel guides or the guides of our cooperation partner can assist you. If you lose your luggage or if it is damaged upon returning to Denmark, you must contact Novia in Copenhagen Airport – they are our responsible partner for luggage handling in Denmark.

Trains to/from Copenhagen Airport

From Copenhagen Central Train Station, trains leave for the airport. Traveling time is approximately 15 minutes. Information about the trains and ticket office is at the centre of the airport. If you continue by train after arrival, reserve one hour to get out of the plane, luggage claim and transport to the train station.

Accommodation in Copenhagen is at your own expense. Kindly inform your hotel about the late arrival time of the flight from Greenland.

Duty free shopping

Copenhagen Airport has a large range of duty free articles. On the plane to/from Greenland you can buy selected duty free articles. Duty free shopping in Narsarsuaq Airport and Kangerlussuaq Airport is also possible upon arrival. Remember to keep your boarding card. Greenland is not a member of the EU.

Packing list

If you need a detailed packing list for your trip, you should check out our website at www.greenlandtravel.com under 'Practical Information'. Here you will find general information about clothing, but we recommend that you check out the packing lists made for each trip (we send it by email after booking). Clothing for winter and dog sled trips out the specific packing lists.

The layer upon-layer-principle

Regardless of time of year we recommend practical and isolating clothes after the layer-upon layer-principle, where the outer layer must be water and wind proof. As the weather and temperature may change suddenly, it is a good idea always to remember sweaters and long underwear. In both winter and summer it is important to use the right footwear – waterproof shoes/hiking boots with profiled soles. This is also recommended on cruises as the deck is often slippery. A hat, gloves, scarf, sunglasses, sun block, lip balm and a small backpack are recommended all year round.

Summer

The summer in Greenland can feel like both a warm summer's day and a cold winter's day in Europe. Bear this in mind when packing. On boat trips it can be cold and it is a good idea to use woolen underwear. Also remember rainwear. On hiking trips it is necessary to use solid and preferably waterproof hiking boots. Shorts and T-shirts are also a good idea.

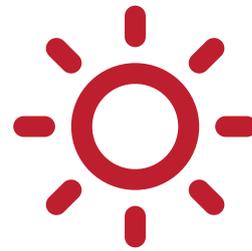
Winter

In the winter time it is cold in Greenland. It can be down to minus 25-30 degrees Celsius in Kangerlussuaq. Ordinary skiing clothes just won't do it. Use the layer-upon-layer-principle. Warm boots are very important. The sole should be made of rubber, as soles made of plastic and combination materials get very slippery in low frost degrees. The so-called moon boots are quite suitable for the Arctic climate. Leather boots aren't warm enough, but with a pair of woolen socks the insulation is increased considerably.

On dogsled trips

It is great fun and exciting, but it can be extremely cold when you sit on the sled. On the other hand you may sweat a lot when you help push the sled. It is therefore

very important to be able to regulate the warmth easily by using the layer-upon-layer principle. As it can be difficult to find clothing in your personal wardrobe warm enough, it is possible to rent sealskin clothes for the trip. Please contact Greenland Travel for further information.



Strong sun

The ultra violet beams from the sun are very strong. Remember sunglasses, sun block and lip balm all year round.

Mosquitoes

Summer and mosquitoes go hand in hand. They like company and can be quite ruthless. It is therefore advisable to remember a mosquito net and mosquito repellent when walking around outside towns. The good news is that mosquitoes are rare guests when you are out at sea.

Mobile phone

Some mobile subscriptions also cover Greenland. There's coverage in all towns and for a certain radius outside the towns. In the hills and at sea between the towns there is no coverage.

Remember the time difference if you make calls to or from Greenland. Check your mobile company's roaming expenses. Not all companies include Greenland as part of the northern countries, and it can be quite expensive to make a call from Greenland back home on your mobile phone.

Internet

In many hotels and similar places, hotspots have been established, so you can go online directly via a wireless connection. Most hotels offer internet service for a fee. There are internet cafes in major cities.

Currency

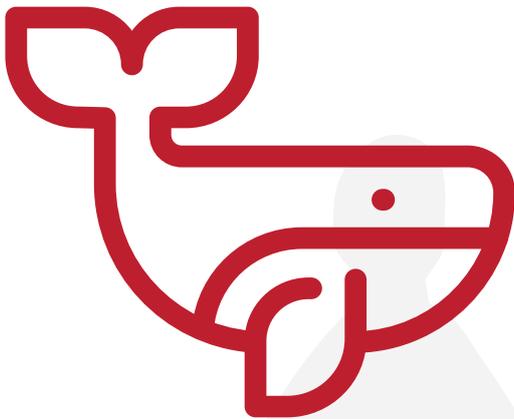
The currency in Greenland is Danish Kroner (DKK). Most international credit cards are accepted in banks, hotels and restaurants but we recommend bringing cash as well. International credit cards are accepted on cruises with MS Fram.

DURING YOUR TOUR

Greenland is a wonderful place to visit and if you have read the previous chapters you are already well-prepared. Please read the following chapters about your stay in Greenland. Then you are well prepared for getting the most out of your tour.

Excursions

All excursions and other purchased events are weather-dependent, so please note that cancellations may occur due to the weather or technical issues with boats and helicopters. If an excursion or event is cancelled, we do our utmost to conduct them at a later date during your trip. If this is not possible unused vouchers can be exchanged for another excursion of the same value with one of our business partners in Greenland, or refunded when you send the voucher and your account number to Greenland Travel when you return home.



Travelling with tour leader or local guides

Greenland Travel offer tours with either a tour leader or local guides.

Tour leader

Our tour leaders are without exception highly experienced and mature, and some of them have been travelling in Greenland for more than 20 years. The tour leader travels with the participants and handles the practical aspects of the transport during the trip, organises shared cooking during the trips that require it, organises guided tours and hikes along the way, in addition to providing general assistance.

Local guides

If you are travelling alone with Greenland Travel, you will not be on your own. Our local guides and business partners will look after you and hold information meetings for you to attend. With their local knowledge the local guides can assist with information about excursion opportunities, places to eat, shopping facilities and more.

In **Ilulissat** our affiliated company World of Greenland represents Greenland Travel and their guides take care of all our destination guide activities.

In **Kangerlussuaq** the guides of Albatros Arctic Circle are our representatives, and in **Sisimiut** the excursions is operated from **Hotel Sisimiut**.

Please check your itinerary to find out if a tour leader or a destination guide is connected to your trip.

Transportation in Greenland

In general, all transport between cities in Greenland takes place either by boat or plane. The distances are often vast, so flying is a quicker way of travelling.

The larger towns have asphalted roads, and the three largest cities have buses. The small towns often have asphalted roads too, and in the small settlements there are no roads and very few cars.

The distances in the towns are often so short that you can travel on foot. In the three large cities it is fun to take the bus. There are also taxis or a hotel bus available to pick you up at the airport, which usually lies just outside the city centre.

The weather in Greenland can quickly change. Especially air traffic can therefore be affected by delays when weather conditions are bad. So be patience and wait for a better weather forecast.

Banks and ATMs

The three largest cities have banks, and you can withdraw cash at cashpoints in all large towns.

The vulnerable nature

Protect Greenland's vulnerable nature:

Always bring back your rubbish from a hiking trip and leave any archeological finds to the museums!

ONLINE SITES WE RECOMMEND

General tourist information

www.greenland.com

The Greenland Tourist Board

www.worldofgreenland.com

World of Greenland, excursions in Ilulissat

www.wogac.com

World of Greenland Arctic Circle – excursions in Kangerlussuaq

www.visitsisimiut.com

Excursions in Sisimiut

Transportation

www.cph.dk

Copenhagen Airport

www.dsb.dk

Train information in Denmark – also available in English

www.airgreenland.comwww.m.dk

Metro/tube in Copenhagen – leaves every 5 minutes and connects Copenhagen center and the airport

Maps and books

Maps of Greenland can be purchased locally in most places in Greenland or at the internet at www.scanmaps.dk or amazon.com

Lonely Planet: Greenland and the Arctic

Faroe Islands, Iceland and Greenland

(Imray, Laurie, Norie & Wilson Ltd – 2004)

A Nature and Wildlife Guide to Greenland

(Gyldendals Forlag)

Grönland (DuMont Reise Taschenbücher)

Grönland Reisehandbuch (Conrad Stein Verlag)



Is there anything we can do better?

AFTER YOUR TOUR

We hope that you have had a great holiday. If there was anything during your trip that did not meet your expectations, please do tell us about it.

At Greenland Travel we always strive to improve so that you as a traveller have the best possible experience – which is why your opinion is important to us. Shortly after your trip, approx. One week after your arrival home, you will receive an e-mail with a survey which we kindly ask you to complete.

Share your experiences with others

Are you satisfied with Greenland Travel? Rate us on Trustpilot. Trustpilot.com collects reviews of us – as well as many other companies – allowing other people to get an impression of who we are and whether we can be trusted.

On our Facebook page you can share your experiences with our other travellers. We would love you to share some of your photos with us.

We would also love to hear from you if you have any good photos or accounts of your trip, which we can share on our website, Instagram and in other material.

Write to your travel consultant directly or to

agent@greenland-travel.com

DO YOU HAVE QUESTIONS?

Have all your questions been answered? If not, you are always welcome to contact Greenland Travel.

Greenland Travel wishes you a wonderful trip!

Contact Greenland Travel

- **Greenland Travel Copenhagen**

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