



Welcome on board!

You can freely choose which departure you take on your day of the travel.
There is no seats guarantee.

We wish you a great and safe trip to the Preikestolen!

Useful information

Prices

Book at www.pulpitrock.no for our best prices. You can also pay with Vipps – open Vipps-app, click the <<pay>> button and search for <<Pulpit Rock Tours Preikestolen>>.

Buy combined Airport Express Bus Ticket + Pulpit Rock Bus Ticket and get a discount! Read more at www.pulpitrock.no.

Preparing and packing

The tour requires good shoes and clothing. Bring your own food and drink. You can also have a fantastic dinner at Preikestolen Mountain Lodge. Estimated hiking from Preikestolen parking and back: 3 – 5 hours.

We also recommend

Preikestolen cruise and hike: Experience Pulpit Rock from the fjord and the fjord from the Pulpit Rock – all in the same experience! Read more at www.rodne.no

FAQ

1) *Forgot something?*

Forgotten items will be delivered at lost and found as soon as possible. Please contact the bus company you traveled with for more information. Contact us: pulpitrock@boreal.no or call customer service at 51599060 (Monday-Friday 8:00-16:00)

2) *Combined Airport Express Bus Ticket + Pulpit Rock Bus Ticket with hop on and hop off – how does it work?*

The combination ticket includes 4 single bus journeys: a round trip with the airport shuttle Flybussen + a round trip with the Pulpit Rock bus. It gives you the opportunity to take Flybussen from the airport to Stavanger → take the Pulpit Rock bus from Stavanger to Preikestolen → journey back from Preikestolen to Stavanger → journey back from Stavanger to the airport. You select the departure which suits you best. The combined ticket needs to be purchased for the day of the hike to Preikestolen and it is valid up to 4 days to complete the whole journey.

3) *Round trip ticket – how does it work?*

The round trip ticket includes 2 single bus journeys. It gives you the opportunity to take the Pulpit Rock bus from Stavanger to Preikestolen and the journey back from Preikestolen to Stavanger. You select the departure which suits you best. The round trip ticket needs to be purchased for the day of the hike to Preikestolen and it is valid up to 4 days to complete the whole journey.

4) *One-way ticket – how does it work?*

The one-way ticket is valid for 1 single bus journey in chosen direction. You select the departure which suits you best on your travel day.

5) *Do I need to set a date when buying the ticket?*

When purchasing ticket on www.pulpitrock.no you must select date of travel. You can travel on that departure that suits you best, for the day and stretch you have purchased a ticket for.

6) *Can the ticket be changed or refunded?*

Tickets purchased on www.pulpitrock.no can not be changed or refunded.

7) *How to pay for the ticket?*

Our best prices on www.pulpitrock.no or via Vipps. You can pay by credit card or Norwegian cash to our ticket sellers or directly to the driver when boarding the bus. For onboard payments a surcharge will be added.

8) *Do I need to show my ticket when going onboard?*

Ticket with the order number must be presented when boarding the bus on print/mobile/tablet.

9) *What if I can not present a valid ticket?*

All travelers must be able to present a valid ticket for the whole journey. If you during a ticket control fail to present a valid ticket you will receive a fine.

10) *What if we misunderstood the timetable?*

Timetable is available on the website at all time. Before you buy the ticket online you need to make sure that you have checked the timetable. We do not change or refund tickets bought online. If you are not sure about departure time, please contact our customer service before you buy your ticket.

11) *Can child travel alone?*

Unaccompanied children must be in school age. The child must be accompanied until bus departure by a parent or guardian and must present information with name and number of a responsible adult in case something unforeseen should happen.

12) *Are pets allowed in the bus?*

Dogs, cats and other small pets can be brought on the bus without charge. Travelers with pets must yield to passengers/drivers with asthma or allergies. Pets are not allowed on the seats and must be kept on a leash/in the cage during the entire journey. It is the passenger's responsibility to ensure that the animal is not a nuisance to fellow passengers.

13) *What if I decide that I do not want to go due to a bad weather conditions?*

Unfortunately, ticket bought online can not be changed or refunded.

14) *What if we have not been in a good shape for the trip?*

Before buying the ticket, you need to decide if you will manage the trip. We do not refund tickets.

15) *What if someone breaks leg?*

We are advising our passengers about appropriate shoes and clothes, but we are not responsible for accidents happen during the hike.

16) *What if we were not allowed to leave Preikestolen parking due to weather/clothes/shape:*

We are not refunding tickets due to circumstances we have no control over like bad weather. In regards to clothes or your physical shape – see 11.

TRAVEL CONDITIONS

Conditions of carriage for scheduled bus services in Norway

Approved by the Norwegian Ministry of Transport and Communications, 27 February 2004

Chapter I. Passengers

Section 1. Scope

The conditions of carriage are applicable to journeys by scheduled bus services in Norway and are to be considered as contractual terms between the passenger and the relevant transport operator.

Section 2. Boarding and leaving the bus

If there are officially designated stops, passengers must board and leave the bus at these. Passengers may also board and leave the bus at places other than designated stops where this is in accordance with the traffic regulations and it is safe to do so.

Section 3. Fares – refunds

The transport operator shall apply rules governing fares, including discount schemes, as approved by the authority that the Ministry of Transport and Communications has designated as the fare authority for the route or bus company concerned. These rules may also contain conditions for refunds of unused season tickets.

Information on fares and discounts, including on refund schemes and where to apply for these, shall be made available to passengers.

Section 4. Tickets

Purchasing a ticket confers the right of carriage. In the absence of a special payment scheme, tickets shall be bought when boarding the bus. Passengers are responsible for checking that they have been given the correct ticket and change. Wherever possible, any complaints must be raised at the time.

If a passenger has not been able to purchase a ticket at the right time, this must be made known to the crew as soon as possible and before leaving the bus.

The ticket must be retained for the entire journey and shown to the crew or inspector on request.

Any passenger who is unable to present a valid ticket or card for inspection must pay a penalty fare equivalent to twice the single fare for the journey, subject to a minimum of NOK 300. If a passenger misuses or attempts to misuse a card, it will be retained by the crew or inspector and a receipt issued.

Passengers who refuse to pay the penalty fare or refuse to relinquish their card may be reported to the police, cf. section 403 of the Norwegian Penal Code.

Pursuant to section 33 of Norwegian Act no. 45 of 21 June 2002 on Professional Transport by Motor Vehicle and Vessel, passengers without a valid ticket may be detained. Terms and conditions for detaining passengers must be specifically approved by the Ministry of Transport and Communications with respect to the individual company's conditions of carriage.

Section 5. Conduct

Passengers undertake to show due respect for other passengers and to observe standard safety rules. Seatbelts and other safety equipment must be used where available.

Talking to or otherwise disturbing the driver during the journey is not permitted.

Section 6. Smoking and intoxicating substances

The ban on smoking must be observed. Consumption of alcoholic drinks and use of other intoxicating substances is prohibited.

Section 7. Disturbances

The crew may refuse to carry passengers who are visibly intoxicated or who may otherwise cause inconvenience or offence to other passengers. Passengers who behave in an unseemly manner or otherwise cause a nuisance to other passengers may be removed from the bus if they do not comply with the crew's instructions.

Section 8. Passenger liability

Passengers shall be liable to pay compensation in accordance with standard compensation rules for any damage caused to the bus or its fittings.

Chapter II. Luggage

Section 9. Hand luggage

Passengers may bring on to the bus easy-to-handle items (hand luggage) with a total weight not exceeding 20 kg per ticket. The luggage must be stowed so that it does not cause a nuisance to other passengers or obstruct passengers boarding and leaving the bus.

Section 10. Other luggage

Where space allows and the crew considers it appropriate, heavier or larger items or luggage may be carried subject to payment of a luggage charge. Such items must be stowed as specified by the crew.

Prams and pushchairs may be carried where space allows and must be stowed in accordance with the crew's instructions.

Bicycles that can be dismantled or folded may be carried in the luggage compartment. Other bicycles may only be carried on buses with a bicycle rack or other suitable device, and where there is sufficient space and the driver considers it appropriate.

Section 11. Live animals

The transport operator is not obliged to carry live animals. The crew shall decide to what extent animals can be taken on the bus. Dogs must be kept on a leash during the journey and positioned so that they do not cause a nuisance to other passengers. Animals that are aggressive or otherwise cause a nuisance to passengers may be offloaded during the journey.

Section 12. Liability and compensation for loss of or damage to luggage

The transport operator is not liable for loss of or damage to items carried free of charge unless deliberate or gross negligence on the part of the operator can be proved. The company's liability in other respects is regulated by the Motor Vehicle Liability Act of 3 February 1961.

In the case of luggage for which a charge has been paid pursuant to section 9, the transport operator is liable for loss or damage affecting the luggage from when it is brought on to the bus until it reaches the destination. However, this does not apply if the loss or damage is the result of error or neglect on the part of the passenger to whom the luggage belongs. The Road Freight Agreements Act of 20 December 1974 shall apply in setting the level of compensation. Section 32(2) of the Act specifies that compensation in connection with transport within Norway may not exceed 17 SDR for each kilogram of the gross weight of the property lost.

(SDR – special drawing rights – is an international currency unit defined by the International Monetary Fund.)

Section 13. Complaints

Anyone wishing to claim compensation pursuant to the provisions of Section 11 must do so within a reasonable time and without undue delay.

Chapter III. Liability and damages

Section 14. The company's liability in the event of delays and cancellations

Wherever possible, the transport operator shall inform passengers of cancellations, delays and other service interruptions, and indicate what passengers should do in the situation at hand. Allowance must be made for minor delays.

The passenger is considered to have accepted any delays that were already known when the contract of carriage was entered into. If a journey is cancelled or interrupted, the transport operator shall make arrangements for onward transport within a reasonable time, depending on the circumstances in question. What is considered to be "within a reasonable time" will be determined on a case-by-case basis.

Where onward transport does not take place or has not taken place within a reasonable time, passengers are entitled to compensation for losses incurred if the transport operator has acted negligently.

Evidence of any losses incurred must be submitted to the transport operator. Only direct losses will be covered, and customers are obliged to limit their losses.

Section 15. Personal injury liability

In the event of personal injury, the transport operator is liable pursuant to the provisions of the Motor Vehicle Liability Act.

Travel guarantee

Under the terms of our travel guarantee, we have an obligation to do our best to get you to your destination on time. If you have a complaint, we will do everything in our power to learn from our mistakes so that the problem does not recur.

If, despite these efforts, there are delays or any other failure in the service, we will:

- give you the best possible information about what's going on
- give you information as soon as possible about alternative transport or alternative routes
- to the extent possible, arrange alternative transport

If alternative transport cannot be offered, we will refund your documented taxi, private vehicle or other alternative transport expenses – if you are more than:

- 20 minutes delayed on journeys of less than 1 hour: up to NOK 550
- 40 minutes delayed on journeys of between 1 and 3 hours: up to NOK 825
- 60 minutes delayed on journeys of more than 3 hours: up to NOK 1,100

On journeys of more than 3 hours, if the delay results in you not reaching your destination until the following day, you will be refunded the actual costs of any overnight accommodation. This must be approved in advance by the transport company you are using (or were intending to use) when the service is cancelled or delayed.

For your claim to be valid, you must complete and send us a travel guarantee form or a written enquiry within one month of the delay occurring. We will reply to your enquiry as soon as possible, and no later than four weeks after receiving it.

When does the guarantee apply?

The basic rule is that the travel guarantee always applies. However, if the delay or cancellation is announced in advance, or you know or ought to have known that the cause of the delay is not attributable to the transport provider, we cannot offer a refund.

The travel guarantee does not apply if the delay or cancellation is due to circumstances outside the transport provider's control, such as extraordinary weather conditions or natural events, unforeseen problems with the road or other traffic conditions, government orders or prohibitions, strikes or lockouts, etc. The travel guarantee does not cover consequential loss caused by the delay, such as missed dental appointments, business meetings or flight departures.

Transfer rules

Naturally, many of the passengers travelling with Pulpit Rock bus and Flybussen afterwards are on their way to catch a flight. If a journey involves a transfer from a bus to a plane, a certain amount of transfer time must be allowed. When transferring from a Flybussen bus to a plane, the applicable transfer time is 60 minutes. The airline's check-in deadline must also be taken into account.

If a passenger chooses a Flybussen service that is not scheduled to arrive sufficiently early to allow 60 minutes' transfer time, no claims can be made for refunds of costs of alternative transport or other expenses incurred as a result of a missed connection.