



United Kingdom National Support Element

**NATO Joint Warfare Centre
British Forces Post Office 50**



‘Welcome to Norway’ Guide



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Welcome to Stavanger, Norway

The aim of this welcome pack is to make your forthcoming move as simple and as pain free as possible, whether you are moving from London or Lisbon. For some, the process of moving house will be routine while for others it may be an unknown or traumatic experience.

Even for the most experienced moving house doesn't always get easier, especially as regulations vary between locations and personal circumstances continually change. What applied or was acceptable 2 years ago may now be invalid or defunct.

This 'Welcome to Norway' Pack is designed to provide an informed and logical process within which UKNSE Stavanger can offer advice and guidance on the preparations you need to make for your departure from your current posting and your arrival at your new home.

I hope this pack will provide a viable and practical framework within which one should be able to achieve a (relatively) stress-free move. It will set out and clarify as far as possible the rules, regulations and procedures you must comply with, both when leaving the UK and entering Norway, directing you to the relevant website or point of contact as appropriate. It will also highlight recurring problems.

As you would expect, there are too many variables involved to cover every possible situation; nor can I take into account some peoples' propensity to leave things to the last minute! This guide is therefore not exhaustive. It is also somewhat generic. That said, though some of the regulations may vary, it does mean that this pack remains pertinent to those arriving from elsewhere in Europe or further afield. As such, users must adapt it to their own particular circumstances. All references, advice and timeframes given relate to formal guidance from the agencies and institutions concerned. Please be aware that these are subject to change at very short notice.

The best advice is **BE PROACTIVE AND PLAN AHEAD**. Norway is not in the EU and some civil servants have a secret penchant for bureaucracy; the earlier we can begin your paperwork the easier life will be when you arrive in Norway. While it is not possible to formally initiate the 'Arrivals Process' without a JPA Assignment Order or make further progress without your new address, it is possible to begin background preparations and complete those processes that do not require an Assignment Order or new address. These will be covered in full under the relevant sub-headings.

On behalf of my whole team, I wish you a pleasurable move to Norway and a fun filled, exciting tour in this fascinating and beautiful country.

Hd of NSE

1 WELCOME TO NORWAY

1.1 Norway Facts

Norway Flag and Fast Facts

**Population**

4,620,000

The majority of the population are located in the south of the country.

Capital

Oslo; 795,000

Area

323,758 sq kilometres
(125,004 sq miles)

Language

Norwegian (majority)
English speaking)

Religion

Evangelical
Lutheran

Currency

Norwegian Krone

Life Expectancy

79

1.2 Stavanger Facts.

1. Stavanger, Norway's fourth largest city, is situated in the south-western corner of the country and has approx. 120,000 inhabitants.
2. The Gulf Stream carries warm seawater along the coast which gives the west coast a maritime climate with relatively cool summers and mild winters. Temperatures throughout the year are between – 4°C and 24°C. Winter days are short 0930-1530 hours in contrast to the long summer days 0300-2300 hours.
3. Old Stavanger has a collection of 18th & 19th century wooden structures which are some of the finest in Northern Europe.
4. Stavanger Domkirke (St. Svithun's cathedral) was built between 1100 and 1125 by the English bishop Reinald in Anglo-Norman style. St. Svithun (English bishop of Winchester) was buried in the grounds of the cathedral in July 862 so that the "sweet rain of heaven" could fall on his grave. His body was moved to a shrine inside the cathedral on 15th July 971, the ceremony was delayed by 40 days of torrential rain, a sign of St. Svithun's displeasure at the move. As the saying goes 'Should it rain on St Swithun's day, 15th July, we shall have 40 days of rain, likewise if it is fine on that day, expect dry weather for the following 40 days'.
5. The 3 Swords is a monument celebrating the battle of Hafrsfjord in the year 872, when Harald Hårfagre (Fairheaded Harald) united Norway into one kingdom. The swords, which are about 10 metres tall, stand for peace, freedom and unification.
6. Pulpit Rock or Preikestolen is a natural rock formation with a 25 square metre plateau, which stands 604 metres above Lysefjorden. Preikestolen is a famous tourist attraction in Norway and regularly draws over 100,000 visitors over the four summer months when it is most accessible.
7. Kjeragbolten is a rock wedged in the cliff face, 1000 meters above the Lysefjorden. The free fall makes Kjerag a very popular location for BASE jumping.
8. Viking Fotballklubb is the local football club of Stavanger founded in 1899. It is one of the most successful clubs in Norwegian football and plays in the Norwegian answer to the Premiership.

9. Norwegians are enthusiastic outdoor types whatever the weather, their philosophy is: 'There's no such thing as bad weather, just bad clothing'. Along the coast there are a number of large, sandy beaches, attracting surfers from all over the area. Inland are numerous mountains and resorts enabling snow lovers to take advantage of the alpine & cross-country ski routes during the winter months with plenty of walking available in the summer.
10. Hyttes (wooden huts with grass roofs) are dotted around all over Norway which are very popular for holidays or just weekends away.

2 INFORMATION

2.1 The Joint Warfare Centre (JWC)

1. The Joint Warfare Centre is located at Jåttå. During World War II (1943), German forces built a bunker which is part of JWC today. In 1950, the Norwegian Air Force moved in, followed by the Navy (Coast Guard) in 1957. More recently, Defence Command South Norway relocated from Oslo to Jåttå, to become fully operational in 1987.
2. On 3 March 2000, following numerous efforts to reshape NATO's command structure, the Command was renamed Joint Command North (JCN) to reflect its new role as a third level headquarters, subordinate to Allied Forces North Europe (AFNORTH) in Brunssum, the Netherlands.
3. On 12 June 2003, Alliance Defence Ministers approved a historic reform of NATO's command structure, to include the establishment of a new command, Allied Command Transformation (ACT) headquartered in Norfolk, Virginia, US. ACT commands the Joint Warfare Centre (JWC) in Stavanger.

2.2 JWC's Role Today

1. As directed by Headquarters Supreme Allied Command Transformation (SACT), the JWC is to promote and conduct NATO's joint and combined experimentation, analysis, and doctrine development to maximize transformational synergy and to improve NATO's capabilities and interoperability.
2. It assists Allied Command Transformation's developmental work on new technologies, modeling and simulation.
3. Through its subordinate Joint Allied Lesson Learned Centre (JALLC), the JWC is to perform joint analysis, collect lessons learned and feed them back into the transformation network.
4. The JWC conducts training on, as well as development of, the new concepts and doctrine for joint and combined staffs. Through its subordinate Joint Force Training Centre (JFTC), the JWC is to assist Allied Command Transformation and Allied Command Operations (ACO) in promoting doctrine by training of NATO forces.
5. It also assists ACO in evaluating joint force training and has formal links to NATO agencies/bodies and national/multinational training centres/facilities.

2.3 The United Kingdom National Support Element (UKNSE)

1. As the United Kingdom National Support Element, one of our main responsibilities is to help you settle into life at JWC. To achieve this, remembering that family circumstances and individual requirements are constantly changing, this 'Welcome to Norway' guide has been produced to offer instantly accessible advice and guidance on the difficult task of planning your move.
2. One document cannot contain all the answers to all your questions about your posting to Norway. This guide must therefore be supplemented, where necessary, by personal contact with the person you will be replacing, with your sponsor and of course, the UKNSE team. Please start your preparations early.

3. The UKNSE team is small but very experienced in the problems you are facing or are about to face. Moving to an overseas location, especially in the case of a non-EU country such as Norway, is never easy but it is worthwhile.

4. Norway should be an interesting and enjoyable tour for everyone, however, for spouses there are very limited opportunities for employment. Those families who have been used to a second income should factor the possible reduction in earnings into any financial commitments. The initial setting-up costs, particularly if you arrive in autumn or winter, can be high on items such as winter tyres, cold weather clothing, as well as the usual costs of telephone, insurance and so on.

5. The UKNSE Staff are here to support you, so do not hesitate to contact us if you need help.

3 FINANCE

3.1 Norway's Fuel & Light Scheme

1. The Fuel & Light (F&L) scheme for the families' quarters (an 'X/Y' scheme) is run on a similar basis to the UK Fuel Supplement scheme where you pay for fuel directly through your pay.

2. The utility costs are charged on a daily basis depending on the SFA type/size. The fuel year runs from 1st Oct to 30th Sept, the F&L clerk at ESG in SHAPE monitors the usage and pays bills for all occupants. If you use less than the daily charge you will be reimbursed at the end of the year. All SFA (dependant on type) have an upper limit. If exceeded you will be charged accordingly.

3.2 Norwegian Money and Banking Facilities

1. **Local Currency and Money Exchange.** The Norwegian monetary unit is the Norwegian Krone or Crown (NOK/NoK/NKr or Kr). One hundred ore equal 1 Krone. Those of you who have served abroad before will be familiar with talk of the "exchange rate against the pound". However, for those of you coming overseas for the first time it will become important for you to know something of the local currency and the facilities for changing money from Pounds Sterling to Norwegian Krone.

2. **Fixed Forces Rate.** The Fixed Forces Rate (FFR) is the rate of exchange between the GBP and the NoK which is used in paying your salary, allowances and claims. The FFR is set by MOD Bath at a rate designed to ensure that your military pay and allowances have the same spending power as in the UK.

3. **Commercial Rate of Exchange.** This is the rate used by the banks and unlike the MOD FFR; the bank rate can change daily. It is therefore possible for you to get a better rate from a local bank when the £ is favourable against the NoK.

4. **Salary Payments.** Your salary is calculated and deposited into your UK account in sterling and Norwegian account in local currency, depending on your split of net pay. The 'split' can be changed at any time on JPA prior to the monthly pay-run cut-off date, usually around the 10th of the preceding month.

5. **Banking.** As part of the process before you arrive, you will be sent the necessary paperwork to open a local Norwegian account, this takes approximately 6 weeks. All personnel also use Internet Banking as this is the cheapest and easiest option for paying your local bills.

6. **Credit Cards.** The more common UK credit cards such as MasterCard and VISA are accepted by most of the garages and shops in Norway.

7. **Debit Cards.** UK debit cards are accepted in most places but your UK bank may charge you for using it overseas. As mentioned previously, your local bank will issue you with a debit card for use with your local account. It is possible to also use this card for 'Cashback' when paying for your purchases at supermarkets.

8. **Pay & Allowances.** All pay and allowances will be paid directly to your nominated bank accounts once the details of these accounts have been entered on JPA with the assistance of HR

Admin. Due to the recent transformation of the European support network, the NSE does not have a cheque cashing facility.

9. **Payment of Travel Claims and other JPA Claims.** All claims are carried out through JPA. There is no facility to draw cash or allowances in any currency other than NoK, nor is there any facility to exchange currencies in the UKNSE. All such transactions should be carried out at a bank.

3.3 Allowances in Norway

1. **Child Benefit.** Whilst you are serving in Norway, you are entitled to continue to receive Child Benefit for all entitled children.

2. **Local Overseas Allowance.** LOA is a non-taxable allowance, paid with your salary, to help personnel maintain the same standard of living as in the UK. The rate of LOA depends on whether you are married, single or have children living with you in Norway or during school holidays.

3. Further information on allowances & claims can be obtained by HR Admin at the UKNSE.

4 HOUSING

4.1 General Information

1. The MOD have entered into a contract with a local leasing company to provide houses for UK military personnel on 2 separate sites within the community of Stavanger. These properties are well above the standard you would be likely to receive in the UK.
2. The property you will be provided with is well heated and insulated so normal clothing is adequate indoors, in fact you will find that the houses become stuffy and overheated if the heaters are left on full for extended periods of time. The heating is electric and is often supplemented with wood burning stoves and under floor heating in the bathroom/shower room.
3. **Officers' Accommodation.** The Officers' housing site is situated on an island called Hundvåg which is to the north-east of Stavanger city centre and is connected to the peninsula by 3 bridges. Single officers occupy a house appropriate to their rank.



4. **Other Ranks Accommodation.** The Other Ranks houses are at Gausel, within walking distance of the NATO JWC and adjacent to the British International School of Stavanger. The site is conveniently situated between Stavanger and Sandnes and is within minutes of a reasonably sized shopping centre. Single SNCOs and ORs also occupy a house here.



5. **Interior Decoration.** The interior decor of the houses is mainly based on “Off-White” walls with pine trim, wooden floors downstairs and carpet on the first floor. The curtains vary in colour, details can be obtained from your sponsor.

6. **Contents - Single or Married Unaccompanied Personnel.** Single or married unaccompanied personnel are entitled to a fully furnished house similar to that of a SFA in the UK which includes 'white goods', furnishings, kitchen utensils, crockery, cutlery, ironing board and bedding/linens. Most, if not all, kitchens have plumbing and space for a dishwasher, which can be put in with little difficulty. Items of gardening equipment are also provided i.e. electric mower, strimmer, spade, fork and shears. Though not strictly garden equipment, the estates hold a number of snow blowers and snow clearing items for use as necessary. Due to lack of storage facilities there will be no wharfing of furniture from the SFA. With all heating in the houses relying on the local electricity supply, each house has been fitted with a wood burning stove in order to provide an alternate source of warmth should the power fail; these stoves are easy to run and provide a very efficient method of heating the house.

7. **Contents – Married Personnel.** Married personnel have the option of either a fully or unfurnished house similar to that of a SFA in the UK. Please contact the DIO Estates Manager to confirm which items are available regarding the fully furnished option as these differ from para 6. For example a cooker is supplied, but no other white goods.
8. **Transport.** NATO JWC is approx 5 minutes drive from the Gausel SFA site and 30 minutes from the Hundvåg site. If you are accommodated at the Gausel site, it is a 20 minute walk if you are feeling energetic. A NATO bus for all military personnel living at the Hundvåg site is provided for transportation to and from the JWC site at the beginning and end of each working day. A public service bus also travels across Stavanger to Sandnes and beyond, which passes by the JWC site.
9. **Personal Effects Insurance.** Check with your UK insurance company if they cover your effects during transit overseas and for a few weeks here to give you time to arrange local Norwegian insurance. Alternatively various military companies will cover you.
10. Local insurance agents offer very cheap personal effects insurance and you are strongly advised to take out cover on arrival. It is worth investigating the options to have a policy for car, household items, bikes and boats etc, some companies actually lower their premiums the more policies you take out with them.
11. **Telephone and Internet.** Country dialling code to Norway is 0047. It has been established that a letter of proxy to your chosen telephone company detailing your requirements for both telephone and internet connection is an acceptable method of starting the application process for installation before your arrival. If this is not an option for you please be warned that it may take up to 2-6 weeks to have complete access to telephone and internet in your new accommodation.
12. Log on to www.telepriser.no for an idea of prices etc, please note that this is in Norwegian. Your sponsor should be able to assist you with the above.
13. **Television.** All modern UK TV's work in Norway.
14. **Satellite Dishes.** A compromise has been reached between Hd of NSE and the chairman of our landlord company reference satellite dishes. The tenancy lease clearly states NO SATELLITE DISHES; however, the landlord will turn a blind eye. Most SFA already have dishes left by previous tenants; your sponsor or the Estates Manager will be able to confirm for your SFA. Anything fitted becomes the property of the house, therefore if you fit a satellite dish to your quarter, the bracket and wiring should be left for future occupants.
15. **Electricity.** In Norway the electrical current is between 210 and 230 volts (AC) so you'll find most appliances will work. The wall outlets are European-type plugs with two round prongs with or without grounding. Four-way UK extensions give the most flexibility as you only need to change one plug to cover 4 UK ones.

4.2 Order Number 10 - Accommodation Policy

Background

1. During the initial stages leading up to the establishment of NATO JWC a 100% housing policy was adopted for the UK military community. This has resulted in the present system of housing all our personnel in hirings, irrespective of marital category. 'Built to let' in 1994 by Eiendomsutvikling A/S, the hirings were specifically designed to comply with Tri-Service Accommodation Regulations (TSARs). They are 'let' by the Crown on a renewable 10-year lease with the DIO (SHAPE) acting as co-signatory on behalf of the Crown.
2. As tenants, all occupants (married and single) of Service Families Accommodation (SFA) are subject to routine inspection of their homes by representatives of Eiendomsutvikling A/S and DIO, under the terms of the leasing contract. This inspection is notified in advance and the DIO Estates Manager arranges an itinerary that attempts to satisfy all individual requirements.

Policy

3. Although the Hd of NSE is responsible for the formulation and issue of the local accommodation policy IAW current regulations, before any amendments are implemented, agreement is sought from the Tri-Service Customer Board.
4. For administrative purposes, in accordance with QR (RAF) 1722, all occupants are subject to march-in and march-out inspections.
5. The DIO Estates Manager is appointed representative for all housing matters including march-in and march-out boards. ALL occupants will be subject to march-out on posting/internal moves of accommodation and single personnel will be expected to meet the same exacting standards required from married accompanied personnel. Pre-march out inspections, by the Estates Manager or his representative, are compulsory and are to be arranged to assist occupants with their preparations.
6. Current policy dictates that there is no requirement to complete additional routine inspections of accommodation occupied by single personnel. This decision may be overturned if march-out standards of single personnel drop below an acceptable level.
7. Accommodation that fails to reach march-out standard will not be accepted; the occupant will be given the opportunity to correct the problem, or it will be his/her financial responsibility if the problem has to be corrected by a contractor.
8. Personnel who do not wish to be bound by these orders may elect to apply to the Hd of NSE for permission to live out privately at their own expense.

Definitions

9. For the purpose of these orders, the term 'single' refers to single and married unaccompanied personnel irrespective of rank. Except where specifically stated, P Cat Stat 2 personnel are entitled to reside with their dependant children at any time, but the rules contained within these orders will apply to all other guests.

4.3 Order Number 11 - Regulations for the Occupancy of Public Accommodation at JWC

1. The occupant is at all times to allow access to his residence to officers, non-commissioned officers or contractors as may be required to enter it in the performance of their duties.
2. The occupant is responsible for ensuring that the property is maintained in a clean and hygienic condition and that the garden is kept tidy.
3. The occupant is to report to the Hd of NSE if any case of notifiable disease occurs in his or her household.
4. Occupants are to apply in writing to the Hd of NSE for permission to keep pets within the accommodation.
5. Occupants are financially responsible for all damages caused by their pet(s) to the furniture or fabric of the house. Fumigation of the house is necessary for March out.
6. Environment pollution of communal areas, including garages, is prohibited.
7. Cars, cycles and other vehicles, i.e. caravans, boat trailers, etc., must not be placed in such a way that they prevent access to the property/properties for emergency vehicles, refuse trucks, service vehicles, etc.
8. The occupant is responsible for reporting any damages or defects concerning the property, public furniture or furnishings. Routine works service requests are to be submitted to the Estates

Manager during normal working hours. Damages or defects of an emergency nature are to be reported immediately.

9. Occupants are not permitted to make any alterations or modifications to the external or interior construction/decoration of the property.
10. Occupants are to keep the property warm enough to prevent freezing of water and waste pipes. Should this occur, the occupant is to take all reasonable steps to minimise the resultant damage.
11. If the property is to be vacated for more than one week, the water stopcock must be turned off.
12. The occupant is responsible for safeguarding the property. If the property is to be unoccupied, the outer doors must be locked. Windows and other openings are to be secured so that intruders cannot enter. Windows left in ventilation position are not deemed as closed.
 - a. Under a good neighbour scheme, you should inform a neighbour or colleague of your absence.
 - b. Ask your neighbour to empty your post-box, check the property, turn lights on/off and draw curtains as required.
13. The occupant will be held responsible for any damage to the property or fixtures, public furniture and furnishings occasioned by the wrongful act or negligence of the occupant, any member of his or her family and any guest of the occupant.
14. The occupant should have a household insurance policy with third party cover for damage caused by the occupant, their family, or visitors.
15. The property is not to be used for any trade, or for the formation of any club or association, that has not been authorised by the DIO.
16. The burning of waste materials is not permitted.
17. The fire hoses in the SFA are to be used only for fire-fighting and not as general purpose hoses.
18. The occupant is to ensure that BBQ equipment is operated at a safe distance from the property.
19. The occupant is to ensure that the smoke detectors remain operative at all times and batteries are replaced at least twice each year.
20. The cleaning of cars within the perimeter of the housing sites is forbidden. Such activity is to take place in a commercial car wash.
21. The added privacy and spacious, well-equipped, living area is far superior to appropriate Mess accommodation. Occupants are therefore expected to moderate their behaviour to ensure harmony within the housing estates and give added consideration to neighbours with young families. In all other respects, single personnel should conduct themselves in a manner appropriate to their respective Mess single accommodation.
22. The following specific rules for occupation of SFA by **single personnel** apply:
 - a. **Guests.** It is accepted that single personnel will wish to take advantage of the additional space and facilities offered by their occupation of SFA and invite guests to stay with them. This is acceptable for short periods, not exceeding 3 weeks. Occupants are responsible at all times for the conduct of their guests.
 - b. **Extensions.** Extensions to the above time limits may be granted but requests must be submitted to the Hd of NSE in sufficient time for a decision to be made before the arrival of the guest(s). Abuse or too liberal an interpretation of these rules will result in the withdrawal of the concession to the individual involved.

c. **Gardens.** Garden maintenance is currently managed slightly differently to the normal procedures adopted in the UK. In UK Officers' and SNCOs' Messes garden maintenance is carried out and charged as a 'sub' against individual mess bills, thus making it a non-public expenditure. As Mess bills are not charged in Stavanger it is stressed that the responsibility for grass and garden maintenance remains with the occupant, not with the contractor.

d. **Cleaning.** Occupants are responsible for the daily cleanliness of their accommodation; and to have the house deep cleaned for March Out.

4.4 **Pets**

1. Pets can be the biggest and most expensive problem when moving to Norway. There are two areas to address:

- a. Does your pet comply with the regulations?
- b. Do you fly or drive your pet to Norway?

2. Even with the Pet Passport Scheme (PETS), the rules regarding the importation of pets into Norway are completely inflexible. If your pet's vaccinations are in date and its passport current, then the process is relatively simple and straightforward: you simply present the pet's passport along with your own. If any of its vaccinations are out of date or it unshipped, not vaccinated against rabies and blood-tested, then you may have a problem. It takes just under 7 months to chip, vaccinate and blood test, and it MUST be done in the order specified on the fact sheet.

3. Personnel wanting to bring pets or acquire pets whilst in Stavanger must write to the DIO Estates Manager to get permission and ascertain the various conditions laid down by the Landlord prior to making any arrangements for transportation. The Estates Manager will email you form "Application to Keep Pet(S) in Service Family Accommodation" on request.

4. For further information and details on getting the correct documentation for the movement of live animals from the UK into Norway please contact DEFRA's website: www.defra.gov.uk

5 **SCHOOLING**

5.1 **The International School of Stavanger**

Please visit their website: www.isstavanger.no for further information. A bus is provided to take children from both Patches to the school.

5.2 **The British International School of Stavanger**

1. Please visit their website: www.biss.no for further information.

2. These websites will assist you to decide which school you would like your children to attend; information packs are available on both schools through the respective websites. BISS is located a 5-minute walk away from the Other Ranks Patch. A school bus is provided from the Officers' Patch.

5.3 **Nursery**

1. Places are available at both the above schools and local 'Barnhage'. These can be arranged either via the above websites or via your sponsor.

5.4 **Registration and Fees**

1. Parents are responsible for registering their own children at the school of their choice. One is advised to register as soon as possible as NATO does not have any reserved places and you will be in competition with a large number of ex-pats in the Oil Industry.

2. Nursery fees are paid by the parents and a request for refund is made via the Med/Ed NCO at the end of each term, 31 Jun, 31 Dec and 31 Mar. You will be eligible for refund of fees from the term following your child's 3rd birthday. When your child reaches 4 years old (Year 1), fees are paid directly by the UKNSE Medical/Education NCO.

6 HEALTH

6.1 Medical

1. Whilst you will soon come to recognise that the medical services on offer in Norway are different from those in UK, you should be reassured that Norwegian standards are very high.
2. There is no Service Medical Officer at NATO JWC. All personnel are required to register with a local civilian General Practitioner (GP); this will be arranged during your consultation with the Med NCO once you arrive, you will also be issued a full guide to all medical services. Once you have had your consultation with the Med NCO you can contact your doctor directly to make appointments. Please find telephone numbers at [Useful Numbers - Misc](#)
3. Unlike in the UK, the GP practices are only open during the day, Monday to Friday. They do not have a call out system at night or at weekends, and they also close during holiday periods. Out of hours the Legevakt (like A&E) at the hospital (Stavanger or Sandnes) is used. Please find telephone numbers at [Emergency Numbers](#).
4. All treatments incur a fee; this is refunded via JPA after authorisation by Med NCO. This will be explained in detail on your arrival.
5. Please contact Med NCO if you have any medical complaints prior to arriving in Norway, this will allow us to confirm that the facilities are available to meet your needs.
6. Most vaccinations are available in Norway, however vaccinations such as childhood Meningitis C is not available. Please contact Med NCO if a member of your family is involved with a specific vaccination programme.

6.2 Dental

1. Please note that all members of your family must be dentally fit before arriving in Norway as no treatment requiring funding from UKNSE should be carried out within your first and last three months of your time in Norway.
2. As with medical facilities Host Nation Dental Surgeries are used and all treatment involves a fee for which dependants may incur an NHS charge dependant on the degree of treatment received. All patients will be registered with Dental Services Directorate (DSD) through the Med NCO and the process to obtain dental treatment will be explained in full on your arrival.

7 LIFE IN NORWAY

7.1 Your Sponsor

1. Your sponsor will be allocated to you by the UKNSE.
2. Your sponsor will not be the family that you are relieving, thus leaving the outgoing family clear to arrange their own move; this will maintain a continuity of support after you have taken over.
5. When communication is established please discuss the level of support that you require. Please see Sponsor / [New Arrivals Action Check List](#) for details of what you can expect from your sponsor.
4. It is stressed that your present unit staff retain the formal responsibility for the various administrative procedures such as flights, passports and unaccompanied baggage. Therefore, if you are in any doubt, you should initially seek assistance from your present unit staff in order to make sure that things happen correctly.

7.2 D Numbers

1. All adults residing in Norway require a D Number which is similar to a National Insurance / NHS number. D numbers are necessary for almost everything from ordering your telephone line to registering with a local GP/dentist.
2. As Part of the Joining Process, you will be sent applications for a Norwegian Bank Account, through which you will receive your D numbers; the process can take several weeks. For those who have not applied before you arrive this can be done on arrival, but it is recommended that application forms be sent before your arrival in Norway. Contact HR Admin for full details of the application for D numbers but do not worry, as you will still be able to see the doctor and dentists without a D number, if required, when you arrive.
3. Children who will be residing in Norway also require a D-number; these must be requested for by the Med NCO on arrival.

7.3 Bank Account Application

1. The majority of personnel choose DnBnor bank when serving in Norway as they provide personnel with a D Number and a bank account number prior to arrival in Norway.
3. You are not obliged to choose DnBnor but it would speed up the process in receiving a D Number as other banks will not apply for D Numbers and bank accounts until individuals are 'In Country' and they can take 4 weeks or longer to obtain.
4. If you wish to take the DNB Nor option, you and your spouse are required to sign the application forms at the places indicated and return them to HR Admin along with a photocopy of the back page of your passports (colour preferable) and a passport photograph each. If you have any questions or require further assistance please contact HR Admin.

7.4 Importing Vehicles – NATO Personnel only (Exchange Officers seek advice from Hd of UKNSE)

1. On posting to Norway you are classed as a temporary resident and should "register" your car with the local authorities within 30 days of importation and complete the process of obtaining Norwegian number plates within 90 days of arrival. The detailed procedure for registering your car is available from UKNSE on arrival. Your sponsor should guide you through the process.
2. Customs clearance for all vehicles is completed using NATO Form III. The form must be completed as fully as possible, signed by the individual and counter-signed by any of the Admin staff, UKNSE. The form is then processed through the customs office within NATO JWC and the civil Customs Authority.
3. Before a vehicle can be registered it must be insured by a Norwegian company against at least third party liability. Most Norwegian companies will honour a "no claims bonus" certificate so bring with you a letter from your present insurance company stating the number of years claim free driving - not just the % bonus.
4. Norwegian Insurance covers your car not the driver and you can travel anywhere in Scandinavia without the necessity for a green card but if you wish to travel outside this area you must inform your insurance company. Some companies do not require a "Green Card" even when you travel back to the UK, since the cost of repairs back home is considerably cheaper than in Norway.
5. Experience has shown that it is important for you to know what cover a policy provides and more importantly the exclusion clauses, which are incorporated. When purchasing insurance with a Norwegian company, have them explain carefully the conditions of the policy and the exclusion clauses prior to committing yourself. Some UK insurance companies will often extend your insurance to cover you in Norway for up to 3 months just until you arrange Norwegian insurance.

7.5 European Specifications

1. A tax free car purchased in the UK on the personal export scheme, even if registered and used in the UK, or anywhere else before being brought into Norway, is treated as a tax free car by the Norwegian Authorities. Such a car will not be accepted by the Norwegian Authorities for registration unless written documentation shows that the car is built in accordance with the European EEC regulations No 9, 12, 13 and 15 (noise, steering, brakes, and exhaust).
2. All cars, used or new have to be equipped with the following additional items:
 - a. Warning triangle - weighing at least 1.5 Kg can be purchased on arrival.
 - b. Outside mirrors on both sides, and an internal mirror.
 - c. Emergency lights.
 - d. Safety belts (three pointed) - one belt per passenger.
 - e. Laminated windscreen.
 - f. If sealed beam headlights are fitted, they must be of the sort, which bears the international Code Mark 'E' on the glass. If headlight bulbs are replaceable you are advised to bring a small stock - remember that headlights are to be on at all times when a car is in motion, and thus this tends to be a full power trial for the bulbs.
 - g. Speedometer to have marking in kilometres as well as miles.

NOTE: In view of the liability to change these requirements at any time, personnel are advised to contact the BILTISYNET (Statens Vegvesen Tel 5182 3900) if in any doubt, usually by consultation with their sponsor.

3. Statens Vegvesen charge an inspection fee of 400NoK for cars without an EU Type approval on the vehicle log book.

7.6 Driving In Norway

1. Driving in Norway is not unlike driving in other European countries. You must drive on the right-hand side of the road, do not drink and drive, and must yield for traffic coming from your right unless otherwise noted.
2. Norwegian Law is very severe when punishing transgressors and 'takes no prisoners' when prosecuting an offence. For example, if the vehicle is uninsured, has no MOT, or does not display the correct tax sticker, negotiations start with the set of bolt croppers used to remove the number plate. It was the first country to introduce laws against drunk-drivers nearly 60 years ago and punishments are draconian. You commit an offence if you drive or attempt to drive a motorized vehicle when the proportion of alcohol in your blood exceeds 0.2 parts per thousand. In the UK this is 0.8. If you pass the blood test but alcohol is found in your system, the police will do a 'count-back' to establish when you finished drinking and attempt to bring charges for 'driving while under the influence of drink'. The police conduct random breath tests at the side of the road, usually in the mornings and especially after a public holiday or weekends when people are more likely to drink. There is no such thing as a caution.

3. Main roads in Norway do not always have the right of way.



Unless you are driving on a road with this yellow sign, you must yield to all traffic coming from your right. Be careful as some motorists often pull out assuming that you will stop.

4. You must also yield for pedestrians in pedestrian crossings marked with white stripes on the road and often marked with the following sign:



Responsibility lies with the driver.

Be very aware of the fact that pedestrians will take for granted that the vehicle has seen them and WILL step out onto the crossing without looking, regardless of how close you are. You will be seen as at fault.

5. **Traffic.** Stavanger is usually not too congested, although there is some rush hour traffic on the main roads in and out of the city first thing in the morning and the middle of the afternoon.

6. **Speed limits.** These vary in Norway from 30 km/h near housing developments to 90 km/h on major highways. In rural areas the speed limit is usually 50 or 60 km/h. Norway works on a system of “shock” fines for traffic violations, think twice before breaking the speed limit. E.g. in a 60km/h zone:

- a. Exceed the speed limit by 10km/h and the fine will be approx. 2000 NOK;
- b. Exceed the speed limit by 19km/h and the fine will be approx. 4500 NOK;
- c. Exceed it by 20km/h and the fine will be approx. 9000 NOK and 28 days loss of license;
- d. Over 25km/h and you could face a jail sentence in addition to the massive fine!

7. Roundabouts are rather new but plentiful in Stavanger; you are to yield for all traffic within the roundabout and traffic from your left. Unfortunately, some Norwegians are still uncertain as to how to handle them so will pull out without looking to their left. They also have a very bad habit of not indicating and stopping half way across the roundabout to cede you your right of way, i.e., you're not sure they're going to stop until they do!

8. Make sure that at all times you and your passengers wear seatbelts, keep your headlights on and don't use a mobile phone whilst driving. Each of these offences carry an immediate fine if spotted by a Police Officer.

9. **Police Spot Checks.** It is actually quite rare to see police cars on a daily basis. Norwegian police work under the premise that drivers know what the laws are and abide by them. However, they are not naïve enough to leave things at that and fulfil their obligations by setting up random checkpoints, usually in the mornings. Their specific aim is to catch drink-drivers, ensure that all vehicles are roadworthy (brakes, tyres, lights and windscreen wipers) and that each vehicle is carrying the correct documentation and equipment.

10. **Headlights.** Car lights must be adjusted for driving on the right. A temporary adjustment such as advertised by the Automobile Associations in the UK for holidays on the continent. The MT Manager has a letter confirming that NATO members are exempt from having to fit permanent headlamps if your vehicle does not have adjustable headlamps fitted to your model.

11. **Car Documentation and Emergency Kit.** Items which must always be kept in your car at all times are as follows:

- i. Registration Book (including document V5)
- ii. Insurance Policy & Accident Report form
- iii. Full Driving Licence (when actually driving)
- iv. A shovel (during winter)
- v. Warning triangle
- vi. First Aid Kit

12. **Road Tax.** Once your car has passed the initial safety inspection you will be issued with Norwegian number plates costing approx. 300 NoK. You will then receive a ‘tax’ sticker through the post which is renewed annually. Apply the sticker to your Norwegian number plate as soon as it arrives.

13. **Auto-pass ‘Brikke’.** This is a form of ‘Norwegian Road Tax’; charges are based on the amount of driving you do and cover the cost of maintaining the roads and clearing them of snow during the winter months. We strongly recommend you obtain the ‘Brikke’ as soon as you arrive to avoid any penalties. They can be purchased at any Esso garage or the local Norwegian Post Office. Check-points (Toll-plazzas) are situated all over Norway usually on the edge of towns and on main tourist routes. There are varying levels of cover but we recommend you obtain the one that will cover you for all over Norway. You can purchase your ‘Brikke’ while still on UK plates and then transfer it over to your Norwegian registration once issued.

Another way and this is useful for when you first arrive in Norway is once you've driven through a Toll Station you have further options to pay your toll bill, either via the internet at www.brotunnel.no up to 14 days after you have passed the booth or at any Esso station up to 3 days afterwards. Alternatively visit this website <http://www.autopass.no/Visitors/Visitors'+Payment> to find out how to credit this system using your credit card but this is only up to the first 3 months until you purchase the more permanent 'Brikke'. Once you have purchased a 'Brikke' you will notice that lights come on when driving through Toll Stations which will be either green which means legal passing or white meaning you need to top up your account, however, you'll find that the white light will come on for about 1-2 months after you've purchased your 'Brikke' as it takes time to activate, don't worry you're still legal.

14. **Servicing.** Servicing in Norway can be expensive, particularly if you have an unusual make of car. If this is the case you would be advised to bring any spares you may have with you as garages are happy to use them but oil and plugs etc can be obtained via the AAFES.

15. **Vehicle Road Checks.** Norway law requires all vehicles to have regular road tests every 2 years from registration. You will receive a letter (in Norwegian) giving you notice of up to 4 months to book your car in for an 'MOT' at the local Statens Vegvesen. A copy of this letter is available from UKNSE Registry or Estates Manager for your information.

16. **Tyres.** Winter tyres are required between 1 Nov and the Monday following Easter Monday each year and should also be used outside these times if conditions warrant. It is not permissible to mix the different types of tyres on one car and therefore they must be fitted on all wheels. Norwegian law requires your vehicle to have sufficient traction according to the road conditions. Minimum tread depth of winter and studded tyres is 4mm. Summer tyres must be at least 1.6mm. Drivers must at all times have control of the car (if necessary by reducing speed).

17. Failure to use winter tyres during the winter period would, in the event of an accident, jeopardise your insurance cover and result in serious repercussions with the police. The 3 legal tyre types for driving in Norway in winter conditions are:

- i. **Studded Tyres (*Piggdekk*).** The Norwegian authorities are trying to encourage drivers to switch to alternative snow and ice tyres (studless). A tax on studded tyres is being introduced (currently in Oslo). Eventually they will be made illegal and a fine system may be introduced to translate good intentions into reality. Studded tyres provide the best traction on ice. They are not as effective on wet or loose snow or on dry roads.
- ii. **Snow and Ice Tyres (Studless).** These are a fairly new innovation and do not damage the road surface as studded tyres do. Studless tyres provide excellent traction on ice, snow and in wet conditions. They are more expensive to purchase than studded tyres and although you can keep them on your car all year round, they are made of a softer compound and will wear out quickly.
- iii. **Mud and Snow Tyres.** These are 'specially designed' tyres without studs. Mud & Snow tyres provide the best traction in wet, loose or hard packed snow, as well as on dry roads. These tyres are considered sufficient in the Stavanger area and they can be used year round.

18. **Snow Chains.** Vehicles less than 3½ ton are not required to carry snow chains but it is recommended that they do so when travelling outside the local area. Chains are not permitted in cities.

19. **Radiator Anti-Freeze.** Anti-freeze during the winter months is recommended. The mixture in some makes of car (e.g. ford) when bought new in UK is adequate for the Stavanger area. Please check your handbook to be sure. Anti-freeze is available from most garages.

7.7 Transportation

1. Stavanger is a very international city with ferries to the rest of Norway, Denmark and many international flights.
2. **By boat.** If you wish to take your car to Norway there are various routes you can take:
 - Ferry from Harwich to Esbjerg, west Denmark (approx. 18 hrs), a 4-hour drive to Hirsthals, north Denmark to catch another ferry to Kristiansand, south Norway (approx. 3-4 hrs) then a 4 hrs drive to Stavanger (Pets allowed).
 - Ferry/Tunnel to Calais, drive through Germany and Denmark and pick up the route as above. This journey can take approx. 1½ days (Pets allowed).
 - Ferry from Hull to Zeebrugge/Rotterdam or Newcastle to Amsterdam (approx. 20 hrs) then a 9-10 hrs drive to Hirsthals as above. Ideal if travelling from north of England or Scotland (Pets not allowed).
 - Ferry from Harwich to Hook of Holland (approx 6 hrs) then a day's drive to Hirsthals (Pets allowed).

Please note pet regulations can change and it is always best to confirm with your ferry company prior to booking if you intend to bring pets with you on your journey.

3. For domestic travel you will find local car ferries to Tau, Bokn and Skudeneshavn and Kvitsøy. In addition you will find high speed and modern catamarans to Bokn, Kopervik, Haugesund, Bergen, Sauda and Tau among other destinations near and far.
 - **DFDS** Car and passenger ferries for Norway, UK and Denmark
 - **Stavangerske & Rogaland Trafikkselskap** Ferries, catamarans and local boats
 - **Flaggruten** Catamarans Stavanger, Haugesund and Berge
 - **Hutergruten** Car ferries for the whole of Norway
4. **By train.** The Norwegian State railway (NSB) has trains set up to go along the southern coast of Norway all the way to Oslo. There are no trains northward. The railway station is located in the centre of town next to the bus station by the lake.
5. **By bus.** The public bus service is consistent and reliable:
 - **Kolumbus**, the local bus service. Timetable info at www.kolumbus.no
 - **Flybussen** Airport express coaches
 - **Kystbussen** Direct buses between Stavanger, Stord, Haugesund and Bergen
 - **Nor-Way Bussekspress**
 - **Veolia Transport Sør** Local busses, express and ski busses and the Hamburg express
6. **By plane.** Stavanger Airport, Sola (SVG), is located about 15 kilometers from the city center. You can rent a car; take a bus or a taxi to and from the airport. SAS, Lufthansa, KLM, Widerøe & Norwegian.com (a budget airline) operate from here. There is also Haugesund Airport (HAU) located approx. 2 hours drive north of Stavanger, a regular bus service operates from Stavanger bus station. Ryanair operate from this airport, a cheaper alternative to the airlines flying out of Stavanger.
7. **Motoring Organisations.** The major motoring organisation in Norway is NAF which provides a service similar to that enjoyed by RAC/AA members in UK. It can be added to your car insurance.

8. **Caravans.** There are a vast number of camp sites suitable for caravans, trailer tents and tents both listed in the camping guides (e.g. NAF) and sign posted on all the main roads. Towing a caravan in Norway offers no problem if common sense is used. Unlike the UK where caravans and trailers take the registration number of the towing vehicle, each caravan and trailer **MUST** be registered as a separate unit with its own number plate and log book. The procedure for passing a caravan or trailer through Norwegian customs and getting registered at BILCONTROL is the same as for a car. Maximum permissible width 2.10m and any gas bottle must be provided with a Norwegian safety valve and fitted on the outside of the caravan. Apparatus connected to the bottle must have a separate shut-off switch.

9. Once your car is registered in Norway your car insurance automatically covers you for basic third party cover for a trailer or caravan. You are advised to contact your insurance agent/company for extra comprehensive cover. Extra cover can be arranged before registration and you then let the company know its registration number later.
10. Propane gas is most popular in Scandinavia since unlike butane it does not freeze in the winter. Remember that most equipment will use either propane or Butane but you need different regulators. Camping gas and primus gas bottles can easily be filled/exchanged in Scandinavia.

7.8 Customs Regulations

1. **On Arrival in Norway.** Norway remains outside the EU, and thus customs privileges differ to what we might be used to (i.e. only 3 litres of wine or equivalent). Please bear this in mind when shipping your furniture here. That said, customs regulations do change and you should check with your sponsor if unsure.
2. **Whilst in Norway.** Personnel serving at NATO JWC are, under the "Status of Forces Agreement", permitted to draw a monthly duty free allowance. During your administrative in-process at the UKNSE you will be invited to sign a customs declaration form which confirms your entitlement. The Central Cellar shop sells wines, spirits, cigarettes and beer at prices which are generally cheaper than duty free shops.
3. The monthly duty free allowances per service person are as follows:
 - 6 bottles of spirit (any size)
 - 14 bottles of wine (10 litres)
 - 1000 cigarettes for each Serviceman + 1000 cigarettes for each eligible dependant (over 18 years whilst resident in Norway).
4. For those who smoke cigars, pipes etc the following allowances are permitted:
 - One cigar weighing less than 3 grams= 3 cigarettes
 - One cigar weighing more than 3 grams= 6 cigarettes
 - 50 grams of tobacco = 100 cigarettes

7.9 Importation of Personal Property

1. Prior to dispatch of your baggage a NATO FORM II is to be signed and forwarded to the UKNSE. You will be allocated a removal firm for you and they then collect your baggage but cannot deliver the same until confirmation of receipt of the customs forms by the UKNSE.
2. One initial bulk importation, which may consist of more than one shipment, is permitted within 4 months of your arrival in Norway (i.e. your unaccompanied baggage via Agility).
3. One further bulk importation in ONE shipment may be made at any time during your tour of duty. This can be made up of several items provided they are customs cleared at the same time and all arrive together.
4. All audio and video equipment must be specified on the customs declaration form. Full details of make, size, year of manufacture, year of purchase and purchase price are required.
5. **Items Hand Carried Into Norway.** Goods purchased in the UK can be hand carried into Norway free of tax up to a total limiting value of kr 1200. Above this limit individuals will be liable to pay an importation tax of 20%.
6. **Items posted into Norway** (not through the POSTROOM system). When ordering items from the UK anything over kr. 1200 (as above) is also subject to Norwegian tax. When your goods arrive at your local post office please give them a completed NATO Form I, this is proof that you are NATO personnel and so exempt from paying tax. They will fax the form to their head office who will clear your goods. *Do not pay the tax; you will be unable to claim it back once you've collected your goods.*

7.10 Shopping Facilities

1. Shopping conditions in Norway are generally reasonable, and you will be able to find most things you want with a little time, patience, and perseverance. Generally, language differences do not present a major problem since most establishments have at least one person who can speak English. In those few cases where this is not true, turn to the nearest teenager for translation help; most of them have learnt English at school.
2. Your sponsor will introduce you to the shopping delights of the local area and the only headache is coping with the inflated cost of just about everything. Simply to allay any fears that you are coming to the far reaches of civilisation, the following short bullets are offered to orientate you into the relative normality of the consumer marketplace in Stavanger:
3. **Fish.** With so much of Norway bordered by sea, it is no wonder that Norwegians like fish, and that it is the main course of many meals. Some food shops include a fish counter with a good variety of fish available. The big hit here is smoked salmon, which is both cheap and easy to come by. Freshly caught prawns, crab & lobster can be purchased direct from fishing boats at certain times of the year too.
4. **Vegetables.** Fresh vegetables are available throughout the year; they are of a high standard and are plentiful although the shelf life is shorter than in the UK.
5. **Fruit.** Fruit, like vegetables, are available throughout the year and of a higher standard. Frozen fruits are also widely available, they may not be as sweet as you are accustomed to, but they taste of the fruit! You can purchase dried and canned fruits all year round; however, canned fruits are expensive. The great Norwegian fruit delicacies are multer (cloudberry) and tyttebaer (cranberry) which may be bought in cans as well as fresh.
6. **Dairy Products.** Dairy products are plentiful, wholesome and of a high quality.
7. **Bread.** The selection of bread is vastly different from that found in UK. Many supermarkets have a good selection, freshly baked on the premises. You will find a wider choice in bakeries but tend to be more expensive.
8. **Breakfast Cereal.** Now quite popular in Norway, several good types are locally made and you can probably find your favourite type imported from home or made on licence in Norway.
9. **Meats.** Meat of all types is expensive in Norway. The meat is cut Norwegian style, which may not be the manner you are accustomed to; however, you can probably get your local shop to cut it the way you want if you explain what you want. The BX and Central Cellar provide an easy and relatively inexpensive alternative to the local economy although the meat is all frozen and imported. The best comparison is that if you buy a preservative-free local chicken at perhaps twice the price of a frozen import, the local chicken will not halve in size and dry out when cooked. Your sponsor will be able to point you in the right direction in all areas.
10. **Beer, Wine and Spirits.** Norway exercises tight controls over the sale of alcohol and the number of outlets is small. Beer can be purchased from supermarkets, wines and spirits are purchased from a Vinmonopolet outlet (Government alcohol store) and the costs are high but they have a good choice of wine. As NATO staff you are entitled to purchase duty free alcohol from the Central Cellar or BX within the allowances specified in [para. 7.9.3](#).
11. **Household items.** There is a large IKEA store in Stavanger and the overall cost of items is less than UK (particularly when the TAX/MOMS is recovered, see below para. 9.6.14).
12. **Central Cellar.** There is a Central Cellar on the base that is open every day except Sunday. Frozen meat and certain basic groceries (some from the UK) are available from here. In addition there is a small selection of gifts, traditional Norwegian knitwear and Regatta clothing available. You can also purchase your monthly duty free cigarette/tobacco and alcohol ration direct from the Central Cellar. No

prior ordering is necessary nor is it necessary to purchase your full quota in one go.

13. **U.S. Army and Air Force Exchange Service (AAFES).** The US operate a medium sized Base Exchange (BX) situated at NATO JWC which is open to UK Service families on production of a NATO identity card. They charge in US dollars but Norwegian Krone will be accepted although MasterCard/Visa may be used, however it is advisable to watch exchange rates before using credit cards as it may be less costly to purchase dollars locally and UK/US dollars may be more preferable to NoK/US dollars.

14. **Moms/MVA.** Norwegian shopping is more expensive than the UK, but as members of NATO we are entitled to reclaim the government tax (Moms/MVA) on certain items which are purchased in Norway but will be exported to the UK at the end of your posting. This is done monthly in retrospect, and the monies take around 3 months to be refunded.

a. The following is a typical list of items that **CAN** be claimed for:-

Electrical appliances and electronic equipment
Furniture & soft furnishings (including curtains & bed linen)
Household ornaments (including kitchen and tableware)
Clothing
Vehicles spare parts
Sports equipment (including skis, bicycles)
Toys
Jewellery (including watches)

b. The following is a typical list of items that **CANNOT** be claimed for:-

Batteries
Light bulbs
Candles
Books (including paper etc)
Food
Toiletries (including make-up, hair dyes, nappies, etc)
Cleaning Products
Labour Charges

c. **Please note: This is not an exhaustive list.**

d. All personnel are to ensure that when submitting MOMS claim forms that they submit the correct form (these can be obtained from the UKNSE).

e. Completed MOMS forms with original receipts should be handed into the UKNSE by the 1st of each month, so that they are included in that month's consolidated claim sent to NATO JWC. MOMS refunds will be paid direct to your Norwegian Bank Account.

7.11 **Postroom**

1. The UK postroom is situated on the ground floor of the UKNSE building and is open during normal office hours.

2. Please see UKNSE Staff to collect your post locker key and parcels.

3. Current procedures and sizing regulations remain extant on all incoming mail.

4. There will be no counter service for outgoing mail, posting mail out will be restricted to small envelopes (24cm x 65cm x 0.5 cm) with payment value of one 1st class stamp, a post-box is situated outside the postroom.

5. Prepaid retail returns will still be able to be posted back to the UK as will packages to operational areas.

7.12 Emergency Numbers

Service	Number
Ambulance	113
Police	112
Fire	110
Legevakt Stavanger (A & E)	5151 0202
Legevakt Sandnes (A & E)	5197 1097
Stavanger Hospital	05151
Emergency Dental	5152 3344
24hr Poison Control Hotline	2259 1300

When using emergency telephone numbers please ensure you identify yourself and family members as NATO

8 USEFUL WEBSITES

8.1 Activities/Guides in Norway

- www.spin.no
- www.stavanger-web.no
- www.visitstavanger.com
- www.stavanger-guide.com
- www.visitnorway.com
- www.aktiviteter.net

8.2 Holidays in Norway

- www.norwaydirect.co.uk
- www.novasol.co.uk
- www.camping.no
- www.skistar.no
- www.adventurenorway.no

We hope this guide has been of use to you and your family. If you have any questions or require additional information, do not hesitate to contact your sponsor or the UKNSE.

Finally, we would appreciate your comments on the guide, as it can only be kept up to date with your input.

Sponsor / New Arrival Action Checklist

TASK NO	ACTION REQUIRED BY SPONSOR	DATE ACTIONED
1	Once an assignment order has been received confirming the new arrival's posting, they make contact with HR Admin to arrange and confirm date of arrival and to organise a sponsor	
2	Sponsor to make contact with new arrival to discuss moving, logistics & life in Norway, details from HR Admin	
3	Ensure new family have received, completed and returned forms to obtain bank accounts (from HR Admin), personal profile (Annex B) & housing application (Annex C)	
4	Organise 'March-in' with UKNSE Estates Manager once arrival dates have been confirmed and house allocated	
5	Discuss schooling requirements (new arrival's responsibility) to ensure their requirements are met	
6	New arrival to arrange pet transportation through DEFRA	
7	Discuss car registration, completion of NATO form III, advise & show where the Customs house & traffic station are	
8	Discuss car & home insurance (3 for 2 deals with some companies) including UK with overseas limitations	
9	Discuss how fuel & light works although this will be discussed when the new arrival visits the UKNSE	
10	Discuss all options regarding telephone, mobiles, internet & satellite options	
11	Make new family aware of items available / unavailable in Norway	
12	Arrange overnight accommodation either in a Hotel or transit house until furniture arrives if required. Sponsor to meet new family from airport or ensure directions to destination & information on pre-paying toll charges prior to 'Brikke' purchase	
13	Once new family have arrived, guidance through the arrival procedure at NATO JWC will be required as well as introducing them to the staff at UKNSE	
14	Collect all JWC, JPA & security clearance forms from HR Admin	
15	Ensure they've made contact with Med NCO if any special medical treatments are required and to organise D-numbers for children & completion of Medical/Dental form (Annex D)	
16	Ensure new family are aware of local Medical, Dental and shopping facilities on the base and local area including firewood, specialist shops etc. Map available from UKNSE	

ARRIVAL FORMS

ANNEX B

Please print the following forms which need to be completed and returned to the UKNSE prior to your arrival in Norway.



Personal Profile New Arrivals to Norway

Decorations / Post Nominals				Service/Personal No			
Surname		Forename		Known as			
Rank		Date Promoted to Rank		Service & Corps/Branch /Trade			
D.O.B		Place of Birth		P Cat Stat			
Date of Arrival				Branch (if known)			
Present Unit				Unit Civilian Tel No			
Relief for				Sponsor			
HOME ADDRESS				CONTACT DETAILS (inc dates) Please indicate with a '#' preferred POC			
				Tel Home:			
				Tel Work:			
				Fax:			
				Email:			
Last 3 Appointments/Postings/Draftings							
From/To (Date)		Location			Employment		
Previous NATO or Multinational Experience							
Last S/OJAR Completed							

TRAVEL DETAILS					
When are you planning to arrive in Norway (to live)?					
How will you travel to Norway? (*please delete)			*Official Method (Commercial Air)	*Privately Arranged Passage	
FAMILY					
When are your family arriving in Norway (to live)?					
How will your family travel to Norway?					
Spouse's Name		Known as		Accompanied	YES/NO
Children's Names	D.O.B	Accompanied YES/NO	Planned School		
Educational Special Needs, if any (please give full details)					
PETS (Give details of any pets you plan to bring with you to Norway)					
CAR					
What is the type of car you will bring to Norway?					
Are you considering buying a car?			Before arrival YES/NO	After arrival YES/NO	
MISCELLANEOUS (Please give details below, or on a separate of paper, of any other information that you feel would be relevant)					

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Application for the Allocation of Accommodation**To: DIO Estates Manager UKNSE**

Please read the attachments - References: [4.1 UKNSE Standing Order Number 10](#)
[4.2 UKNSE Standing Order Number 11](#)

Rank _____ Inits _____ Surname _____ Service No. _____

Marital Status	Please tick
Single/Married Unaccompanied	
Married Accompanied	

Current Unit _____ Contact Tel No _____

Date of posting to NATO JWC: _____

Date Families Accommodation is required: _____

Do you wish the SFA to be:

Furnished	Unfurnished

We are not able to offer part furnished accommodation as we do not have wharfing facilities.

Details of family members who will accompany you on posting:

Name	Date of Birth	Male/Female
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Give details of any special circumstances relating to your family:

Give details of any pets that you may wish to bring with you:

☐ I certify that I have read the UKNSE Standing Order numbers 10 and 11. I understand these regulations and will abide by them.

Date _____ **Signature** _____

ONCE COMPLETE, PLEASE PRINT, SIGN ME AND RETURN TO DIO ESTATES MANAGER.

Medical and Dental Proforma

1. NATO JWC does not have a service medical or dental centre, therefore we utilise local civilian agencies. An RAF Med NCO is available to provide advice on medical documentation & administration.
2. To assist in this unit's preparation for your arrival you are requested to complete this proforma, answering all the relevant boxes. The more information, the easier the transition.
3. If you require further space for your answers please use a blank piece of paper.
4. You are advised to bring a 3 months supply of any regular medication prescribed to you.
6. You and your family should have a dental check up before arriving at this unit.
7. If you have any questions regarding this form please contact Med NCO on +47 5134 2066.
8. Please note that Med NCO will only call forward medical documents for family members who will be accompanying you during your time at NATO JWC.
9. When complete, forward this form to Med NCO.

FULL NAME	RANK	NUMBER	ACCOMPANIED Y / N	PRESENT UNIT
TEL No:			DOB	
Date of last medical inspection:		Date of last Dental check-up:		MED CAT
Details of regular medication:		Under review by a Specialist? Y / N If yes give details:		
FAMILY DETAILS (please give details of accompanying family members only)				
FIRST NAME	DOB	NHS No	DATE OF LAST DENTAL CHECK	DATE OF LAST MEDICAL CHECK
Details of regular medication.			PREVIOUS DOCTORS SURGERY ADDRESS	
Any members of your family under review by a Specialist?				
Details of any conditions eg asthma, diabetes that require regular medical check ups.				

Details of further medical requirements

Signed

Date

PLEASE COMPLETE & FORWARD TO

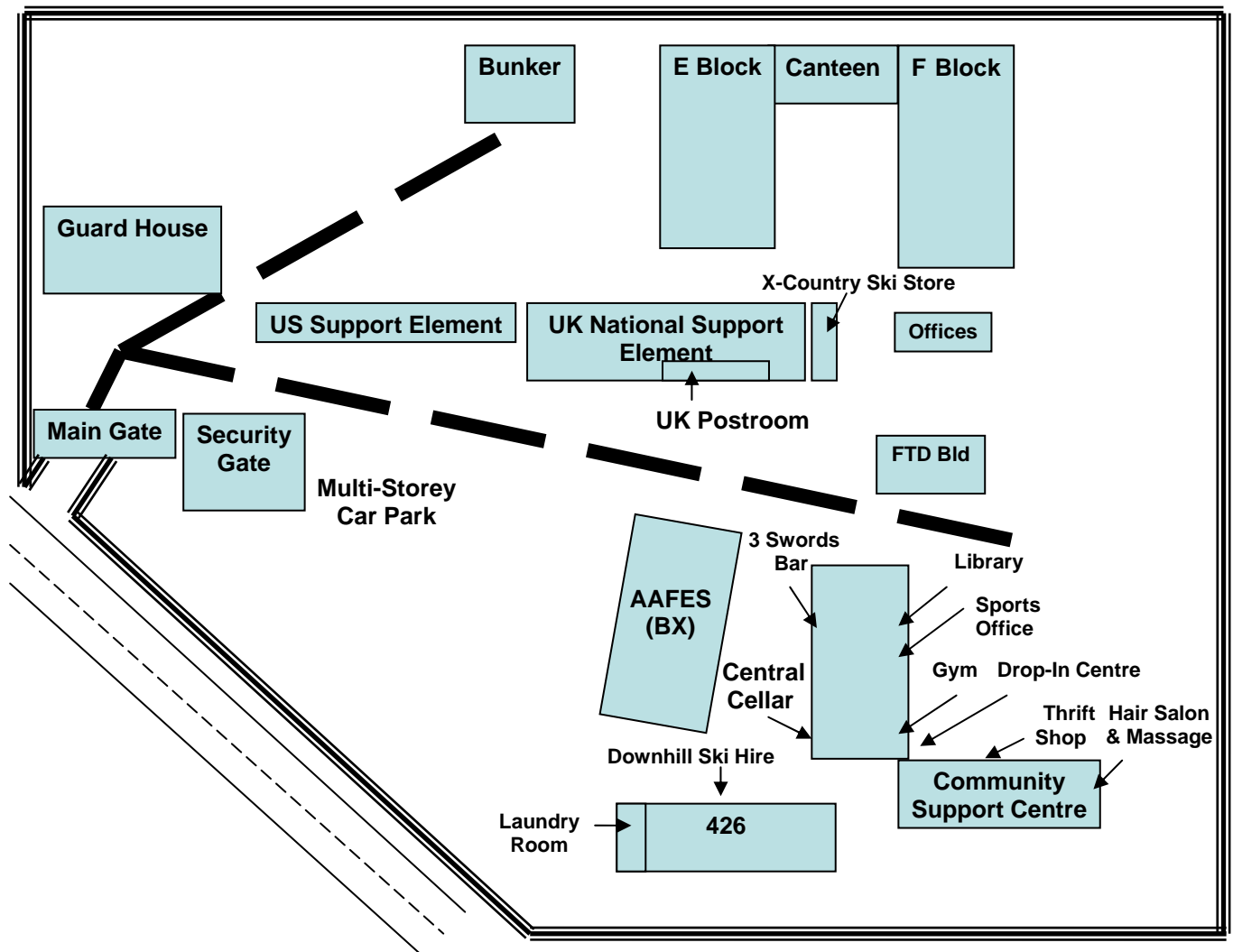
**Med NCO
UKNSE
NATO JWC
BFPO 50**

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Useful Numbers – Misc

Establishment	Phone no.	Further Information
Banks - DnBnor - Sparebank	03000 02002	www.dnb.no www.sr-bank.no
British School	51 95 02 50	www.biss.no
BX (AAFES)	51 57 09 92	Summer – Tue to Fri 1000 - 1600 Winter – Tue to Fri 1000 - 1630 Sat 1000 – 1400
Customs House - Car Registration - Information Centre	51 86 86 86 03012	www.toll.no
Insurance - Gjensidige If Vesta	03100 02400 51 88 42 64	www.gjensidige.no www.if.no www.trygvesta.no
International School of Stavanger	51 55 43 00/51 55 91 00	www.isstavanger.no
Landlines, Mobile phones & Broadband - Telenor - Tele2	81 07 70 00 02000	www.telenor.com www.tele2.no
Traffic Station (Statens Vegvesen)	81 54 40 10 (Option 5 then option 1)	Normal working hours
Vets - Hinna Dyreklinikk - Smådyrklinikk	51 81 90 90 51 51 00 60	www.hinnadyrelinikk.no www.smaadyrklubben.no

Jatta



Dr Malik / Holmen
 Radhusveien 26
 Solakrossen
 4097 Sola
 Tel: 51 65 12 18

Dr Byre
 Bankhuset
 Solakrossen
 4050 Sola



Dentist

