



FREQUENTLY ASKED QUESTIONS

Accommodation - organised by Voss og fjordane Guide Service

Where can I live?

We know that it can be very daunting for new guides to find accommodation in the right place, cost, and quality, therefore we undertake to locate suitable accommodation as close as possible to Voss centre, and to negotiate the best possible rental agreements with the landlords

We undertake to sign a contract with the landlords, and you would be required to sign a season long rental agreement with ourselves.

Paying the deposit for accommodation of NOK 2000 which will be fully refunded with your last wage as long as the house/flat is left properly clean and undamaged. This will need to be paid in advance of your arrival, and we will send you the bank details after we receive the signed contract. This is significantly better than organizing your own accommodation, where you will have to pay up to three months' deposit in advance. We will only collect the monthly rent for the previous month from you. Should you accept our provided accommodation, **the first rental payment** will be deducted from your May 15th wage payment and thereafter the 15th of each month. Should you need any support at this time please let us know.

Will accommodation be shared with other guides working for Voss og fjordane Guideservice AS?

Accommodation will not be in student dorms or residences, but in private houses or flats. You will get your own bedroom and share the common areas with other guides. We try not to have shared accommodation with people other than our guides, but we cannot guarantee this.

When would the contract for the rent start?

Rental will be for a full month or a half month (from 15th), as we cannot charge rental by the day.

Would it be possible, before I'm there, to get some pictures of the room or information about the address?

Yes, if you join us you will receive an email with details regarding the place where you have been allocated.

As you will pay the house rent for me in advance, I just have to deal with the living costs of the first weeks, is that right?

Yes, and remember, you will receive your first pay on May 15th.

Dress Code

Do you have a dress code?

Yes, we do, in order that guests can easily recognize our guides when on tour.

We ask all our guides to dress with smart dark trousers or skirts (not jeans), a white shirt or blouse when using the guide jacket / red shirt or blouse on warm days and smart dark shoes (not sandals, flip-flops, hiking boots or jogging shoes for example). You will receive a red guide jacket for the season. It is your duty to make sure that you have sufficient clothes in order to work several days in a

row. The water-resistant red guide jacket will be provided free of charge providing it is returned at the end of the season washed and in good condition. If it is not, then you will be charged NOK 850, which will be deducted from your final month's payment.

A red or white polo shirts will be provided free of charge, and additional shirts can be purchased for NOK 150 if you wish. Alternatively, you can wear a red or white shirt of your own.

Guide Certification

How do I become a certified guide?

All our guides must be certified with a National certificate and a local certificate for the region being worked in.

If you are not already certified we can organise this for you through the Guide Academy, where they will provide you with a comprehensive modular online course, together with an intensive two week on site course in April, starting date approximately April 22nd. The course will be in English.

You will join training tours with experienced guides and be taught the techniques of guiding necessary for you to become a professional guide.

The Guide Academy charges a fee of NOK 16 000 for the training, however we subsidise this, so your contribution will be NOK 2 000.

You will need to complete the course in full, including attending every day of the onsite course, and joining experienced guides on live tours to see how the guiding operates in practice. You will then achieve your guide Certificate and be ready for guiding in early May.

We are happy to discuss with you payment methods if this should prove difficult for you, such as deducting the amount from your future earned salary.

The skills learned will help you in any guiding role you may have in the future as well as a career in the tourism industry more general.

You do not get paid for this period whilst you are training.

Guide course

Is there a dress code during the intensive on-site guide course?

No, there is not. However, we ask you to wear black trousers and red top during the final exam as it will be an official simulation about guiding on the bus.

Guiding

When would I start Guiding and when would my first payment be?

If you are successful, guiding will start from the 8th of May (depending on the languages) to the 12th of October 2025. Guides are not permitted to take other guide assignments for other companies since we are subsidising your certification and providing you with a guaranteed minimum monthly salary commitment, subject to terms.

For the avoidance of doubt, the first wage payment will be made on May 15th and thereafter the 15th of each subsequent month. Even though you may have only worked a few days in May, you will be paid the guaranteed minimum for a whole month, which will be rebalanced at a later date. In this way you are able to pay any bills and have money almost immediately.

What is included in the wage guarantee and do I receive holiday money?

Your guaranteed average monthly minimum wage is based on a minimum 100 hours of work, which includes all hours, travel, waiting time and the actual tour.

You accrue an additional 10.2% holiday pay for every Krone of gross pay. For every NOK 20,000 earned you will receive an additional NOK 2,040. This will be accrued and paid as a lump sum with your last wages.

Do I pay tax, and do I need a Norwegian bank account?

Yes and Yes.

Do I need a passport?

Yes, you do, in order to register with the Police and to open a Norwegian Bank Account

Will I earn enough to pay for the rent and living expenses?

Past experiences show that our guides have covered their costs while in Norway and managed to save some money at the end of the season. Certainly, this depends a lot on personal expenses and way of dealing with money, but we would like you to feel reassured on this matter. The company has no interest in hiring guides who do not work or that we cannot provide enough work for, as that is not a good solution for either.

How does the pension system work for foreign employees?

You will receive a payslip every month which you will have to keep and register in your own country later on.

Please follow this link for the official guide "Work in Norway":

<https://www.nav.no/en/home/work-and-stay-in-norway/work-in-norway>

Will I ever need to drive a car in order to arrive to the pier or meeting point?

This is possible, however if you do not have your own vehicle, this may be one of the company's small minibuses. The company arranges transportation for all guides, however, guides who are willing to drive might be asked occasionally to do so, and driving other guides will pay you 100% of your hourly rate. If you use your own vehicle, there is a compensation scheme.

Is there a maximum of hours per day I will work?

Tours last maximum 9 hours per day, then there might be transportation back to Voss in addition.

Will we get a refund for transport expenses?

If transportation to work involves public means of transport (bus, train, ferry, etc.) all your transportation expenses will be refunded on presentation of receipts (tickets) after the tour. Please refer to the wording in your work contract.

Please note that if the guide is late for the departure and misses the transportation organised by VfG, the taxi fee will be at his/her own expenses.

Can I take holiday during the season?

Because of the seasonal nature of the business it is essential for us to be able to rely on your availability during the whole summer.

If you wish to take holidays during the summer, please check on the cruise list if there are any busy days and come and talk to us in the office before you book. If you already have any commitments, please let us know as soon as possible.

Registration in Norway

All EU/ EEA nationals who are going to stay and work in Norway for more than three months must register with the police no later than three months after arriving in Norway. Registration is free. The

worker is responsible for registering him/herself and has to go to the police in person. If you stay in Norway for longer than three months without registering, you may be fined.

Visit <https://selfservice.udi.no/no/> - the website of UDI, Norwegian Directorate of Immigration. Create a user account and fill in the application form. Choose Work immigration, Employee (What are you going to be in Norway?), municipality is Voss, and follow the instructions to fill in the application. Choose a date for the appointment and Bergen as the meeting place (Service Centre for Foreign Workers, SUA); <http://www.sua.no/en/>. We suggest you book an appointment on a day when you will not be set up for working or there are no ships in our harbours. Please try to book an appointment for May 1st with your colleagues. Please note that SUA makes the calendar accessible 3 months in advance so in order to book the appointment for 10th May you will be able to access the calendar no earlier than 10th February. If you are not able to book an appointment for this day, please contact us for other dates.

On the day of your appointment you will meet at the Service Centre in Bergen which is situated on the second floor at the premises of Skatt Vest (tax office for Western Norway), Nonnesetergaten 4 (the tall building next to the train station). The documents required for the scheduled appointment are the **work contract and valid passport**. You might be asked to show your pay slips. Double check with SUA which documents you need to bring with you.

Make sure you register both your foreign and our Norwegian office address. **DO NOT** provide the address of your accommodation. Double check before you leave the tax office that the address is correct and has been registered. We have experienced earlier that the tax office/police either made a mistake or did not register guides' office addresses which caused problems with delivering mail. The address of the office is Skulegata 11A, 5700 Voss.

For more information about the obligatory registration of EU/EEA nationals staying in Norway for more than three months, please visit the web site of UDI, Norwegian Directorate of Immigration: <https://www.udi.no/en/want-to-apply/the-registration-scheme-for-eueea-nationals/>

When registering at the tax office, you can ask to become an online user and activate your electronic ID. This will help you in managing your tax info, address and other info without going physically to a tax office. PIN codes to access the online profile will be sent to the address that you registered at the tax office.

You must use the address of the office while staying in Voss, but it **must** be changed after your departure from Voss in order to receive your mail (the office is not able to send mail to all guides).

Living in Norway

How much money do you think it is reasonable to spend there before we receive the first wage?

The guide course starts in the middle of April and you will receive your first wage on the 15th of May. So, calculate approximately NOK 3,000 – 4,000 for 1 month of basic expenses - food, Norwegian SIM card, house supplies.

If I want to leave earlier than my contract what is the process?

There are two things for you to consider if you decide to leave earlier than you agreed when accepting the role, by giving us one months' notice:

1. Accommodation. All accommodation contracts are signed for the whole season, which is quite normal. Therefore, the remaining period of the contract will have to be paid for by you. This is not something that we can negotiate. If you ask your landlord if you can leave early, they may

agree, however, as it is VfG that pays the landlord, they may consider that we will continue paying, as we are legally obliged to do.

2. Your colleagues will need to work more tours because of your decision to leave early, therefore, in fairness to them, we will need to prioritise their work for the period of your notice.
3. Any balance of the Training Certification programme fees and your guide jacket cost will be deducted from your final salary.

Before returning your signed contract, please ensure that you make us aware of any possible circumstances that may require you to depart earlier than you have agreed to, as we have to plan accordingly.

Which documents do I need (passport, ID card)?

You need a passport in order to come to Norway. This is required in order to register at the police station, tax office, to open a bank account, and in case you are lucky to get onboard a cruise ship one day.

Other

What are opening hours of shops/grocery stores?

Supermarkets are open 07:00-23:00 (Saturday until 21:00) while all other shops and offices are usually open 09:00-15:00/16:00/17:00 Monday to Friday. Most shops have long opening hours on Thursdays and some on Fridays (until 19:00).

There are reduced opening hours on Saturdays (shops close at 15:00 and supermarkets close at 21:00, some at 23:00).

NB: On Sundays and national holidays such as Easter, 1st May and 17th May, all shops and supermarkets are closed, so plan to buy your food or anything you need in advance!

Where can I print/scan a document?

The library has got printing facilities. If you have only a few pages to print you can come to our office.

Do I need to buy a Norwegian mobile SIM card there?

Yes, it is important to buy a Norwegian SIM card. It does not cost a lot nowadays and you get some credit already included.

From previous experience we must advise you to avoid Lebara and Lycamobile. Despite having good deals for phone calls abroad, they did not prove reliable as some of the guides did not receive our sms or could not send reply. There are several operators on the market such as Telenor, Netcom, Chess or MyCall. We recommend those with Telenor network as they have coverage in our guiding area (the others don't have it).

We recommend you bring a dual sim card mobile with you so that you do not have to buy another mobile and can keep your personal number and work number on the same phone, taking advantage of your home network international roaming data tariff for personal use whilst connecting to the network in Norway with a Norwegian number for work purposes. You may find prices in your home market cheaper. Nokia, Samsung, Huawei, Sony, ZTE etc. all sell such devices across Europe.

You need to always have credit on your mobile – without credit you will not receive our bookings and cannot be reached in an emergency.

During days when you are working you are not permitted to use your home (overseas) phone number to contact other guides or dispatchers, even if they have the same overseas country code as you.

Can you please suggest any material or website to learn basic elements of Norwegian?

Most websites and books to learn Norwegian focus on Bokmål. Then you can get to learn the few differences with Nynorsk in order to understand better the people living in this area.

Grammar info: <http://www.sprakradet.no/>

Website with simple exercises, automatically corrected: <https://praktisknorsk2.cappelendamm.no/>

News website written in simple Bokmål for people learning the language: <https://www.klartale.no/>

Interesting videos by a Norwegian teacher:

<https://www.youtube.com/channel/UCbrUYR892qBNQyY3DEqfTBg/featured>

We do not provide Norwegian lessons as this is not a language required for guiding. Most courses organized by the municipality are not held during the summer. But some local guides or other people might be keen on language exchanges so it would be a good idea to get in contact with them and organize some tandems. Some guides have been doing it in the past years.