



## WELCOME TO A NEW SEASON AT SVALBARD

A new season is on the way, and we are ready to welcome you and help you to the best of our ability. It was great to have you back last year, and we look forward to another, and hopefully an even better season with you.

We want to contact you already now, so we can be as prepared as possible for this year's season.

2023 was an all-time high in terms of the number of ships and boats that provisioned in Longyearbyen, and it doesn't look like there will be any less this year.

To have a successful season for both you and us, predictability and good communication are important, we must help each other there.

Last year there were some who did not submit orders but came and shopped for 4-5 shopping carts in the store. We can't allow any of that as this only affects the local population who encounter empty shelves.

Below is a list of how we want it for this season:

1. Get in touch with us as soon as you know when you will be arriving and how many calls, and we will start the dialogue then. We also want everyone to **fill in the attached credit application form**, so that we get updated information.
  - Note, we have changed the due date from 21 days to 14 days on the invoices.
2. Orders must be with us **10 days before the goods are delivered**. (if you can send it earlier, please do) If the order is not received by the agreed time, an addition of 3% of the order sum **MAY** be added.
3. **Use our order form** when you make orders. It makes it much easier for us to place orders with our suppliers, and you are also sure of getting goods that we have in the range. If there are goods that are not on the form, write them at the bottom of the form.

Please order in **whole cartons** if possible. The quantity in a carton is stated in the form. (If you want 1 of an item you write 1 but if it says 8 in a carton and you want 2 cartons you write 16)

The prices are per PCS or per KG, NOT PER CARTON.

We reserve the right to find a **replacement** item if the item is sold out, unless otherwise notified.





4. **Fill in all fields in the order form**, such as Name of boat/ship, Delivery Day and date, Time, contact person and telephone number, if you want us to Deliver or you are picking up yourselves in the store. Then we avoid many unnecessary e-mails back and forth.
5. Nordpolet is the only one allowed to sell alcohol on Svalbard. That means any alcohol must be bought through Nordpolet. For the first time we have you can do that in our order form. We also require you to send us your approved license to serve and buy alcohol to: [proviant.svalbard@coop.no](mailto:proviant.svalbard@coop.no)
6. To serve/sell alcohol you need to apply the sysselmester. You can do that here: <https://www.sysselmesteren.no/en/application-for-a-license-to-serve-alcohol-and-import-permit-for-alcohol-for-ships-sailing-in-svalbard-waters/>

**Prices for our services for the 2024 season:**

Packing and delivery:	8% of the total or a minimum of 500,-
Packaging only:	5% of the total
Evening/weekend delivery:	NOK 1,500 additional
Delivery without attendance:	NOK 1,500 additional
Cancellation of order 7 days before:	Pay 25% of the order
Cancellation of order 5 days before:	Pay 50% of the order

- \* Delivery outside 8-16 Monday - Friday is considered evening/weekend.
- \* Please note that the Euro exchange rate may vary during the season.
- \* The prices in the form are indicative and may vary during the season.

We are looking forward to cooperating with you in the season 2024. We want to help you provisioning, to do that we are depending on you to follow up on the guidelines we have. If you have any questions do not hesitate to contact us.

Best regards  
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