



## WELCOME TO A NEW SEASON AT SVALBARD

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

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

Sourcing locally while operating in Svalbard supports the local community and helps reduce transport-related footprint. We believe this creates long-term value for both sides and strengthens the overall expedition presence in Longyearbyen.

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

**Shopping directly in the store and filling multiple shopping carts without prior approval is strictly prohibited.** All large-volume purchases must be ordered in advance through the designated ordering process. Unauthorized bulk purchasing disrupts inventory availability and negatively impacts the local community. Any such actions will not be accepted under any circumstances.

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 that the invoice is due 14 days from the issue date.
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.
2. 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.
3. 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. Please ensure that ALL fields in the order form are completed, including the name of the boat/ship, delivery day and date, time, contact person, and telephone number. Additionally, indicate whether you would like us to deliver or if you will be picking up the order at the store. This helps us avoid unnecessary emails 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 2026 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 2026. We want to help you with provisioning, and 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.





### **Important Information About Ordering Fresh Products:**

Due to logistical changes for the 2026 season, it is now strictly necessary that all fresh produce orders be submitted no later than 10 days before delivery. This is essential for effective planning and to ensure that the local residents of Svalbard have sufficient access to fresh produce.

Orders that do not meet this deadline will not be eligible for fresh produce delivery. In such cases, we reserve the right to select alternative products, primarily frozen vegetables and meat.

To prevent delays or unavailable items, we kindly ask all vessels to plan their orders carefully and submit fresh produce requests as early as possible.

Thank you for your understanding and cooperation.

Best regards  
Alexander Leesland  
Head of Ship Provisioning  
Mail: [Proviant.svalbard@coop.no](mailto:Proviant.svalbard@coop.no)  
Phone: +47 908 28 695  
COOP SVALBARDBUTIKKEN



Pb 24, 9171 Longyearbyen | Telefon +47 79 02 25 20 | Bank konto 4778.07.01818 | [svalbardbutikken.no](http://svalbardbutikken.no)

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