



# Ny-ÅLESUND from A to Z

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## Your guide to survival in Ny-Ålesund

*Information folder  
for visitors in Ny-Ålesund*

The folder belongs in this room;  
please do not remove it or any of its contents



## Important telephone numbers

### Ny-Ålesund

Reception: **79 02 72 00**

Opening hours: Monday to Friday 08:00-12:00 and 13:00-16:30

Watchman in Ny-Ålesund: **79 02 72 38**

### Longyearbyen

Longyearbyen Hospital: **79 02 42 00** (09:00-15:00)

Hospital's emergency no.: **113**

Governor of Svalbard: **79 02 43 00** (08:30-15:30)

Emergency no. police (Governor): **112**

Police's (Governor) duty no.: **41 40 31 65**



# THE SHORT VERSION

## Waste management

We have no waste deposit in Ny-Ålesund. This means: sort the garbage and put it in the correct box at the recycling centre in the Service building, or in the correct box at your sleeping quarter. Be especially aware of sorting out food scraps!

## Radio silence

Ny-Ålesund is a radio silent area. Wireless equipment will disturb important measurements. **Please turn off all wireless equipment!** This includes LAN-system in portable computers, Bluetooth, mobile phones, cameras and other devices!

## Electricity

In Ny-Ålesund the electricity comes from diesel. Please use as little electricity as you can to keep the air as clean as possible!

## Rifles

Loaded weapons should never be carried inside town. Always remove the ammunition and open the bolt, or remove the bolt, inside town.

## Sewage

Do not put anything in the toilet but toilet paper and human waste. We do not want clogging of our sewage pipes.

## Stay on the roads

Do not walk on the tundra inside of town! There are a lot of scientific instruments and fragile wildlife, do not disturb them.

## Do not feed the animals

Wild animals must not be fed or disturbed.  
Please leave the animals alone!

## The mess hall

The mess hall is a dining area, so please remove hats, caps and jackets before entering. Avoid dirty work clothes. Use socks or indoor shoes, and do not walk barefoot inside.

Please respect the mealtimes, and follow the information given by the kitchen staff about when the meals are served! In Ny-Ålesund, everybody is responsible for tidying after themselves.

## Restricted areas

- Do not walk near Solvatn or Thiisbukta between 15th May and 15th August
- There is a restricted area of 200 meters around the Zeppelin station
- Keep distance from Tvillingvann, the drinking water reserve
- Keep distance from all scientific instruments, both inside and outside town
- Take a look at the board in the Service Building to see a map of restricted areas, and to see if there are temporary restrictions at the moment.

## Snowmobile

Before you drive a snowmobile check out where you can drive and where you can't, there are restrictions.

## Emergencies

Call the watchman if

- you see a polar bear inside Ny-Ålesund or close to town
- you detect a fire, a water leakage, or other situations which can have a dangerous development
- in case of accidents or other serious health issues

# NY-ÅLESUND AND KINGS BAY AS

**Ny-Ålesund** was originally founded as a mining community. Coal was extracted from 1916 to 1929 and a fishing station and a hotel were established between 1930 and 1940. The aim was to reopen the coalmines, but in 1941 everyone on Svalbard was evacuated, when WWII broke out. Coal mining operations started again straight after the war but were hindered by a series of major accidents. Mining operations were ended in 1963 after a major accident in which 21 people died. After this the European Space Research Organization (ESRO) became interested in Ny-Ålesund. They wanted to establish a satellite telemetry station on Svalbard. This was the start of Ny-Ålesund as an international research center in Arctic. Today, 11 institutions from 10 countries have established permanent research stations in Ny-Ålesund, carrying out research into fields such as atmospheric physics, biology, geology, glaciology and oceanography.

**Kings Bays AS** is a state owned limited company that owns and operates Ny-Ålesund. Working on behalf of the Norwegian Government, Kings Bay AS runs and maintains the settlement as its prioritized assignment. The company also owns the Brøgger peninsula and most of the area around Kongsfjorden. The Norwegian authorities express ambitious goals for Ny-Ålesund, and have been investing considerable amounts in the development of the village. Kings Bay AS accordingly promotes research and research related activities, and contributes to developing Ny-Ålesund as one of the paramount research stations in the Arctic.



## INFORMATION - ALPHABETICAL LIST

### A

#### **Alcohol**

Svalbard has special regulations concerning alcohol. Bring your mainland flight ticket or alcohol card with you when buying alcohol in Kongsfjordbutikken.

### B

#### **Bank**

See *Reception*.

#### **Bedding**

Used bedding must be placed in the indicated place at Varemottaket in the Service building. Clean bedding can be found in the linen closet in the laundry.

#### **Bluetooth**

You must turn off Bluetooth functions before your arrival in Ny-Ålesund. If you have forgotten to do so, these must be deactivated when you log on for the first time. See the back of the folder for instructions. Also see *WiFi*.

#### **Bar**

Bar evenings are held every Saturday at either Mellageret or on the 1st floor of the Service Building. Bar evenings are also held every Thursdays at Mellageret during the summer season.

#### **Baggage weight limit when flying**

Please inform Reception if you have more than the allowed 20 kg baggage (included hand baggage)

### C

#### **Checking out of the room and checking in to the flight**

If you are departing before lunch, the latest check out/in time is 10:00. If you are departing after lunch, the latest check out/in time is 12:00. Remember to check your accommodation confirmation in Ny-Ålesund for your departure time. Any changes to flights will be announced on

the notice board in Reception. If in doubt, ask!

#### **Cleaning**

The Nordpolhotellet and communal areas in all accommodation buildings are cleaned by Kings Bay AS. Rooms are cleaned after you move out; there is no cleaning of the room during your stay.

#### **Cultural monuments**

All fixed and unfixed objects on Svalbard dating from before 1946 are automatically protected. You must not alter damage or remove any of these cultural monuments.

#### **Changing rooms**

The gym has male and female changing rooms with showers and saunas.

#### **Communal rooms**

There is a TV lounge and library with a pool table on 1st floor of the Service Building.

### D

#### **Drying room/ tumble driers**

The laundry has both a drying room and tumble driers. Please use the drying room to dry clothes in order to save electricity. Also, pick up your clothes as soon as they are finished, so others can use the machines/drying room.

### E

#### **Exercise**

There is a gym with exercise equipment and a climbing wall in Samfunnshuset.

### F

#### **Fire**

Information on how to behave in case of a fire is posted in the entrance of every living quarter and on the room door. Make sure you are familiar with the procedures during fires!

## Firearms

Outside the settlement polar bear protection is necessary. Kings Bay AS holds courses in how to react if you meet a polar bear and how to handle and use firearms. Firearms must be unloaded and bolt must be in open position when carried in the settlement. It is not permitted to carry loaded firearms in town. Firearms must be stored in locked weapon cabinets.

## Flights

Kings Bay AS has regular flights twice a week. Check your flight confirmation for your departure time on the notice board in the reception. Meet in the reception at least 1 hour before takeoff for check in.

## G

### Green research station

Ny-Ålesund is a green research station and its goal is to have as little impact on the local environment as possible. Please keep this in mind!

### Gym

There is a gym in Samfunnshuset with various exercise equipment and a climbing wall (see *Exercise*).

## I

### Information

Important information can be found in this folder or on the notice board in Reception.

### Internet

See *PCs*.

## J

### Jacuzzi

There is a Jacuzzi outside Samfunnshuset. Please comply with the hygiene rules!

## K

### Kongsfjordbutikken

See *Shop*.

## L

### Laundry

There is a laundry in both the Service Building and at Evenstad. See *Laundry room/tumble dryers*.

### Library

There is a library with a pool table on the 1st floor of the Service Building. There is a paperback library at Evenstad.

### Linen

Clean bedding and towels can be found in the linen closet in the laundry in the Service building.

## M

### Meal times

#### Monday to Friday

Breakfast: 07:30 – 08:30

Lunch: 12:00 – 13:00

Dinner: 16:30 – 17:30

Supper: 19:30 –

There are several sittings in the summer.

Times will be posted in the Service building.

#### Saturday and Sunday

Brunch: 10:00 – 13:00

Coffee: 15:00 – 16:00

Dinner: 18:30 – 19:30

Feel free to bring your own beverages, e.g., beer or wine, to dinner on Saturdays.

We leave our work clothes at home and dress up for dinner on Saturdays!

### Medical assistance

For emergency medical assistance, call Kings Bay's watchman: 79 02 72 38!

If you want to talk to a doctor contact Longyearbyen Hospital on: 79 02 42 00. If you need help with this, contact the Kings Bay Reception. Contact the watchman outside Reception's opening hours. See also the list on the first page of this folder.

### Medicine

See *Reception*.

### Mellageret Cafe

A bar is open here every Wednesday and Saturday in the summer season. (See *Bar*)

### Money

See *Reception*

## P

### **Pay phones**

There are pay phones in the Service Building, at Samfunnshuset and on the dock. Phone cards can be bought in Reception and in Kongsfjordbutikken. It is easiest to use credit cards for these phones.

### **Phones in rooms**

You will be charged when you leave. The minute price is twice of normal rate.

### **Polar bear risk**

Because of the risk of meeting a polar bear, you must always bring along a firearm when you leave the settlement. If you see a polar bear close to town or inside town, stay inside a building and call the watchman. See *Firearms* for information on handling and storing firearms.

### **PCs**

Welfare has two PCs with Internet access and a printer that can all be freely used. These are located in the Service Building. See *Bluetooth*, *WiFi* and *Velferden*

## R

### **Rubbish**

See *Waste*.

### **Runway**

Movement on the runway is prohibited at all times.

### **Reception**

Reception is the heart of Ny-Ålesund. The receptionists will deal with your room and flight bookings, handle mail and freight, cash withdrawals and sell some non-prescription medicines. They can arrange firearms courses and rent out firearms, snowmobiles and equipment. Opening times are Monday to Friday 08:00-12:00 and 13:00-16:30.

### **Research**

Information about current research activities can be found on the notice board in Reception.

### **Research instruments**

Do not go near or touch research instruments! Respect the instrument areas.

### **Radio silence**

Ny-Ålesund has minimal electromagnetic radiation activity. This means that there are good conditions for collecting data without disturbance. Wireless equipment must not be used in Ny-Ålesund in order to ensure there is as little disturbance as possible. Remember to double check that Bluetooth functions, WiFi functions and mobile phones are turned off while in Ny-Ålesund since these functions search licensed frequency ranges and interferes with scientific instruments. Remember that some modern cameras have WiFi, and have to be put in flight mode.

## S

### **Smoking**

Smoking is NOT permitted indoors. Smoking in your room will cost you an extra fee of NOK 900. Cigarette butts or other tobacco products must not be thrown on the ground. They must be put out in the ashtrays mounted on outer doors.

### **Shop**

Kongsfjordbutikken is open Mondays and Thursdays, 17:00-18:00. Other opening hours will be announced on the notice board by the Reception.

### **Sauna**

There are two saunas at Samfunnshuset. These can be used free of charge.

### **Service Building**

The Service Building houses Reception, the mess hall, Kings Bay AS' administration, and laundry with drying facilities, TV lounge, and the library with the pool table. There is also a waste sorting station here.

### **Siren**

In case of a fire or big accident a siren will go off in town. When this happen, assemble in front of the Service Building.



## **Solarium**

A sun bed is located in Samfunnshuset (see *Gym*). Go through the living room behind the changing rooms. Remember to clean it after use.

## **T**

### **Towels**

Clean towels can be found in the linen closet in the laundry room. Towels in the rooms will not be changed during your stay.

### **Traffic**

All traffic by foot or by a vehicle in the settlement must take place on roads due to the vulnerable vegetation. Please note the ban on traffic in the bird sanctuaries, at the Zeppelin station, on the runway, and in the instrument zones. Please note that different rules apply for residents and visitors with respect to traffic outside Ny-Ålesund on foot, at sea or by snowmobile. A valid driving license is required to drive a car and snowmobile. Check the notice boards in the reception for maps of these areas.

### **Town map**

See the back of the folder.

### **Telephone numbers in Ny-Ålesund**

Reception: 79 02 72 00

Kings Bay watchman: 79 02 72 38.

### **TV**

All communal rooms have a TV and DVD player.

### **Typhoon**

See *Siren*

## **V**

### **Vehicle driving**

Drive vehicles as little as possible, use a bicycle instead.

### **Velferden**

Velferden is an organization based on voluntary efforts. Velferden's job is to arrange leisure activities. Velferden arranges bar evenings on Saturdays, buys DVDs, keeps the cabins clean and tidy, maintains the boats, survival suits and kayaks, keeps the gym clean and tidy, and arranges various parties and events.

Please take care of Velferden's property and equipment. This is to the benefit for all visitors in Ny-Ålesund! For more information see:

<http://velferden.moimnorden.de/>

## **W**

### **Watchman**

Kings Bay AS always has someone on duty in the town to ensure everything is in order. The watchman must be called if you see a polar bear or in the event of water damage, potential fires, fires and accidents.

Watchman number: 79 02 72 38.

### **WiFi**

Double check that the WiFi function on your laptop is turned off! See the back of the folder for instructions. Also see *Radio silence*.

### **Waste**

Ny-Ålesund has a comprehensive waste system. Since the activities here are meant to impact the local environment as little as possible, no waste are to be deposited in landfill sites or incinerated in Ny-Ålesund. We also want to do our part when it comes to reducing, recycling and reusing waste. This is why we sort waste into 30 different categories. For you this means that you have to sort your waste and deposit it at the waste station where you are staying, or in the *Servicebuilding*. Check the categories you have to sort your waste into. Remember that dirty paper and plastic are ordinary household waste. It is also very important that you do not throw away food, batteries, glass, sharp objects or environmentally hazardous waste with ordinary household waste. Place this and other things you are unsure about next to or on top off the waste station so that the cleaning staff can take it to recycling.

# TURN OFF WIRELESS

## Turn off Wi-Fi in Windows 8

### Step one

Press the Windows key and type "Wireless". From here click and open the Settings icon located on the right hand side of the screen.



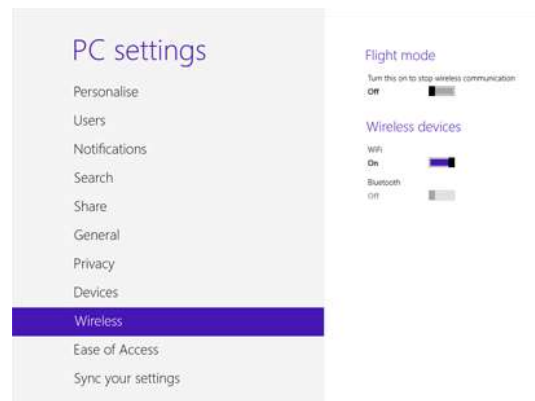
### Step two

You will now see a list of wireless settings on the left hand side of the screen. The second option down will be a cog icon titled "Turn wireless communication on or off" - click on this.



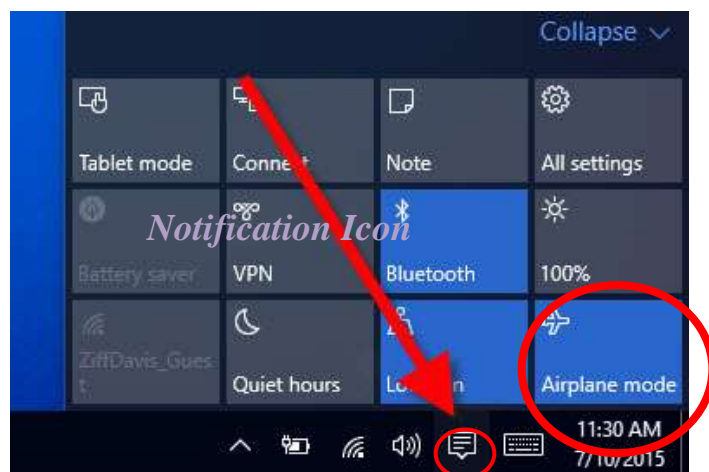
### Step three

From here you will have three options and you can individually turn on/off the Wi-Fi and Bluetooth, or enable Flight mode, which will turn off all Wireless connectivity.

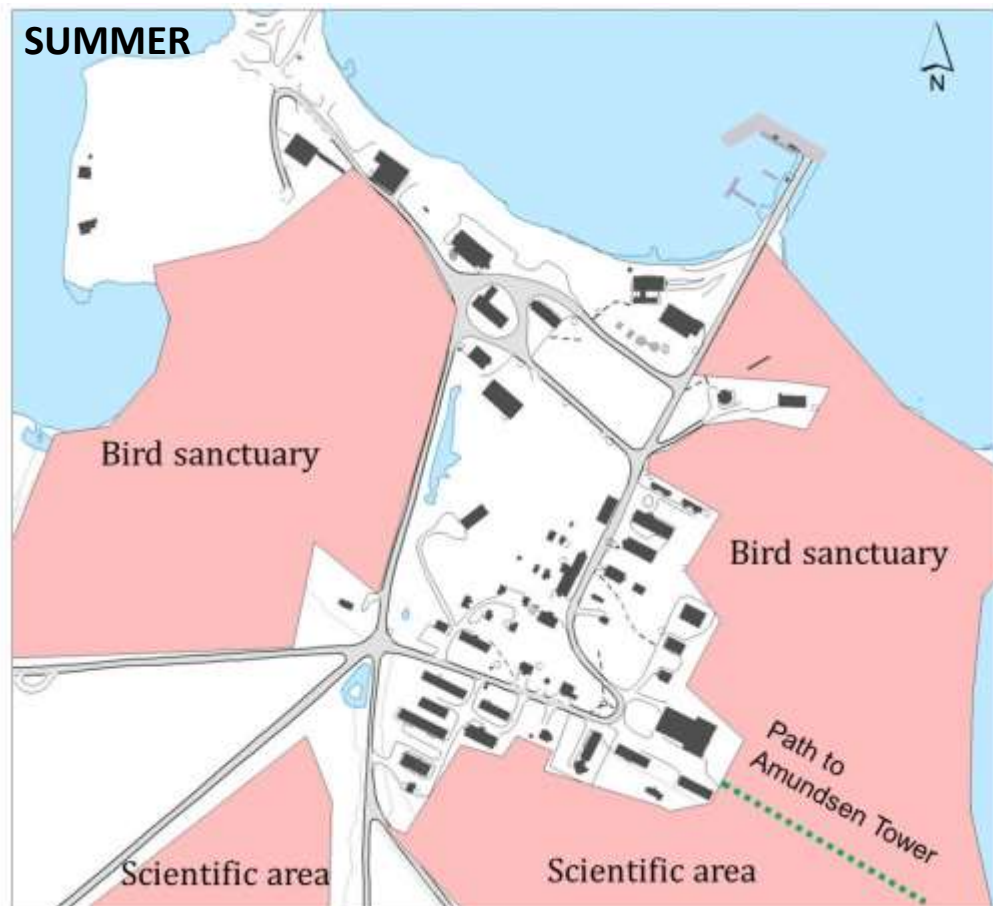


## Turn off Wi-Fi in Windows 10

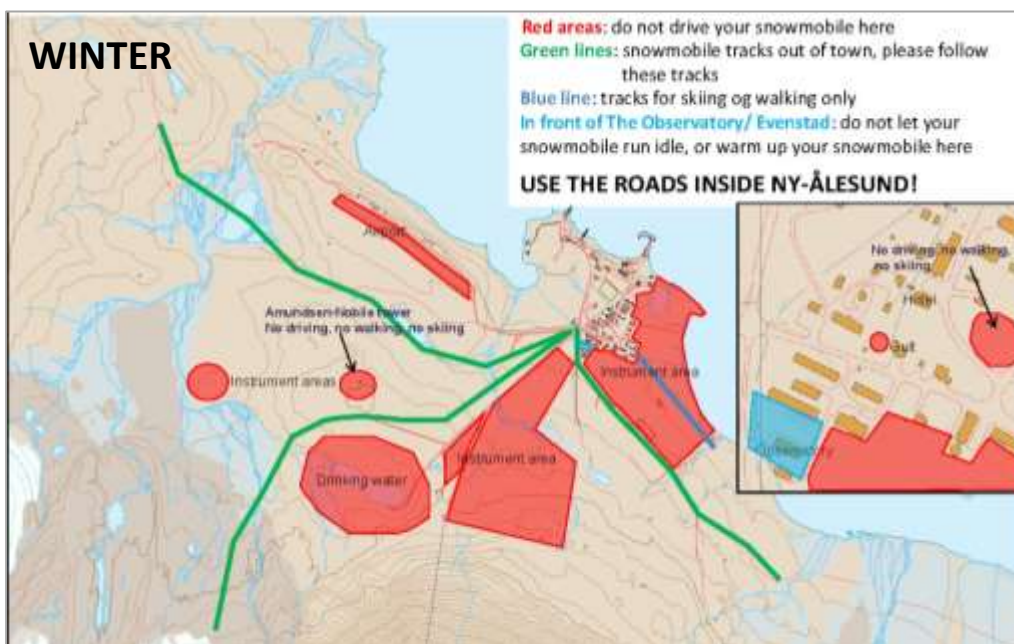
Open the Action Centre (press Windows Key + A), or click on the Notifications icon. Scroll down to see the options. Click on the button saying Airplane Mode to turn it off.



# RESTRICTED AREAS IN NY-ÅLESUND

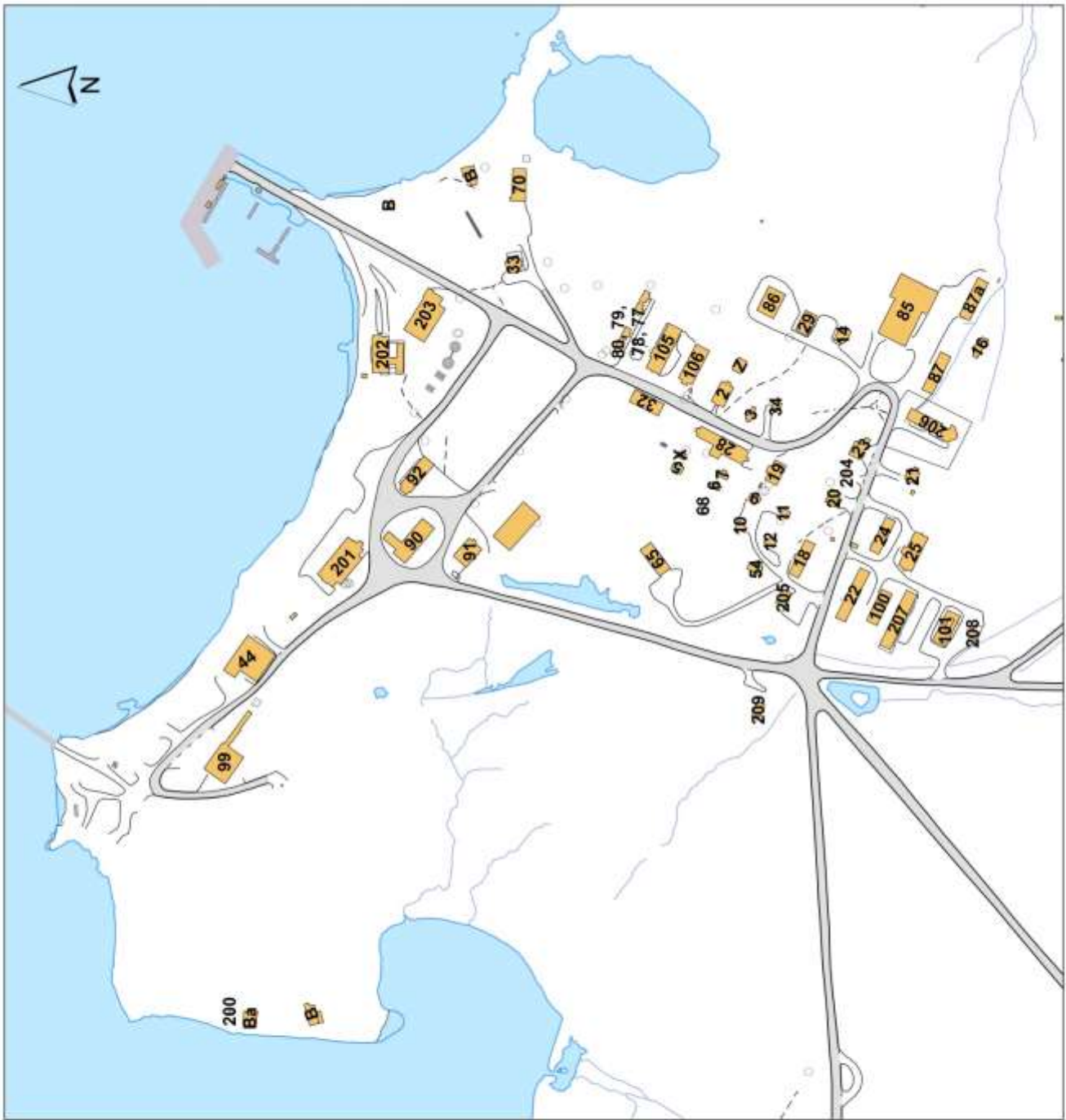


Only use roads and boardwalks in town.



Stay out of the scientific areas.

# TOWN MAP



- Buildings**
- Buildings of Ny-Alesund
  - 10, NPI Cabin
  - 100, Brakkerengen
  - 105, UK station-Harland house
  - 106, The Kongstjorden Shop
  - 11, Artist Cabin
  - 12, NMA Cabin
  - 14, Amundsen Vila
  - 16, Old Telegraph
  - 18, Trencherheimen
  - 19, North Pole Hotel
  - 20, Yellow House
  - 201, Powerstation
  - 202, Marine Laboratory
  - 203, Harbour storage
  - 204, Garage
  - 207, Evenslad
  - 208, Balloon house
  - 209, Dog yard
  - 21, White House
  - 22, Mexico
  - 24, Scooter Garage
  - 28, Samtunnhuset/Gym
  - 29, Amsterdam
  - 3, Green Harbour house
  - 32, Museum
  - 33, Mellageret
  - 34, Post Office
  - 44, Old Powerstation
  - 5, Cabin Green
  - 54, Saetra
  - 6, Cabin blue
  - 65, Saga
  - 69, Transformator
  - 7, Syseribu
  - 70, Jernlageret
  - 85, Service Building
  - 88, Vakkeli Laboratory
  - 87, DASAN/RABOT
  - 87a, CAA/ Yellow River Station
  - 9, NPI Directors Cabin
  - 90, Verkstadel
  - 91, Fjaset
  - 92, Soekkasjen
  - 99, Renservekt
  - B, Boatshed
  - X, Cabin Red
  - Z, Greenhouse