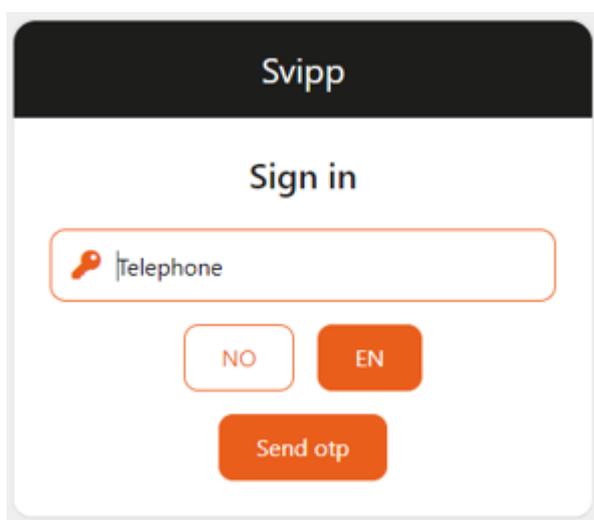


Book a trip with FRAM Svipp

Note that FRAM Svipp is only available in the mornings, evenings after 18.00 and at weekends. During the day the local bus will go to and from the airport in connection with the flights. You must have a Norwegian mobile phone number in order to use this service.

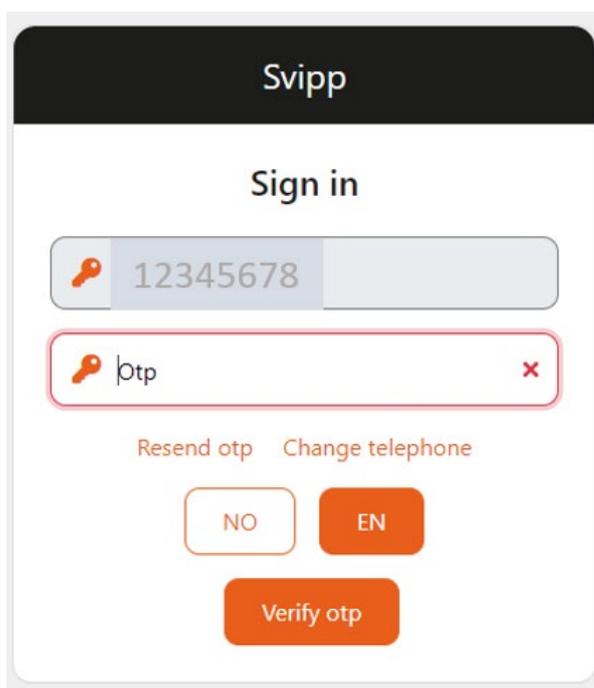
Logging in to the booking system

1. Go to frammr.no and choose Reservation transport in the menu line at the top of the page.
2. Click on the link to FRAM Svipp Ørsta/Volda in the text or click on the blue FRAM Svipp box.
3. Enter your mobile phone number and choose Send otp.



The screenshot shows a mobile application interface for 'Svipp'. At the top, there is a black header with the word 'Svipp' in white. Below the header, the text 'Sign in' is centered. There is a text input field with a telephone icon on the left and the placeholder text 'Telephone'. Below the input field are two buttons: 'NO' and 'EN'. At the bottom, there is a large orange button labeled 'Send otp'.

4. Enter the otp (PIN code) in the field for otp and choose Verify otp.



The screenshot shows the same mobile application interface as the previous one, but now the 'Telephone' field contains the number '12345678'. Below the telephone field is a new text input field with a telephone icon on the left, the placeholder text 'otp', and a red 'x' icon on the right. Below this field are two links: 'Resend otp' and 'Change telephone'. At the bottom, there are two buttons: 'NO' and 'EN', and a large orange button labeled 'Verify otp'.

When you want to go from your home to the airport

1. In the left From field, type the start of the street address where you want to be picked up. When you start typing a street name that is a valid pick-up address, you will see a list of possible addresses. Choose the right address.
2. Under TO, click the arrow in the right To box and choose one of the available alternatives.

Add order

FROM

From **Enter the start of the street name here** | From

TO

To | To **Choose arrow and then Ørsta-Volda lufthamn**

3. Choose how many persons you are booking for (1, 2 or 3).
4. Under ORDER TYPE choose «DELIVERY». Then choose the correct date and choose one of the available times. (This is the time for the flight departure minus 25 minutes, which corresponds to the required time you must be at the airport before the flight.)

Add order

FROM

Dalevegen 6, 6153 ØRSTA

TO

Ørsta-Volda lufthamn (busstopp)

HOW MANY TO TRAVEL? 1 2 3

ORDER TYPE? PICKUP DELIVERY

DATE

24.09.2021

TIME

20:40

Da kommer vi og henter deg mellom 20:16 and 20:31
Delivery 20:40

SPECIAL REQUEST

When you have chosen a time, information about the time frame for the pick-up from your home will be displayed. (Currently in Norwegian.)

5. Choose Submit to continue. (You should not write anything in the field SPECIAL REQUEST.)

When you are travelling from the airport

1. Log in as described above.
2. Under FROM, click the arrow in the right From box and choose one of the available alternatives.
3. In the left To field, type the start of the street address that you want to be driven to. When you start typing a street name that is a valid delivery address, you will see a list of possible addresses. Choose the right address.

Add order

FROM

From | From Choose arrow and then Ørsta-Volda lufthamn

TO

To Enter the start of the street name here | To

4. Choose how many persons you are booking for (1, 2 or 3).
5. Under ORDER TYPE, choose PICKUP. Then choose a date and one of the available times.

Add order

FROM

Ørsta-Volda lufthamn (busstopp), Ørsta

TO

Dalevegen 6, 6153 ØRSTA

HOW MANY TO TRAVEL? 1 2 3

ORDER TYPE? PICKUP DELIVERY

DATE TIME

SPECIAL REQUEST

When you have chosen a time, information about the time frame for the pick-up will be displayed. (Currently in Norwegian.)

6. Choose Submit to continue. (You should not write anything in the field SPECIAL REQUEST.)

FRAM Svipp is public transport provided by FRAM

FRAM Svipp is part of the public transport offering provided by FRAM. It is not the same as a regular taxi service. If there are multiple bookings for the same departure or arrival, all or several passengers will be driven in the same car. You must calculate more time for FRAM Svipp than for a regular taxi or a private car.

Confirmation and pickup notification

When the booking is registered you will receive a confirmation via SMS. You will receive another message when the vehicle is on its way to pick you up. It is important that you are ready when the vehicle arrives.

Booking deadlines

For departures and arrivals before 16.00 you must book no later than 19.00 the evening before. For departures and arrivals after 16.00 you must book no later than 16.00 the same day.

You cannot book earlier than 7 days before the trip.

Cancel or change your booking

Currently it is not possible for you to change or cancel a booking that has been entered. If you need to cancel or change your booking, contact FRAM customer centre by telephone 71 28 01 00. They can cancel your booking. If you just needed to change your booking, you can then enter a new, correct booking when the first one has been cancelled.

Det er per no ikkje mogleg at du som kunde sjølv kan kansellere eller endre ei bestilling som er lagt inn. Har du behov for å kansellere eller endre bestillinga di, ta kontakt med FRAM Kundesenter på telefon 71 28 01 00. Dei kan kansellere bestillinga di. (Så legg du sjølv inn ei ny bestilling viss du berre ønska å endre bestillinga.)

If you have a problem

If you have questions about FRAM Svipp you may contact FRAM customer centre by telephone 71280100 (opening hours weekdays 08.00-21.00, Saturday 09.00-18.00 and Sunday 10.00-21.00).

If a problem occurs close to the pickup time and you need to contact the taxi, call the taxi central in Ørsta (70 06 70 00) or Volda (70 07 89 00).