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Global Support Organisation

# Location Guide

## Scandinavia



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As you would expect, there are too many variables involved to cover every possible situation; nor can we consider some peoples' propensity to leave things to the last minute! This guide is therefore not exhaustive. It is also somewhat generic. That said, though some of the regulations may vary, it does mean that this guide remains pertinent to those arriving from elsewhere in Europe or further afield. As such, users must adapt it to their own circumstances. All references, advice and timeframes given relate to formal guidance from the agencies and institutions concerned. Please be aware that these are subject to change at very short notice.

The best advice is to be proactive and plan. Norway is not in the EU and some civil servants have a secret penchant for bureaucracy; the earlier we can begin your paperwork the easier life will be when you arrive in Norway. While it is not possible to formally initiate the 'Arrivals Process' without a JPA Assignment Order or make further progress without your new address, it is possible to begin background preparations and complete those processes that do not require an Assignment Order or new address. These will be covered in full under the relevant sub-headings.

On behalf of the EJSU NSE team, we wish you a pleasurable move to Norway and a fun filled, exciting tour in this fascinating and beautiful country.



Congratulations on your posting to Stavanger.

Located in the middle of fjord country on Norway's South-West coast, you will be surrounded by breath-taking scenery and moderate temperatures. Stavanger is not only home to NATO JWC but also a hub for the oil & gas industry which makes it not only a cosmopolitan place to live but also a small-town feel considering it is a city in Norway. You are encouraged to get involved in the local community as well as seeing as much of the country as you can. The experience will be what you make it.

Your sponsor will be able to guide you through the process and answer any questions you may have. The aim of this guide is to make your forthcoming move as simple and as pain free as possible, whether you are moving from London or Lisbon. For some, the process of moving house will be routine while for others it may be an unknown or daunting experience.

Even for the most experienced, moving house doesn't always get easier, especially as regulations vary between locations and personal circumstances continually change. What applied or was acceptable 1 years ago may now be invalid or defunct.

This guide is designed to provide an informed and logical process within which UKNSE Stavanger can offer advice and guidance on the preparations you need to make for your departure from your current posting and your arrival at your new home.

We hope this provides a viable and practical framework within which one should be able to achieve a (relatively) stress-free move. It will set out and clarify as far as possible the rules, regulations and procedures you must comply with, both when leaving the UK or other overseas assignment and entering Norway, directing you to the relevant website or point of contact as appropriate. It will also highlight recurring problems.



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## Norway Facts



### Population

**5,621,613**

Most population are located in the southern part of the country.

### Capital

Oslo; 1,546,706

### Area

323,758 sq kilometres  
(125,004 sq miles)

### Language

Norwegian (majority English speaking)

### Religion

Evangelical Lutheran

### Currency

Norwegian Krone (NOK)



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## Stavanger Facts

Stavanger, Norway's fourth largest city, is situated in the south-western corner of the country and has approx. 121,610 inhabitants.

The Gulf Stream carries warm seawater along the coast which gives the west coast a maritime climate with relatively cool summers and mild winters. Temperatures throughout the year are between  $-4^{\circ}\text{C}$  and  $24^{\circ}\text{C}$ . Winter days are short 0930-1530 hours in contrast to the long summer days 0300-2300 hours.

Old Stavanger (Gamle Stavanger) is a historic area of the city situated on the western side of Vågen, the inner harbour area of Stavanger. This area has a selection of preserved small white wooden houses dating from the 18<sup>th</sup> & 19<sup>th</sup> century.

Stavanger Domkirke (St. Svithun's cathedral) was built between 1100 and 1125 by the English bishop Reinald in Anglo-Norman style. St. Svithun (English bishop of Winchester) was buried in the grounds of the cathedral in July 862 so that the "sweet rain of heaven" could fall on his grave. His body was moved to a shrine inside the cathedral on 15th July 971, the ceremony was delayed by 40 days of torrential rain, a sign of St. Svithun's displeasure at the move. As the saying goes 'Should it rain on St Swithun's day, 15th July, we shall have 40 days of rain, likewise if it is fine on that day, expect dry weather for the following 40 days'.

Sverd i fjell (The 3 Swords) is a monument celebrating the battle of Hafrsfjord in the year 872, when Harald Hårfagre (Fairheaded Harald) united Norway into one kingdom. The swords, which are about 10 metres tall, stand for peace, freedom and unification.

Preikestolen (Pulpit rock) is one of Rogoland County's most visited attractions, a natural rock formation with a 25 square metre plateau, which stands 604 metres above the sea. The 6km hike to Preikestolen takes around 4 hours and walkers are rewarded with spectacular views of the Lysefjord.

Norwegians are enthusiastic outdoor types whatever the weather, their philosophy is: 'There's no such thing as bad weather, just bad clothing'. Along the coast there are a number of large, sandy beaches, attracting surfers from all over the area. Inland are numerous mountains and resorts enabling snow lovers to take advantage of the alpine & cross-country ski routes during the winter months with plenty of walking available in the summer.

Hytter (Cabins) Hytter are small wooden cabins out in the countryside, more than a quarter of all Norwegians own at least one of these rustic getaway homes and use them as a base to hike/fish/ski from at weekends and holidays.



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## The United Kingdom National Support Element (UKNSE)

As the UKNSE, one of our main responsibilities is to help you settle into life at JWC. To achieve this, remembering that family circumstances and individual requirements are constantly changing, this 'Welcome to Norway' page has been produced to offer instantly accessible advice and guidance on the difficult task of planning your move.

This guide will not contain all the answers to all your questions about your posting to Norway. Therefore, must be supplemented, where necessary, by personal contact with the person you will be replacing, with your sponsor and of course, the UKNSE team. Please start your preparations early.

The UKNSE team is small but very experienced in the problems you are facing or are about to face. Moving to an overseas location, especially in the case of a non-EU country such as Norway, is never easy but it is worthwhile.



## The Joint Warfare Centre (JWC)

The Joint Warfare Centre is located at Jåttå. During World War II (1943), German forces built a bunker which is part of JWC today. In 1950, the Norwegian Air Force moved in, followed by the Navy (Coast Guard) in 1957. More recently, Defence Command South Norway relocated from Oslo to Jåttå, to become fully operational in 1987.

On 3 March 2000, following numerous efforts to reshape NATO's command structure, the Command was renamed Joint Command North (JCN) to reflect its new role as a third level headquarters, subordinate to Allied Forces North Europe (AFNORTH) in Brunssum, the Netherlands.

On 12 June 2003, Alliance Defence Ministers approved a historic reform of NATO's command structure, to include the establishment of a new command, Allied Command Transformation (ACT) headquartered in Norfolk, Virginia, US. ACT commands the Joint Warfare Centre (JWC) in Stavanger.

## JWC Role Today

As directed by Headquarters Supreme Allied Command Transformation (SACT), the JWC is to promote and conduct NATO's joint and combined experimentation, analysis, and doctrine development to maximize transformational synergy and to improve NATO's capabilities and interoperability.

It assists Allied Command Transformation's developmental work on new technologies, modeling and simulation.

Through its subordinate Joint Allied Lesson Learned Centre (JALLC), the JWC is to perform joint analysis, collect lessons learned and feed them back into the transformation network.

The JWC conducts training on, as well as development of, the new concepts and doctrine for joint and combined staffs. Through its subordinate Joint Force Training Centre (JFTC), the JWC is to assist Allied Command Transformation and Allied Command Operations (ACO) in promoting doctrine by training of NATO forces.

It also assists ACO in evaluating joint force training and has formal links to NATO agencies/bodies and national/multinational training centres/facilities.



## Your Sponsor

You will be allocated a Sponsor via the NSE, this will not be the family which you are relieving. This is to help maintain continuity of support after you have taken over.

The NSE try to match you with a family of similar circumstances to you, they will help to guide you and your family providing support and advice with all aspects of your move before arriving in Norway. They will also be on hand to help welcome you once you arrive in country helping your family settle into your new surroundings, supporting with local admin after you arrive.

Once your sponsor has been allocated, please discuss with them the level of support which you require. There is a Sponsor Checklist which details what you can expect from your Sponsor.

## Spouse Employment Opportunities

Norway should be an interesting and enjoyable tour for everyone, however, for spouses there are very limited opportunities for employment. Those families who have been used to a second income should factor the possible reduction in earnings into any financial commitments. The initial setting-up costs, particularly if you arrive in autumn or winter, can be high on items such as winter tyres, cold weather clothing, as well as the usual cost of telephone, insurance and so on.

## Housing

The standard of accommodation is very high. Our community is split over two DIO Housing Estates.

Hundvag which is an island which is approximately 9 miles from NATO JWC.

Forus is walking distance from NATO JWC and close to the British School of Stavanger (BISS).

More information can be found under the Accommodation Guide.



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## Transportation

### International Travel

**By Plane.** Stavanger Airport, Sola (SVG), is located 15 kilometers from the city centre. You can rent a car; take a bus or a taxi to and from the airport. SAS, Lufthansa, KLM, Widerøe & Norwegian.com (a budget airline) operate from here. There is also Haugesund Airport (HAU) located approx. 2 hours drive north of Stavanger, a regular bus service operates from Stavanger bus station. Ryanair operate from this airport, a cheaper alternative to the airlines flying out of Stavanger.

**Flybussen** Airport express coaches (click on link)

**By Ferry.** If you wish to take your car to Norway, there are various routes you can take:

Ferry/Tunnel to Calais, drive through Germany and Denmark than take a ferry from Hirtshals to Kristiansand or direct to Stavanger. This journey can take approx. 1½ days (Pets allowed).

Ferry from Harwich to Hook of Holland (approximately 6 hrs) then a day's drive to Hirtshals (Pets allowed).

### Domestic Travel

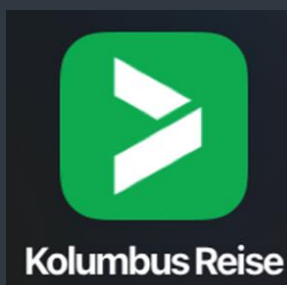
**By Train.** The Norwegian State railway (NSB) run along the southern coast of Norway to Oslo. There are no trains northward. The railway station is located in the centre of town next to the bus station by the lake. Gausel train station is a 5 minute walk from the Gausel houses.

**By Bus.** The public bus service is consistent and reliable:

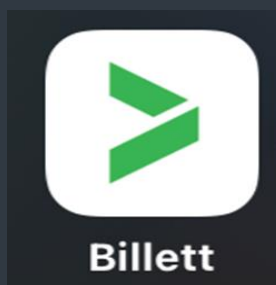
- **Kolumbus**, the local bus service. Timetable info at [www.kolumbus.no](http://www.kolumbus.no)

All tickets must be scanned to validate them, failure to do this could result in fines being issued.

- The following Apps are useful to navigate routes and purchase tickets.



Timetable



Tickets



Live tracker –travel app



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## Cycling

There are some fantastic cycle paths and routes in and around the city and wider surrounding areas. Cycling is a great way to get out and about and familiarise yourself with the local area. It is very safe and inexpensive way to get around. It is a legal requirement to have front and rear light fixed onto your bike and a bell. It is not a legal requirement to wear a helmet, but it is strongly recommended that you do. Unfortunately, Stavanger in more recent years has had a problem with bike theft. It is imperative to have a robust bike lock. If you do need to park your bike in and around the City Centre, try and park it within a busy area where it will be seen at all times this may prevent it from being targeted.

If you have an electric bike, it is advisable to disconnect and take the battery with you, once parked.

[Green cycle routes in and around Stavanger](#)



## UK COMMUNITY - INFORMATION SHEET

### 1. UK Community

- a. The UK community (UKC) refers to all service personnel and their families assigned to the Joint Warfare Centre in Stavanger

### 2. UK Community Fund

- a. **Purpose.** The UKC Fund is run wholly for the collective good and benefit of the UK Community working in JWC and their dependents. The UKC Fund committee manages voluntary community contributions and public grants to provide collective facilities and entertainment to its members.
- b. **Membership.** Any serving Service member (including Full-Time Reserve Personnel) and their families are automatically eligible to join the fund. Payment of subscription fees will allow personnel to participate in UKC events and use UKC assets, including the Community House. Should any person not wish to be a member of the UKC Fund, they can inform the Fund Manager by email and thereby formally withdraw their right to use UKC assets or attend UKC events.
- c. **Subscriptions.** The rate of subscriptions are agreed in January each year and payable on arrival at the JWC. The total amount will be adjusted to reflect your arrival date.
- d. **Events.** Events are planned and run throughout the year in order to benefit the UK community.
- e. **Committee.** The UKC Fund is managed by committee under the stewardship of the following roles appointed by the serving UK Senior National Representative (SNR). The committee from 01Apr23 is below



| Community Fund                            | Name                  |
|-------------------------------------------|-----------------------|
| Managing Trustee                          | Col Kevin Rafferty    |
| Fund Manager                              | Lt Cdr Guy Grantham   |
| Treasurer                                 | CPO Del Shannon       |
| Secretary                                 | Sqn Ldr Becks Fewings |
| Asset Officers                            |                       |
| Community House Supervising Officer       | Lt Cdr James Westlake |
| Hundvag Kit Store Manager                 | Cdr Gavin Heirs       |
| Gausel Kit Store Manager                  | CPO Gary Betts        |
| Cross Country Ski Store Equipment Manager | Lt Cdr Adam Leveridge |
| Snekke Officer                            | Lt Cdr Kris Storey    |
| Oslo Officer Fund Officer                 | Lt Cdr Guy Grantham   |
| Treasurer Oslo Officer Fund Officer       | CPO Rob Dewars        |

3. **IKM.** The UKCF maintains an information site on the JWC NU SharePoint portal. All UKCF related documents can be accessed through the document library. [Home - United Kingdom \(nato.int\)](#)
4. **Community House.** The Hundvåg Community House (HCH) is a welfare facility aimed specifically for all UK military personnel of JWC and their immediate families. It is managed by the Community House Officer who is responsible for the smooth running and propriety within the HCH. It is not a facility for other serving members or civilian personnel within or outside the Hundvåg service accommodation unless specifically authorised by the UK SNR.
5. **Assets.** The UKC Asset Officers manage and maintain a number of assets. These assets are available for use by UKCF members and their guests. Separate Safety Management Plans govern the use of each of the assets below.
  - a) **Kit store.** Both the communities have a Kit Store (garage) containing a mixture of light watercraft, mountain bikes and other items that can be booked and used by members. The operation of the equipment is overseen by the Kit Store Manager in each location and governed by the Kit Store Safety Management Plan.
    1. **Light watercraft.** Sit on top kayaks, sea kayaks and paddleboards are available at each store. Personal flotation devices are to be worn at all times when using them.





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## P Number

Once you arrive in Norway you will need to apply for a personal identification number known as a P number. Every person in Norway who plans on staying for over six months must apply for a P number.

This number is issued by the Norwegian Tax Administration office and is essential for accessing services such as opening a bank account, registering your car as well as accessing a Doctors Surgery. Once you have received a P number you will also be assigned a Doctors Surgery, however there are private doctors that can be utilised whilst you wait for your P number.

To apply for a P number you will need to complete the Move to Norway form which can be found here [Move to Norway - The Norwegian Tax Administration](#). When completing the form, you will need to upload two documents. One is a documentation of housing which will be produced by the NSE and given to you at your joining call. The second is a documentation of legal residence which will be produced by Host Nations Support (HNS).

Once you have completed the form you will be able to book an appointment at the local Service Centre for Foreign Workers (SUA) office. [Lagårdsveien 46, 4010 Stavanger](#).

All members of the family will be required to be at the appointment as you must provide the following documents:

- Passports for all members of the family
- [Proof Of Marriage form](#) (if applicable) As long as all are present at the appointment you do not have to bring the marriage certificate to your ID check appointment
- [Parental Responsibility Agreement form](#) (if applicable) As long as all are present at the appointment you do not have to bring the birth certificate to your ID check appointment.

Once completed the P numbers will be sent to your registered home address, they can take up to 12 weeks but we have found they are usually processed quicker than this.



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## IMPORTATION OF VEHICLES AND PARCEL GOODS

Non-Norwegian members of the NATO Joint Warfare Centre (JWC) with entitlements have access to import vehicles and parcels duty-free under the NATO Directive #16-12 'Duty Free Vehicles' and Directive #16-13 'Individual Duty-Free Privileges'.

### Importation of Duty-Free Vehicles –

Only the Service person may import their privately-owned vehicle to Norway using the NATO form III. The NSE will cover the documentation required to register your vehicle. **IMPORTANT NOTICE ON EXPORT:** It is very important that the Norwegian plates are handed back to the Norwegian road authorities. Failure to do so may cause the vehicle to remain registered as a uninsured vehicle and incur 150NOK per day fines. If the destination country keeps the plates make sure they issue an official statement so that you can de-register correctly in Norway. The COI document must be handed to the HNS office.

It is worth noting that Stavanger Customs Office has limited opening hours. Opening hours are:

Monday, Wednesday and Friday 0800-1200 and the address is:  
Risavika port  
Tananger (foreign terminal), first floor  
Kontinentalvegen 31,  
4056, Tananger

### Personal Import by civilian parcel post –

If mail is sent through the Norwegian civilian post to your postal address the Norwegian Post Office will notify you, or Community Support Section, of the arrival of the parcel. If the item is valued at less than 1,500NOK or annotated as a 'gift' it may be imported free of duty and tax (shipping excluded, item value only). To do this, you must obtain and complete customs clearance using NATO Form I.

The form is to be completed where applicable and signed by the individual; counter-signed by HNS and NSE and then processed through the HNS customs office in Community Support Section. You then take the form direct to Stavanger Customs – HNS will advise on this. Once customs clearance has been approved the parcel may be collected/delivered.

The original NATO Form I with all stamps and signatures is to be returned to HNS once the process is completed and the parcel collected.



- **IMPORTATION OF TAX-FREE GOODS INTO NORWAY VIA BFPO**
- There has been an audit and review into the NATO Forms used by JWC for the importation of Tax-Free Goods into Norway. This includes the process, accuracy of completion and compliance with the Supplementary Agreement (SA) to ensure that JWC is applying the correct application of the rules and regulations on relief from tax and duties. The fallout of the review is that the UK NSE must adopt the following procedures to ensure that appropriate tax has been paid on mail received.
- The 2 examples below show when taxes on mail must be paid:
- **Receipt of Parcel from UK NSE** – In accordance with the SA, personnel may receive parcels free of duty free and taxes if the contents are valued at less than 1500NOK through the postal system at the NSE. If your mail is over 1500NOK and is not a gift you are to produce an invoice/receipt from Stavanger Tolls Customs to show that taxes have been paid before the parcel will be given out.
- **Receipt of Parcel through Norwegian Postal System** – If you receive a parcel valued under 1500NOK through the Norwegian postal system and it is stopped by customs you are required to complete the NATO I Form (see the NSE) then hand into customs to release your parcel (in order to get it released tax free). If your parcel is over 1500NOK you will be required to pay tax on it unless you can prove that it is a gift.
- **INDIVIDUAL MVA RECLAIM**
- **Purchases on local market.** Entitled personnel may only seek reimbursement of taxes paid on the purchase of non-consumable goods for personal use that are not reasonably to be considered as fixed property items. No tax relief or reimbursement is available on services, such as telecommunications, utilities, travel agents, service or labour charges or event tickets.
- **Import by parcel post.** Reference allows for entitled personnel to receive items through parcel post free of duties and taxes provided that they are for personal use and the value of the contents do not exceed 1500NOK. Entitled personnel may also receive gifts through parcel post free of duties and taxes provided that they are for personal use.
- Please see the HNS support for PAC claim forms and how to submit a claim. Original receipts must be provided so it is advisable that you take photocopies and receipts must be no older than six months.



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- **NORWEGIAN LAWS**

- Physical discipline is a crime, please consider this when reprimanding children.
- Carrying weapons is illegal.
- There is a ban on open fires – certain periods of the year.
- Although no laws against noise there is an expectation to be courteous to your neighbours. Between the hours of 2300-0700 noise should be kept to a minimum and you shouldn't mow your lawn on a Sunday morning.
- Oral agreements are binding so please be careful what you agree to.
- You should carry your Driver's License with you whilst driving.
- The Norwegian government expects households to be self-sufficient in an emergency for up to 3 days. Please see guidance at link:
- [dsb\\_beredskap\\_brosjyre\\_originalutvikling\\_engelsk\\_utenlogo\\_print\\_fogra39\\_nbb.pdf](#)

- **WORK PERMITS**

- Advice from HNS regarding permit application, if you are self-employed and applying for a business license. All enquiries can be directed to them.
- The first part of the process is to apply for a residence permit as a family member of NATO under a diplomat status. There will be a checklist of supporting documents you require. Please see HNS for a step-by-step guide of setting up an account to submit the application. Once you have received the work-permit from the police you can go to the tax office located two buildings from the police station and apply for the tax-card. Take all supporting documentation with you and it is recommended to make an appointment online.
- You can earn 55000NOK on the economy without having to pay any taxes but you will still need a tax card for this to be done correctly. Tax deducted depends on the amount earned up to 36%. The application price for the work permit is currently 1500NOK and lasts for two years.



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- **TRADING FROM HOME**

- Occupants of all DIO accommodation are reminded that their License to Occupy does not allow for running a business from home (including mobile businesses) without prior DIO approval. EJSU further require that approval to set up a business from home is specifically sought and received from EJSU command, before DIO consider any application.
- You must apply for a Business Licence and become a registered business with the local Kommune. HNS can offer step-by-step guidelines for this but you must first, gain approval from DIO / CO EJSU.
- Please contact DIO for more information on 0032 (0)65 44 46 20.

- **PHONE/INTERNET**

- There is currently no requirement to wait for your Norwegian bank account to be set up prior to arranging Internet/Mobile Phone contracts.
- In the past 'Get' now known as 'Telia' has been recommended to provide Norwegian television and telephone packages. Telephone only packages are available however discounts may be available the more services you sign up for.
- <https://www.telia.no/>

- **TV/SATELLITE**

- As above regarding television. BFBS is available to you here in Norway. You will need to log into your Defence Gateway which will give you instructions to be able to watch this on you smart devices which includes Amazon Fire Stick. This will give you access to a number of British channels including Sky Sports and Movies.
- <http://getbfbs.com/bfbs-player>

- **LEGAL HELP**

- **For UK matters:** The Law Society (of the respective jurisdictions: England and Wales, Scotland or Northern Ireland) maintains a list of solicitors by location and subject area. The lists can be accessed via the respective Law Society website.
  - England and Wales <http://solicitors.lawsociety.org.uk/>
  - Scotland <https://www.lawscot.org.uk/find-a-solicitor/>
  - Northern Ireland <https://www.lawsoc-ni.org/solicitors>
- Military applicants wishing to instruct a Northern Ireland based solicitor should also contact their J2 Security Cell for a list of approved Northern Ireland law firms.
- When you return to the UK, you will need to instruct a civilian solicitor.
- **For overseas matters:** Guidance on overseas lawyers can be obtained from the Foreign and Commonwealth Office's (FCDO) published List of Lawyers Abroad.
  - [www.gov.uk/government/collections/list-of-lawyers](http://www.gov.uk/government/collections/list-of-lawyers)
- Where a territory is not specified in the FCDO's list, Army personnel should contact the in-country Army HQ for guidance on local lawyers.



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- **UNIT & STATION INFORMATION**

- **ID Cards**

- All military personnel, entitled civilians and dependants must carry an ID card. Your ID must be shown in the shops on base and should be carried at all times. Cards expire at the end of your tour date and a new card must be applied for should there be changes to this date.
- Children under the age of 12 do not require an ID card and can gain access with a parent.

- **WELFARE & SUPPORT SERVICES**

- European Welfare Officer                      0032 (0)6544 8082 / 5234 / 6733
- Mobile                                              0032 (0) 478 97 02 80
- Padre                                              0032 (0)65 44 53 46
- Mobile                                              0032 (0) 470 66 45 82
- Army Welfare Service (AWS)                      0044 1904 882053
- AWS provides a confidential non-discriminatory support service to assist with the challenges that arise in personal and service lives.

- **TEMPORARY DUTY (TDY)**

- GSO personnel are medically covered by HEALIX for their permanent/assigned Host Nation (HN) location; however, HEALIX does not cover GSO Personnel when travelling on TDY to other HN location. Therefore, GSO Personnel are to ensure they have an in date [EHIC/GHIC](#) card which will cover dental or medical expenses before travelling outside their HN. The only exception to this rule, GSO personnel travelling to Norway or Turkey will be covered by International S.O.S (ISOS) medical cover for the duration of their visit.
- GSO personnel are to have in their possession an in date [EHIC/GHIC](#) and personal travel insurance when traveling on TDY. MOD is not liable for the cost of insuring baggage and personal effects and such arrangements remain a personal responsibility.



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## NASE STAFF CONTACT INFORMATION

### Head of NSE

CPOWtr Matt Rudge

5134 2060

Mobile - +47 92655232

Email – [GSO-EJSU-Scandinavia-Head-NSE@mod.gov.uk](mailto:GSO-EJSU-Scandinavia-Head-NSE@mod.gov.uk)

### HR Admin

LWtr Sam Tucker

5134 2065

Email – [GSO-EJSU-Scandinavia-JNCONSE@mod.gov.uk](mailto:GSO-EJSU-Scandinavia-JNCONSE@mod.gov.uk)

### Community Liaison Officer /BFPO Postal Clerk

Claire Monk

5134 2067

Mobile – +47 92603615

Email – [Claire.Monk104@mod.gov.uk](mailto:Claire.Monk104@mod.gov.uk)

### Admin Clerk

Claire Dewars

5134 2066

Email – [claire.dewars101@mod.gov.uk](mailto:claire.dewars101@mod.gov.uk)

### DIO Local – Estate Manager

Dave Maple

5134 – 2068

Mobile - +47 46630220

Email – [Dave.Maple100@mod.gov.uk](mailto:Dave.Maple100@mod.gov.uk)



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| Deadline Prior to move date             | Action                                                                                                                                                                          | POC                                                                                                         | Date |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|------|
| <b>As Soon As Possible Following AO</b> | Book Agility Logistics Removals<br>Please complete form online, print and hand it to HoL who will sign it and submit it                                                         | <a href="https://grms.agilitylogistics.com">https://grms.agilitylogistics.com</a><br>UKNSE Hd NSE 5134 2060 |      |
| <b>14 days</b>                          | Inform DIO of Assignment                                                                                                                                                        | <a href="mailto:DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk">DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk</a>          |      |
| <b>When Removal Dates are Confirmed</b> | Book SFA March Out (and pre march out if required)                                                                                                                              | Mr Dave Maple<br>5134 2068 (Mob 46630220)                                                                   |      |
| <b>8 weeks</b>                          | Submit Advance of Pay (if required)                                                                                                                                             | UKNSE LWTR 5134 2065                                                                                        |      |
| <b>8 weeks</b>                          | Inform Host Nations Support of your Departure                                                                                                                                   | OJ Haheim<br><OleJohan.Haheim@jwc.nato.int>                                                                 |      |
| <b>6 Weeks</b>                          | Arrange OPVP and/or Submit PAP and/or flight/hotel application (see note 1)                                                                                                     | UKNSE LWTR 5134 2065                                                                                        |      |
| <b>6 Weeks</b>                          | Contact NSE to start vehicle export process                                                                                                                                     | UKNSE LWTR 5134 2065                                                                                        |      |
| <b>4-5 Weeks</b>                        | Submit Disturbance Expense Application                                                                                                                                          | UKNSE LWTR 5134 2065                                                                                        |      |
| <b>4 weeks</b>                          | Ensure all outstanding school bills and fees have been settled                                                                                                                  | UKNSE Hd NSE 5134 2060                                                                                      |      |
| <b>4 weeks</b>                          | Collect and complete NATO Leaving Routine                                                                                                                                       | HR Management Branch<br>Staff Assistant 5287 9214                                                           |      |
| <b>4 weeks</b>                          | Request Medical and Dental Records                                                                                                                                              | Host Nation Doctor and Dentist                                                                              |      |
| <b>4 weeks</b>                          | Community Fund - apply for refund                                                                                                                                               | CPO Del Shannon                                                                                             |      |
| <b>4 weeks</b>                          | Annual Reports (AR's) – Ensure you have completed/handed over any AR's you are responsible for. Also ensure your own AR has been completed or a plan is in place for completion | UKNSE Hd NSE<br>5134 2060                                                                                   |      |
| <b>2 Weeks</b>                          | Contact SNR to arrange Leaving Call                                                                                                                                             | SNR 5287 9400                                                                                               |      |
| <b>1 Week</b>                           | Confirm forwarding serving address, return mailbox key                                                                                                                          | UKNSE CLO 5134 2067                                                                                         |      |
| <b>1 Week</b>                           | Return SOFA Cards and collect NATO Travel Order                                                                                                                                 | UKNSE ADMIN 5134 2066                                                                                       |      |
| <b>1 Week</b>                           | Return any outstanding items to the JWC library                                                                                                                                 | JWC Library                                                                                                 |      |
| <b>1 Week</b>                           | Submit completed NATO Leaving Routine                                                                                                                                           | HR Management Branch<br>Staff Assistant 5287 9214                                                           |      |
| <b>Last Day In Unit</b>                 | Hand in all ID card and car passes                                                                                                                                              | HR Management Branch<br>Staff Assistant<br>5287 9214                                                        |      |

- This Leaving Routine has been produced to assist Service personnel and their families in the planning and execution of leaving Stavanger, Norway. Once completed the front page should be submitted to the NSE.
- **Things to think about:**
- OPVP – PAP (see note 1)
- Toll Brick (see note 2)
- Import car into the UK (see note 3)
- National Insurance Contributions (see note 4)
- SFA/SLA at new unit (Pinnacle Service Families)
- Mobile Phone/Internet contracts (minimum notice period?)
- Divert mail at local Norwegian Post Office (Posten Norge)
- Relocation Leave (see note 5)
- Import tax (see note 6)
- UK Car Tax/MOT/Insurance
- Pets (see note 7)
- Swimming Pass – Return to PTI
- School/Nursery (see note 8)
- Bank Account/Split Of Net Pay (see note 9)
- Home Insurance
- Medical/Dental Records (see note 10)
- Application for Transfer of Residence Relief (Moving all items back to the UK see note 11)
- HNS – Departure Process P number ( see note 12)

It is recommended that spouses visit the local police station to obtain a Certificate of Good Conduct, it's a background check based on your time in Norway and is the only document to provide proof of address for the spouse. This will be beneficial when applying for jobs/volunteer checks when returning to the UK.



## 1. Arrange OPVP and/or Privately Arranged Passage (PAP)/Flights/Hotels

- To arrange your travel to your next assignment, which may include flights, OPVP and PAP, you must follow the 'Travelling on Assignment and JPA Guide', which can be found under JPA Guides.

## 2. Toll Brick

- You will need to contact your current provider and explain you are leaving Norway. Once you provide the date of your last day in the country, they will deactivate the Toll Brick and should advise you to destroy/recycle it.

## 3. Import Car into the UK

- Not all the following information will necessarily apply to your circumstances when you are taking a vehicle back to the UK, so please read the following information carefully, determine what applies to you.
- The Germany Enabling Office (GEO), Customs & Immigration Team (C&I) and Vehicle Licensing Office (VLO) interface with HMRC and DVLA enabling all personnel to re-register their vehicles with DVLA before departing the Host Nation and enter the UK without customs or registration issues. This also enables personnel to de-register with the HN before leaving Norway. You will then be able to return your Norwegian number plates to Statens Vegvesen who will issue a deregistration certificate, enabling you to cancel your Norwegian car insurance and take out new UK car insurance prior to leaving Norway.
- The Original UK VRN (if previously registered in UK) can then be displayed back on the vehicle as of the new DVLA registration date.
- The applicant will be required to pay UK Road Tax, from date of registration, by bank transfer to the HQ EJSU account in Europe.
- **Returning a Tax-Free Vehicle to the UK**
- You should note that personnel can only return tax free vehicles to UK at the end of tour, with a guarantee that no tax, is payable by using the Transfer of Residence (TOR) process. Tax free vehicles returned to the UK mid-tour are liable to tax at the discretion of HMRC and depending on circumstances. Please see relevant instructions on [Personal Imports](#) (not end of tour and only available on MODNet) and [C384](#) (available from any internet computer).
- The full process to follow on Transfer of Residence (TOR) is [HERE](#)
- **Returning a non Tax Free Vehicle to the UK**
- Any UK registered vehicle exported to Europe can be reimported to the UK under Return of Goods Relief (RGR) by applying for a [NOVA](#) from the GEO C&I (a Transfer of Residence and Unique Reference Number as mentioned above is not required for this process). Under this agreement HMRC will not apply tax or restrictions but certain time limits may apply. [See HERE](#).



- **Additional Information - GEO C&I Import to UK Process**
- During the C&I process you will be required to provide the following with the NOVA application form.
- Copies of HN registration
- UK Logbook (if held)
- HMRC TOR letter (which you will receive once TOR is applied for)
- Details of whether the vehicle was tax paid or tax free on purchase
- Copy of Assignment Order
- If no UK Logbook is held then C&I also need the vehicle/s previous UK registration number, colour of vehicle and cubic capacity (CC)
- The DVLA registration date requested must be:
  - A date within the validity of the NOVA supplied by C&I
  - A date before travel to UK
  - The date UK Insurance will commence
  - Not a weekend or Public Holiday
- ***Any questions on importing, registering, and deregistering vehicles in your host country should first be directed to your NSE POC.***
- C&I: [GSO-GEO-CI-GPMailbox@mod.gov.uk](mailto:GSO-GEO-CI-GPMailbox@mod.gov.uk).
- VLO: [GSO-GEO-VLO-GrpMailbox@mod.gov.uk](mailto:GSO-GEO-VLO-GrpMailbox@mod.gov.uk)
- **4. National Insurance Contributions**
- Spouses who have accompanied their partner abroad may be entitled to claim National Insurance Contributions for the duration of the assignment. Applications should be made on the [HMRC website](#) and submitted to the Hd NSE for action ([2016DIN01-176](#)).
- **5. Relocation Leave**
- Ensure any Relocation Leave is submitted on JPA.
- **6. Import Tax**
- If returning to the UK, Import Tax may be payable on any exported goods that you have received tax free from the UK (Amazon for example) within the previous 6 months (similar to an exported car), it's the individual's responsibility to declare this to HMRC.





# Scandinavia - Education

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Strategic  
Command

- **SCHOOLS IN THE AREA**

- **BISS Preschool** (for children aged 18 months – 6 years)
  - Gauselbakken 105
  - 4032 Stavanger
  - +47 41517439 or +47 41517456
  - Email: [office.preschool@biss.no](mailto:office.preschool@biss.no)
  - Applications made through the website.
- **BISS Gausel** (for children aged 6-16. Offering the international Baccalaureate (IB) Primary and middle years programme. The school is situated very close to our housing in Gausel and near to the JWC Base.
  - Gauselbakken 107
  - 4032 Stavanger
  - +47 51950250
  - Emails [office.gausel@biss.no](mailto:office.gausel@biss.no)
  - Applications to be made through their website.
- **BISS Sentrum** (for children aged 6-16 years) offering IB Primary and Middle years programme.
  - Misjonsmarka 1
  - 4024 Stavanger
  - +4751505100
  - Email [office.sentrum@biss.no](mailto:office.sentrum@biss.no)
  - Applications made through their website.
- **International School of Stavanger (ISS)** (for students 3-18) offering IB Diploma Programme. ISS provide school buses from all areas across the region including both UK patches. Please note ISS buses are provided for by the school. Pre-schoolers are not permitted to travel on the buses.
  - Treskeveien 3, 4043 Hafrsfjord
  - Stavanger
  - +47 51554300
  - [information@isstavanger.no](mailto:information@isstavanger.no)
  - All applications are made through their website
- **Sandnes International School**
  - Sandnes International School (SdIS) is available for students between 6 to 16 years old. Offering the international Baccalaureate (IB) Primary and middle years programme. SdIS also offer a bus service for students that meet the criteria. [School Transport – Sandnes International School](#),
  - Prinsens Vei 8
  - 4315 Sandnes
  - Norway
  - +47 51201575
  - Email [office@sdis.no](mailto:office@sdis.no)



- **SCHOOLING**

- If you have received a posting/Assignment Order for any location within EJSU, even if you are already serving overseas, you are required to contact the Families Section at Abbey Wood.
- Email: [UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk](mailto:UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk)
- They will send a family travel pack which will include forms such as the Confirmation of Educational Supportability – ESAR101. This form is to be completed for each child and returned to the Overseas Education & Supportability Team (OES).
- [RC-DCS-HQ-OES@mod.gov.uk](mailto:RC-DCS-HQ-OES@mod.gov.uk)
- The OES are available for any advice, guidance and support you need relating to your child's education overseas. They are happy to discuss and advise regarding any Special Education Needs (SEN) you might require for your child and any other aspects of your child's education.
- The documentation will ask you for the name(s) of your proposed school.
- Here in Stavanger, there are three main options for schooling taught in English:
- BISS – British International Schools Stavanger [www.biss.no](http://www.biss.no)
- ISS – International School Stavanger [www.isstavanger.no](http://www.isstavanger.no)
- SdIS – Sandnes International School - <https://sdis.no/>
- **Important:** On receipt of your Education Supportability Certificate(s) from Defence Children Services you must immediately forward a copy to the Head of Location (HoL) via e-mail along with a completed GSO Endorsement form (provided in your new joiners e-mail) for each child. Following this process will ensure that the school tuition fees are paid centrally by the MOD and not locally by the parent. ***Please note Part C of the endorsement form is signed by the HoL NSE and not by your current Commanding Officer.***

BISS and ISS offer good standards of education with strong extra-curricular activities at both. BISS requires a school uniform whilst ISS doesn't, there are pros and cons to both of these options. The websites for both schools are very comprehensive, and we suggest you contact the schools at your earliest convenience to help you to make your decisions.

Secondary education pupils attend 'Leirskole' or camp school and require additional clothing to attend this curriculum event. For guidance on clothing requirements please see the table at the end of this document. We have provided evidence of requirements from ISS and requirements from several Stavanger Barnehages (kindergartens). These items are generally annual purchases. Many of the items would be required anyway as there are many opportunities for outdoor activities outside the education establishments.

For Secondary school pupils who are approaching exam age whilst at post, please check the curriculum / examination requirements against facilities offered.





The Defence Wraparound Childcare (WAC) scheme has now been introduced to overseas locations. All of the locations in Scandinavia are covered. This is not based around JPA as it is in the UK, anyone who believes they have eligible children should contact the HOL on arrival in-country.

The Wraparound Childcare (WAC) scheme provides funding for up to 20 hours per week, per child, during term time, to eligible Service families with children aged 4 to 11 years old (4-16 years old if receiving Government disability allowances) who are in full time education in school or being home educated. **Over 7,000 Service children's before and after school childcare is currently being funded by WAC.**

WAC Overseas mirrors the WAC scheme in the UK, it is a reimbursement from Defence to Service personnel of up to 80% of the costs of before and after school childcare. Capped hourly rates apply and can be found in [2022DIN01-079-Defence Wraparound Childcare Allowance](#). The remaining 20% is claimed from HMRC via an active [Tax-Free Childcare account](#). WAC funding does not provide childcare spaces, it is funding for costs incurred when eligible families pay for before and after school childcare.

Important information.

- An active [Tax-Free Childcare](#) account must be in place for each child that personnel want to claim for (active means that you reconfirm your account with HMRC every 3 months and receive the 20% top up from HMRC when you add money into the TFC account).
- Registration and claims will be available from 6 January 2025, claims can't be submitted until registration confirmation including the child's unique WAC Overseas registration number is received.
- If Service Personnel have registered their child(ren) for WAC UK within JPA and have since been assigned to a location included in WAC Overseas and are accompanied by their family, they will need to register again using the WAC Overseas process.

Useful information and guidance is at the link [Wraparound Childcare \(WAC\) Frequently asked Questions](#).



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## Suggested Kit List

|                                         | <b>Barneha-<br/>gen (Pre-<br/>School)</b> | <b>Primary</b> | <b>Secondary</b> | <b>Approx. Cost<br/>(Norway)</b> |
|-----------------------------------------|-------------------------------------------|----------------|------------------|----------------------------------|
| Rain Suit (jacket and trousers)         | X                                         | X              | X                | 599 NOK                          |
| Summer-weight waterproof suit           | X                                         |                |                  | 699-899 NOK                      |
| Winter-weight snow Suit/Jacket-Trousers | X                                         | X              | X                | 899-1229 NOK                     |
| Wellington boots                        | X                                         |                |                  | 349 NOK                          |
| Warm-lined wellington boots             | X                                         | X              |                  | 449 NOK                          |
| Cold weather /boots                     | X                                         | X              | X                | 699 NOK                          |
| Hat                                     | X                                         | X              | X                | 149 NOK                          |
| Waterproof mittens                      | X                                         | X              | X                | 299 NOK                          |
| Woolen mittens                          | X                                         |                |                  | 99 NOK                           |
| Balaclava                               | X                                         |                |                  | 349 NOK                          |
| Warm mid-layer (Wool Trousers)          | X                                         | X              |                  | 399 NOK                          |
| Warm mid-layer (Down/Fleece)            | X                                         | X              | X                | 249 NOK                          |
| 2 x Wool (merino) underwear - top       | X                                         | X              | X                | 558 NOK                          |
| 2 x Wool (merino) underwear - legs      | X                                         | X              | X                | 538 NOK                          |
| Wool socks                              | X                                         | X              | X                | 149 NOK                          |
| Pram sleeping bag                       | X                                         |                |                  | 2799 NOK                         |
| Insect net for pram                     | X                                         |                |                  | 200 NOK                          |
| Merino wool - pram suit                 | X                                         |                |                  | 699 NOK                          |

# Scandinavia – Finance & Banking

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- **BANKING**

- SpareBank in Mariero and Amfi Madla are currently the recommended banks due to reduced waiting times to set up an account and receive bank cards. We advise this bank appose to Stavanger due to their sound knowledge of the services the bank can provide to NATO personnel and understands/speaks English.
- Sparebank allows all customers to get Bank ID, this includes children ages 12+. Book an appointment with them, bring your passports and request BankID. This will open up services like VIPPS.

If you need more information or help setting up services please speak with Host Nations Support (HNS). You will be provided instructions from the NSE shortly before arriving in post on how to start the 'set up' process remotely and your Sponsor will arrange a suitable time to take you to finish opening your account in person. <https://www.sparebank1.no/bank/privat.html>

- Whilst waiting for your P-Number to come through the Norwegian system we recommend having alternative payment method like Monzo or Revolut for this interim period. Some UK bank or credit cards also offer no charges for payments abroad.
- One thing to consider when setting up online passwords, the Norwegian keyboard differs from the standard keyboard so please take note of where the '@' sign is for emails and any other symbols you place in your passwords.
- Most people use Wise to transfer funds between UK and Norwegian bank accounts.
- <https://wise.com/>
- In Norway the largest payment application is VIPPS, a mobile payment application designed for smartphones and developed by DNB. The application is open to customers from any Norwegian bank and gives the user the possibility to make and receive payments to a receiver's telephone number instead of an account number.
- <https://www.vipps.no/privat.html>
- In Norway you will find that there are many public digital services that require an electronic ID/key to access. These keys are divided into security levels where level 4 is the highest. The digital IDs give access to different sites according to their security level and entry requirement set by the service provider. The most common is Bank-ID (which is used and issued by the banks) allow access to other applications as such as VIPPS and Helsenorge.



## FINANCE & LEGAL

### General Accounting Rate (GAR)

The GAR is the rate at which sterling is converted to the local currency by the military. Contact the NSE for the monthly GAR.

### UK Credit & Debit Cards

Most UK credit/debit cards are accepted in large retail outlets, petrol stations, hotels and restaurants but you should check prior to purchase. When having your EU control check done on your car, they will only accept Norwegian bank cards and cash but otherwise cash is not widely accepted.

It is also possible to withdraw cash, with a UK credit/debit card, from a large network of cash point machines but a charge may be applied please check with your bank first.

### Legal Help

**For UK matters:** The Law Society (of the respective jurisdictions: England and Wales, Scotland or Northern Ireland) maintains a list of solicitors by location and subject area. The lists can be accessed via the respective Law Society website:

England and Wales <http://solicitors.lawsociety.org.uk/>

Scotland <https://www.lawscot.org.uk/find-a-solicitor/>

Northern Ireland <https://www.lawsoc-ni.org/solicitors>

Military applicants wishing to instruct a Northern Ireland based solicitor should also contact their J2 Security Cell for a list of approved Northern Ireland law firms.

When you return to the UK, you will need to instruct a civilian solicitor.

**For overseas matters:** Guidance on overseas lawyers can be obtained from the Foreign and Commonwealth Office's (FCDO) published List of Lawyers Abroad.

[www.gov.uk/government/collections/list-of-lawyers](http://www.gov.uk/government/collections/list-of-lawyers)

Where a territory is not specified in the FCDO's list, Army personnel should contact the in-country Army HQ for guidance on local lawyers.



# Scandinavia – Health

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- **HEALTHCARE INFORMATION**
- Please also read the [Central European Practice \(CEP\) Patient Information Leaflet](#) which contains important and relevant information for all [CEP locations](#).
- The NSE role is to provide a link between the Host Nation providers, the CEP and to One (HMG) HEALIX if one is needed.
- Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care co-ordinated by One (HMG) HEALIX in conjunction with the CEP. You may also be referred into NHS services where appropriate.
- In the background the CEP manages your NHS registration and records if you are fully registered. The CEP also conducts military occupational health clinics and can provide UK MOD clinical advice and support for our patients and to One (HMG) HEALIX.
- **One (HMG) HEALIX Healthline**
- **+44 (0)2084 817800**
- [healthline@One \(HMG\) HEALIX .com](mailto:healthline@One (HMG) HEALIX .com)
- **Central European Practice**
- **+32 (0) 6544 2280**
- [UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk)



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- **CEP TELEMEDICINE SUPPORT**

- You can reach the CEP on telephone or email. If you wish to discuss a local healthcare pathway, military occupational medicine, submit your bills or send the CEP a secure and confidential message both eConsult and video-consulting are also available.

- **Before use it is essential to highlight that the CEP is not set up to provide direct care as we have no referral or investigation rights in your location, so this is not a replacement for your host nation providers.**

- **Video-consulting**

- Attend Anywhere is a video consulting site. If it is safe and appropriate the CEP staff can give you a time and send you a link to the secure online waiting room to speak with a clinician.

- **eConsult**

- eConsult allows you to describe your issue and attach pictures using secure software.

- <https://centraleuropean.webgp.com/>

- How to:

- Ignore pop up window saying, 'looks like you are overseas' and **continue**

- Input a UK telephone number (not overseas). Use Defence Global Practice (DGP) phone number if required – 01543 434705

- Use a UK postcode (not BFPO). Use DGP postcode if required; WS14 9PY

- If you are diverted to 999/A&E/UTC/111 this is because you need a more urgent review and will need to use your local equivalent services

- Time zones are UK based, so you will need to convert these to local (the eConsult will have a UK time on it and not the local time)



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- **ACCESSING HEALTHCARE**
- **Out of Hours**
- If you require care that cannot wait until the next working day, then attend the local Accident and Emergency Department.
- [Legevakt Stavanger Urgent Care – Map](#)
- [Stavanger Emergency Room | Stavanger](#)
- **If you attend A & E or are admitted to hospital unexpectedly you must call One (HMG) HEALIX**
- If you need the support of a clinical team out of hours the One (HMG) HEALIX Healthline is 24/7. They can be reached on **+44(0)208 481 7800**.
- **In an Emergency - call 113**
- **PRIMARY HEALTHCARE**
- When you have been assigned a P number, you will automatically be allocated a GP. If you would like to change your doctor at any point, for any reason, you can do so by consulting the 'Request New Doctor Guide' within Scandinavia Guides on EJSU.net.
- Primary Care may be viewed as day-to-day healthcare given by a Doctor/Nurse to get treatment or advice for your condition, to receive a prescription for medication or to undergo immunisations, routine optical or audiometry screening or using laboratory services such as getting a blood test. Bills stemming from Primary Care will be processed by the CEP. You may either pay upfront and submit your receipt as proof of payment to the CEP, or you may submit an Invoice from the provider to the CEP for processing.
- **SECONDARY HEALTHCARE**
- Your primary Doctor may consider an onwards referral to Secondary Care. Secondary Care may be viewed as attending Hospital for further screening services such as an Ultrasound, X-ray, MRI scan, Physiotherapy, or for a specialist opinion from a consultant, which may lead to surgery. In the very first instance you must contact One (HMG) ONE (HMG) HEALIX in order to gain financial approval prior to going ahead with Secondary Care services. One (HMG) ONE (HMG) HEALIX will take action and work closely with the CEP to ensure that the most appropriate clinical path is followed going forward. One (HMG) ONE (HMG) HEALIX will provide a 'guarantee of payment' to the provider in most scenarios. Alternatively, in exceptional circumstances, the cost may have to be settled by the CEP. It is vital that submitting invoices to the CEP is not delayed as this may incur additional costings.



- **Consultant Advisors and Clinical Review**

- If a specialist recommends surgery or other significant treatment which may have an impact on your operational fitness, Defence Consultant Advisor (DCA) opinion may be sought. DCAs are military clinical specialists who provide decision support in terms of ensuring treatment is in line with UK best practice and also advising on any impact on occupational fitness.
- Should the DCA decide that your long-term career prospects may be best served by a different approach, a referral to a UK-based team may be recommended.

- **Physiotherapy and Rehabilitation**

- Once you have received your referral for physiotherapy from the Host Nation GP, One (HMG) HEALIX must be informed, they will then either arrange for the bill to be paid centrally or give you approval to pay the bill yourself and claim back via JPA. You must ensure you have obtained an authorisation letter prior to commencing physiotherapy treatment so that you do not become liable for the bill.
- One (HMG) HEALIX will conduct a clinical review to determine if therapy is required and approve any sessions as required. Typically, this will be reviewed after 5 sessions. The CEP will also be involved if there is any concern about a lack of progression or occupational implications for military personnel.

- **Optician**

- Routine Optician appointments can be made, and costs can be claimed through JPA for SP. Dependants will only receive re-imbursement from the MOD if the eye-test and spectacles are in support of a clinical condition or clinical screening programme.
- Please see the NSE prior to any Optician Appointment that you make, ensuring you will be eligible to claim.



- **Helsestasjonene (Health Station)**

- Ordinarily any health checks for pre-school children including post-natal check-ups, health visitor, vaccinations, guidance and counselling may have been offered via your GP surgery in the UK. In Norway the Health Stations are a free service for pregnant women, children and adolescents from 0-20 and their families. There you will receive guidance, counselling, health examinations and vaccinations. All children under the age of 5 must be registered with your local clinic when you arrive in country. This will not be done as part of your P Number and doctor application.

A local clinic is Hinna Helsestasjonene and is located from the basement car park of the Viking Stadium [stadionparken kjøpesenter](#)

- Jåttåvågveien 7
- 4020 Stavanger
- Telephone: 51 91 22 83

- For more information on pre- and post-natal care, please contact the NSE.

- **Pre-natal**

- The midwife service is headquartered at Sentrum Health Centre. Your first antenatal appointment will be made here before assigning you to a local midwife at your nearest Health Centre.

- The address is:

- Klubbgata 5, on the 5<sup>th</sup> floor of the Arkaden shopping centre. You can book your first hour appointment with the midwife by phone 51 91 30 44.

- [Jordmortjenesten | Stavanger](#)

- **Vaccinations**

- Routine vaccinations may be carried out at your GP Surgery or larger pharmacy. The GP will prescribe the vaccine and then may ask you to order the vaccine at a chemist. They or the pharmacy will then administer it. Vaccination appointments may be booked by phone or online. It may be necessary to make an appointment at a Vaccination Clinic depending on the type of vaccination. Vaccinations for children under the age of 12 years are done at the GP Surgery. The cost may be able to be claimed back depending on eligibility.



- **REGISTERING BIRTHS AND OBTAINING BIRTH CERTIFICATES**

- Child is born – **'Live birth certificate'** is to be provided by the hospital, it has been recommended by Host Nation Support and mandated by GEO to push for this documentation to be produced by the hospital, and it is important that the father ensures his name is written on this paperwork.
- SP to complete the ORS1 (NSE will provide) and provide the following:
  - A copy of the Live Birth/Certificate in Country of Birth of the child
  - A copy of Father's Birth Certificate ( Long Copy)
  - A copy of Mother's Birth Certificate (Long Copy)
  - A copy of Mother's Passport if Married Name is not used
  - A copy of Marriage Certificate
  - Any documentation regarding change of name other than by marriage
- Once all the required documents have been gathered, it is to be sent to, Sylvia Lane, Registrar, GEO [Sylvia.Lane105@mod.gov.uk](mailto:Sylvia.Lane105@mod.gov.uk) Sylvia creates a Service Registration Birth Certificate, which is sent back to the NSE via DHL express delivery.
- This document will be the child's UK Birth Certificate.
- ***It has been advised that a draft copy of the ORS1 is e-mailed to the Registrar for checking prior to signatures. [GSO-GEO-J1-GrpMailbox@mod.gov.uk](mailto:GSO-GEO-J1-GrpMailbox@mod.gov.uk)***
- Once we have received the Service Registration Birth Certificate in the NSE you will be informed, and you can then begin the process of applying for a UK passport.
- ***Please Note: An official Norwegian Birth Certificate will also be issued and sent to you by post.***

- **HEALTHCARE PAYMENT PROCESS**

- All routine medical appointments are made through your GP. When you attend a Doctor's appointment there will most likely be a check-in machine as you enter. Enter your date of birth and confirm your appointment to let the Doctor know you have arrived. You must ensure, when leaving the Medical Centre use the machine to pay for your appointment and claim the cost back through JPA. Prescriptions are paperless and computerised. You can therefore go into any Apotek (Chemist) to collect your prescription. Please ensure you always have your P Number with you.
- **JPA Claims**
  - In most instances you will be expected to settle a bill for healthcare or medication upfront. You must ask for a receipt as proof of your payment. Service Personnel (SP) must follow the instructions in the Healthcare JPA Claim Guide found in the claims section within this guide.
  - **Please note: All JPA Claims for reimbursement are to be submitted within 90 days of the period concerned, or the date on which the expenditure was incurred, as directed in JSP 752.**



# Stavanger – New doctor registration

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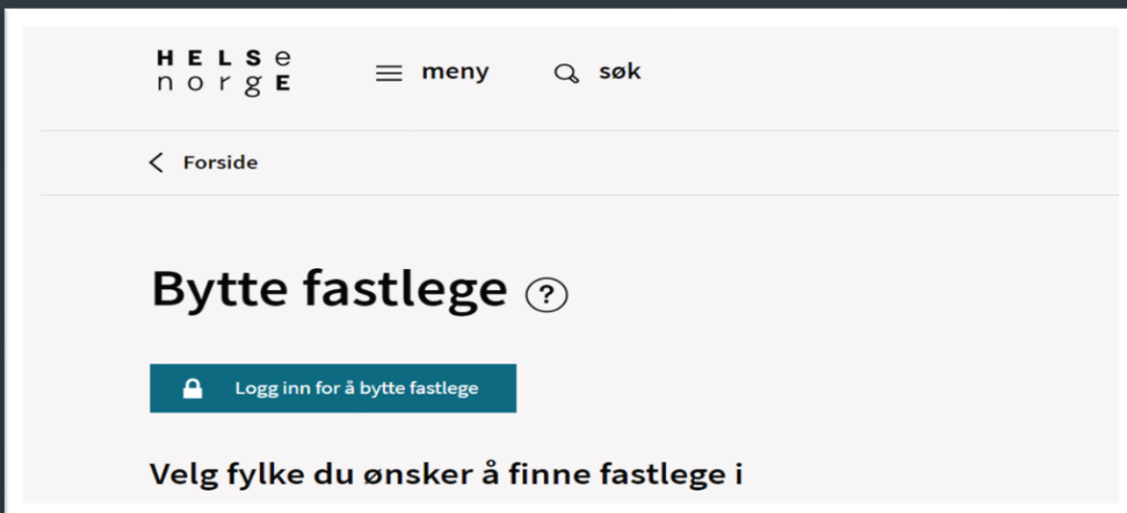
# Stavanger – New doctor registration

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- The Process for Requesting a New GP – Stavanger

- Please visit the website below (log in P Number):

- <https://tjenester.helsenorge.no/bytte-fastlege>



HELSE Norge meny søk

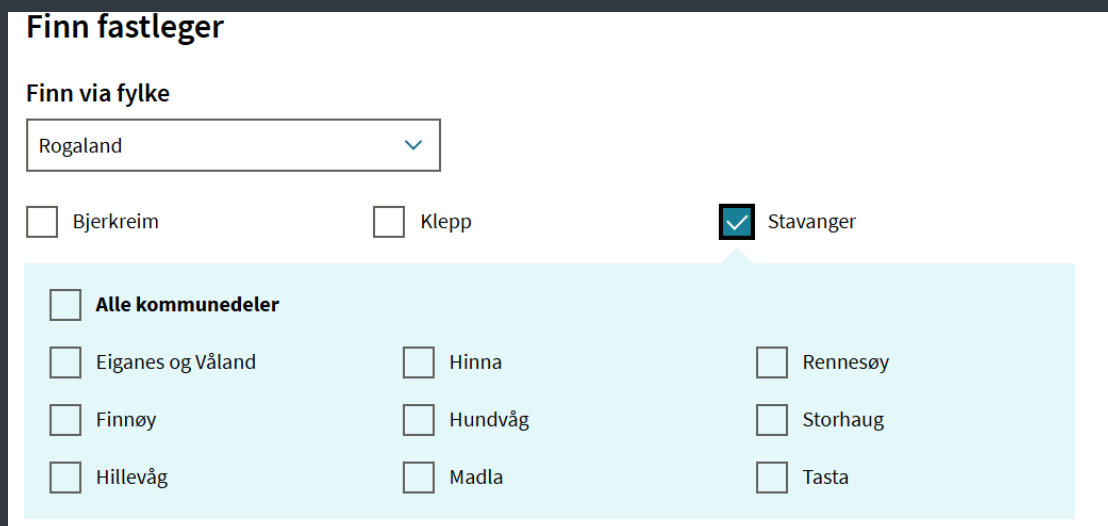
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## Bytte fastlege ?

Logg inn for å bytte fastlege

Velg fylke du ønsker å finne fastlege i

- Select Rogaland then Stavanger then closest kommune. ( You will know this information when you know which house you have been allocated).



### Finn fastleger

Finn via fylke

Rogaland

☐ Bjerkreim ☐ Klepp ☒ Stavanger

☐ **Alle kommunedeler**

- ☐ Eiganes og Våland ☐ Hinna ☐ Rennesøy
- ☐ Finnøy ☐ Hundvåg ☐ Storhaug
- ☐ Hillevåg ☐ Madla ☐ Tasta



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# Scandinavia – Dental Care

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As there is no Service provision for dental care by Defence Primary Healthcare (DPHC) (Dental) in Stavanger, personnel are authorised to seek dental treatment from local civilian dental practitioners. Dental treatment is accessed via HEALIX / One HMG and provided by local Host Nation dental practitioners.

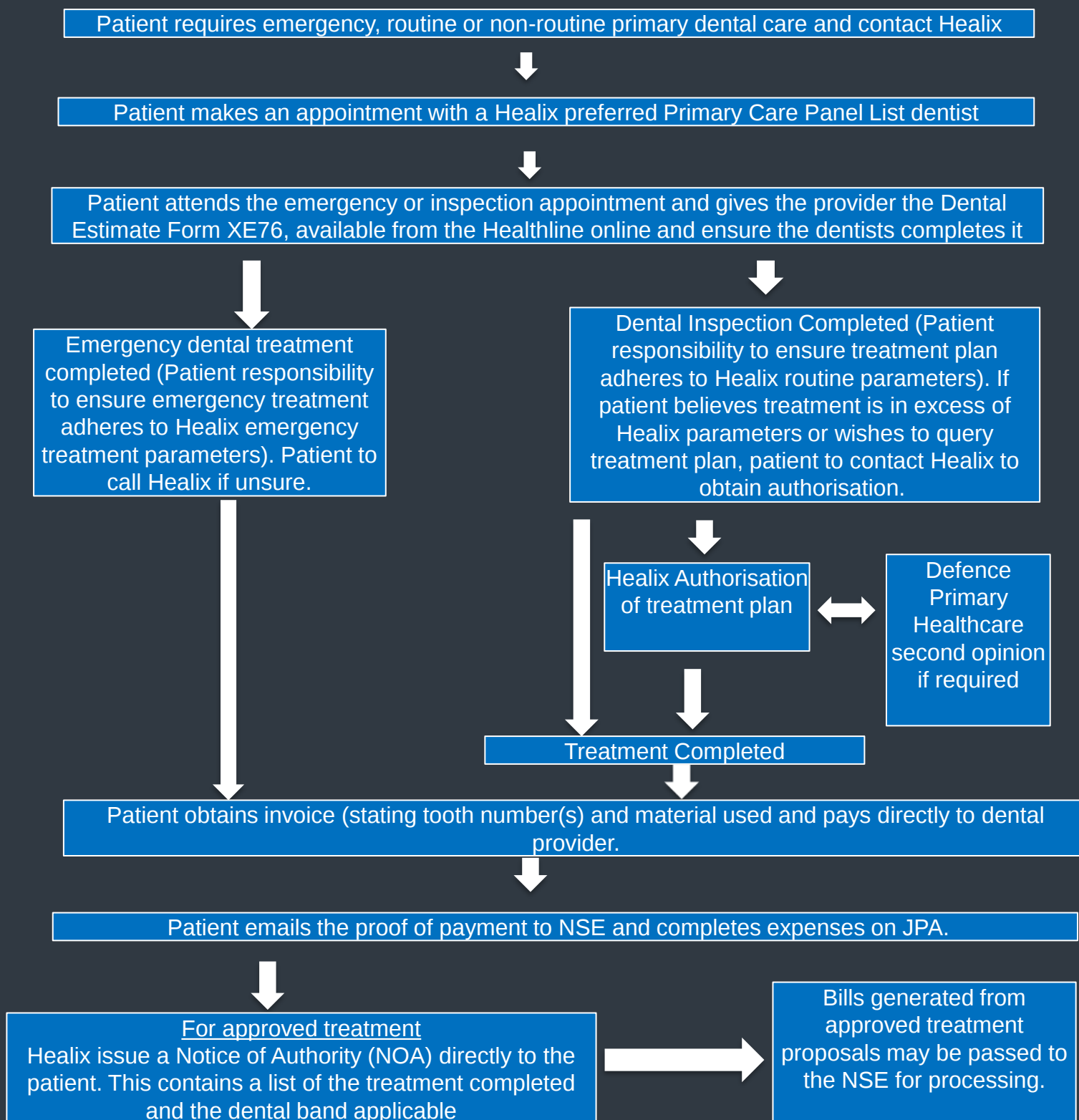
- Prior to attending **any** secondary dental appointments, contact should be made with One HMG Healthline who will provide further clarification on their processes to follow. They will provide the relevant forms and paperwork to take to your appointment, including the proposed treatment plan form for the dentist to complete. They will explain what treatments would need prior authority, making sure you **do not** proceed with treatment, **the cost for which you may subsequently become liable, if deemed unjustified.** Contact with the One HMG Healthline on +44 (0) 2084817800, or email [healthline@healix.com](mailto:healthline@healix.com)
- Furthermore, a clearance code can be obtained from your MOD Gateway lead (MOD parent depts./CoC) and registrants (patients) can generate their own username and password at [One HMG Healthline](#), which will help with your overall healthcare.
- Emergency treatment does not require prior approval; **however, patients are strongly advised to contact HEALIX before attending treatment.** Urgent treatment required for the relief of acute pain, haemorrhage or infection may be undertaken without delay, however any follow-on treatment may require authorisation.
- Patients are required to pay for the treatment and claim costs back through unit admin.
- Unless exempt, dependants will pay NHS patient contribution costs towards their dental treatment, with these costs being reclaimed by the NSE. The patient contribution paid to the MOD is equivalent to [NHS Dental Charges](#).
- Note: Dental practices can be recommended but are not independently assured. Patients should determine themselves where they wish to receive dental treatment.



# Scandinavia – Dental Care

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Flow chart showing the process of a Patient Paying for the Dentist Directly to Provider (Non-cashless billing)



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- Some of the local dental practitioners in Stavanger are listed below:
- Oris Dental Hinna Park
- Laberget 28
- 4020 Stavanger
- +47 51 59 70 10
- [hege@oris-stavanger.no](mailto:hege@oris-stavanger.no)
- ORIS Dental Madla
- Madlamarkveien 2A
- 4041 Hafrfjord
- +47 51 59 70 00
- [tannregulering@oris-stavanger.no](mailto:tannregulering@oris-stavanger.no)
- Knivsberg Klinikken
- Børehaugen 1
- 4006 Stavanger
- Norway
- <http://www.knivsberg.no>
- +47 51 85 86 86
- Orthodontist
- Kirkegt 28, 4006 Stavanger, Norway
- <http://vakresmil.no/>
- +47 67 22 88 11
- **Emergency Dental Clinic**
- Tannlegevakten Stavanger
- Tastagata 30-32, Inngang A
- 4007 Stavanger
- +47 51 65 92 70
- The Emergency Dental Clinic has telephone opening hours of 1100-1500 Saturday and Sunday. If you are unable to get a reply, it is strongly suggested that you drive directly to the Clinic. The entrance to the Clinic is via Entrance A, to the rear of the building. An appointment can be made directly there and you may be asked to wait or to come back for the appointment. The clinic will work on each weekend day until all appointments are complete, which may be beyond 1500. You will need to have P Numbers ready when making an appointment.



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# Scandinavia – Dental Care



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- [Orthodontic treatment](#)

- **Any orthodontic treatment commenced without approval will not be eligible for funding at public expense.** Retrospective claims will not be reimbursed.
- Orthodontic treatment requests for orthodontic care are **non-routine** and will be considered for entitled personnel under the age of eighteen (18) with a clear health need for treatment; this is in line with NHS regulations.
- Prior approval from One HMG Healthline is required for all Orthodontic treatment. Treatment proposals must be submitted in accordance with [2023DIN-020](#)
- The complete treatment proposal and supporting evidence should be submitted to One HMG Healthline by either the patient, Embassy or Unit Administrative Staff. An NHS Business Services Authority clinical advisor will assess the case to determine whether the patient meets current NHS eligibility criteria, determined by IOTN and age. If the eligibility criteria are met, orthodontic treatment will be approved at public expense and provide a case transfer code. This is essential to continue any necessary treatment back in the UK.
- For advice or any guidance please contact One HMG Healthline on +44 208 4817 800 or email [healthline@healix.com](mailto:healthline@healix.com) as they will be able to provide further clarification on their processes. You can also obtain a clearance code from your MOD Gateway lead to access the following link [Healix Healthline](#)
- Professional Advice. Professional advice for any dental query can be obtained from HEALIX or DPHC(O). Further guidance can be obtained within [2023DIN01-037](#), Instruction for Service, Entitled Personnel and Civil Servants serving Overseas who receive dental treatment from non-Service sources:
  - MODNET: [UKStratCom-DMS-DPHC-HOODen-Supp@mod.gov.uk](mailto:UKStratCom-DMS-DPHC-HOODen-Supp@mod.gov.uk)
  - SfB: +443001527181
- Further information and general advice is available [My Healthcare Hub](#) via Defence Gateway



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## Dog walking rules in Norway

Between 1st April and August 20th annually a Leash Law (Bandtvang) is in effect which states that your dog must remain on the leash at all times, except in designated areas.

This is the law and the police can fine you NOK 5,000 (approx £480) for breaking it!

Outside of those times dogs can generally run free, although there may be some exceptions such as certain parks and busy areas, it is always best to check with your local commune. Control of your dogs off-leash is paramount and police have been known to stop dog walkers who they believe are not demonstrating sufficient control of their dog!

Walking on farmland is prohibited between 30th April and 14th October.

## Vets and Norwegian Pet Passports

Although not a legal requirement to do so, you are strongly advised to register with one of the many local Veterinary Practices on arrival into Stavanger.

Should you intend to travel in and out of Norway with your pet during your time here, you would be well advised to discuss with the Vet the possibility of obtaining a Norwegian Pet Passport. This does come at a cost but will smooth the process of Customs/Border checks and reduce the amount of paperwork required each time you cross the Border.



# Scandinavia – Postal Services

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## BFPO Customer Service Contact Details

For all your customer service needs, you can contact BFPO directly on:

[desbfpo-enquiries@mod.gov.uk](mailto:desbfpo-enquiries@mod.gov.uk)

This can be useful if you ever experience damaged/missing mail, these enquiries cannot be made by NSE Staff on your behalf.

## Posten Norge

You will be provided with name and address stickers for your allocated house (please see the NSE for more details). Each house has a mailbox on the main road, Posten Norge will not post your mail without your name and address clearly labelled on the mailbox. Along with your mail delivery there is a large amount of 'junk' mail and weekly circulars delivered. You can register at the Posten Office who will provide a sticker to place on your mailbox stating you do not want this junk mail. However, it is recommended to keep the sticker off for the first few months. This allows you to see what shops and services are available in the local area and any special deals that are available, if you so wish. It also lets you get used to Norwegian prices.



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# Scandinavia - Shopping

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## Shopping Miscellaneous

- **PANT**
- PANT is a tax added to soda and juice bottles, almost like a deposit for the bottle. There are machines within most supermarkets usually within the entrance where they can be recycled. You feed the cans and bottles into the machine, you are then given an option to accept a refund via a receipt or donate to charity. If you accept the refund receipt, you can use this to be offset against your shopping.
- **IKEA**
- IKEA offers a free family membership which offers discounts on set products every few weeks as well as free coffee and discounted meals. Look out for the emails and messages highlighting the current deals.
- **Norwegian Post (Posten Norge)**
- Any parcels received via Norwegian post will have a card put into your post box informing you of the parcel, where it's from, where to collect and any charges payable (including customs).
- **Shopping at JWC**
- Central Cellar. We have a shop on base that is open every day except Sunday (1100-1600). Frozen meat and certain basic groceries (some from the UK) are available. In addition, there is a small selection of gifts, traditional Norwegian knitwear, and clothing available. You can also purchase your monthly duty-free cigarettes/tobacco and alcohol ration direct from the Central Cellar. No prior ordering is necessary nor is it necessary to purchase your full quota in one go.
- U.S. Army and Air Force Exchange Service (AAFES). The US operate a small sized Base Exchange (BX) situated at NATO JWC which is open to UK Service families on production of a NATO Identity Card. They charge in US dollars, through your Debit or Credit Card.
- **Moms/MVA**
- Norwegian shopping is more expensive than the UK, but as members of NATO we are entitled to reclaim the government tax (Moms/MVA) on certain non-consumable items which are purchased in Norway but will be exported to the UK at the end of your posting.
- All personnel are to ensure that when submitting Moms Claim Forms that they submit the correct form (these can be obtained from the Community Support Office).
- Completed MOMS forms with original receipts should be handed into the Community Support Office by the 1st of each month, so that they are included in that month's consolidated claim sent to NATO JWC. Moms refunds will be paid direct to your Norwegian Bank Account.











































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# Scandinavia – JPA Guides

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## Get You Home Overseas (GYH(O))

In order to assist our SP with their GYH(O) journey submissions and subsequent claims the NSE have created this How to Guide which will take you through the process.

Service Personnel and their families are entitled to one GYH(O) per twelve months. The reset date for this is the anniversary date of your arrival at post.

The journey can be split if the SP is travelling separately to their family.

**NOTE:** You are only able to submit Terminal Travel (MMA) for one of these claims and **not** both.

Please use the Power App below, as this will help you calculate what you can claim for you and your family and will let you know what the current GYH(O) rate is per family member (entitled dependants only). The App is also a useful tool for helping you calculate any Terminal Travel that you are entitled to at the time:

[DOB-GSO-RESPITE\\_CALC - PowerApps](#)



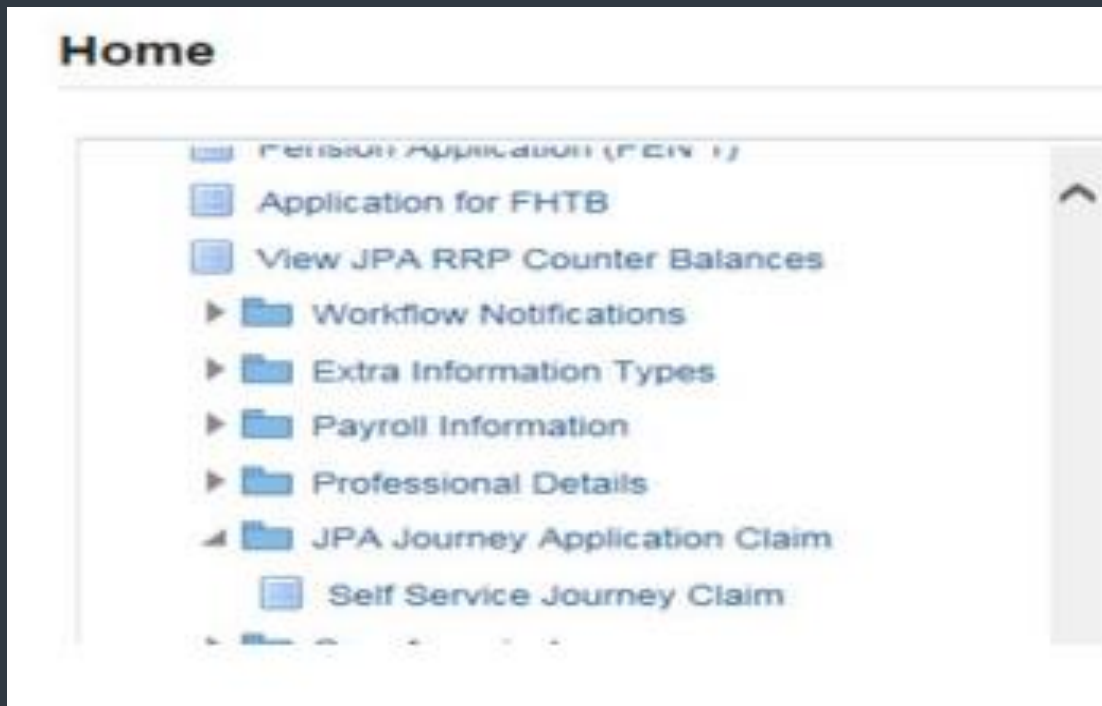
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# Scandinavia - GYH(O) JPA Guide

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## JOURNEY APPROVAL (this must be done prior to booking your travel)

1. Log on to JPA
2. Select JPA Self Service – Employee Armed Forces
3. Select 'My Home and Travel'
4. Select 'Self-Service Journey Claim'



5. Select 'Balance' button
6. Continue
7. Select the number of people travelling (JPA will show a list of your eligible dependants)
8. Continue
9. Enter the journey dates both Outbound and Inbound (include Terminal Travel)
10. Continue
11. Submit
12. Your journey request will then be sent to the LWtr in the NSE for approval



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# Scandinavia - (SCV) JPA Guide

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- **School Children's Visit (SCV)**
- In order to assist our SP with their SCV journey submissions and subsequent claims the NSE have created this How to Guide which will take you through the process.
- SP are to submit a request for an SCV Journey (generating an SCV Journey Number) prior to the submission of any expenses. The Journey Number, is also the authority for EJSU Travel Cell to book any flights on behalf of the SP
- The following pages show how to request the journey approval and how to submit the subsequent claim.

## Step By Step Process of an SCV Journey Application/Claim

|   | PROCESS                                                                                                                       | COMPLETE |
|---|-------------------------------------------------------------------------------------------------------------------------------|----------|
|   |                                                                                                                               |          |
| 1 | Apply for SCV Journey Number via JPA                                                                                          |          |
| 2 | Submit Travel Request to NSE using the appropriate SCV Application Form                                                       |          |
| 3 | NSE will staff the application and then submit JPA Confirmation of Authorisation and SCV Application Form to EJSU Travel Cell |          |
| 4 | NSE will receive booking confirmation and travel itinerary from EJSU Travel Cell and forward to SP for checking               |          |
| 5 | SP will submit SCV Mileage Claim on JPA upon completion of journey (if applicable)                                            |          |



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# Scandinavia – Dental JPA Claim Guide

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- **Dental JPA Claim**
- In order to assist our SP with their JPA Dental Claims the NSE have created this How to Guide which will take you through the process.
- **NOTE:** **All** SP and entitled family members **must** follow **all** instructions in the Dental Guide **prior** to submitting any subsequent claim on JPA. Failure to do so could result in dental claims not being approved and SP being liable for the cost.
- The following pages show how to put the claim on JPA and explain what documentation is required by the NSE in conjunction with a JPA submission.

## **Documentation Required by the NSE**

Prior to the NSE being authorised to approve any Dental Claims for SP and/or their families, the NSE will require the following documentation (scanned and emailed to the NSE):

### Routine (please see Dental Care Guide)

Receipts of payment  
Dental Invoice

### Non-Routine (please see Dental Care Guide)

Receipts of payment  
Dental Invoice  
Healix confirmation

### Emergency (please see Dental Care Guide)

Receipts of payment  
Dental Invoice



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# Scandinavia – Travelling on Assignment Guide

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- **Travelling on Assignment**
- In order to assist our SP with their plans on travelling on assignment and subsequent claims the NSE have created this 'How to Guide' which will take you through the process.
- There are several options with regards to travelling on assignment and the option(s), you can use will depend on your personal circumstances (number of dependants travelling with you and how many vehicles you plan to drive/ship back etc.)
- The options available are:
  - Flights – booked by EJSU Travel Cell or SP can book using **American GBT**
  - PAP (Privately Arranged Passage) – booked by the SP
  - OPVP (Self Drive) - booked by SP
  - OPVP (Overseas Vehicle Provision)
- Depending on your circumstances, you **may** be able to utilise more than one of the options listed above but only **one** type of OPVP may be used.
- Please familiarise yourself and ensure you fully understand your entitlements using the correct JSP prior to deciding which entitlement(s) you are going to opt for:
  - PAP – JSP 752 Chapter 6, Section 6
  - OPVP – JSP 752 Chapter 9, Section 4
  - OPVP (Self Drive) - JSP 752 Chapter 6, Section 12



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# Scandinavia – Travelling on Assignment Guide

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- **Flights**
- If you decide to fly to your next assignment, your flights and any hotels you are entitled to can be booked by yourself. All bookings must be booked using Amex Global Business Travel, formally HRG.
- Please note that if you will be travelling with any pets that this portion of the cost is attributable to the SP.
- **PAP – Privately Arranged Passage**
- The aim of a Privately Arranged Passage (PAP) is to provide assistance towards the travel costs incurred by Service personnel and accompanying immediate family. This is applicable when they are required to make a duty journey on assignment but, for personal reasons, they choose to travel by other than the recognised flight route.
- If you decide to drive a vehicle to your next assignment, you may opt for PAP. PAP can be utilised alongside OPVP Self Drive if you have two vehicles.
- With PAP you are also required to complete and submit the following additional documentation:
- Annex A. Authority and Entitlement Certificate - Privately Arranged Passage - Service Person.
- Annex B. Authority and Entitlement Certificate - Privately Arranged Passage - Immediate Service Family.
- The PAP Annexes can be obtained from the NSE or in the JSP 752 Chapter 6, Section 6.



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# Scandinavia – Travelling on Assignment Guide

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- **PAP – Privately Arranged Passage**
- Things to note for PAP:
  - PAP applications are submitted to MSS Relocations Services Families Section on your behalf to gain a PAP Quote and refunds are capped at the costs of the official mode of travel (including terminal travel at either end) at non-flexible economy class rates only, by the most direct route between the 2 duty stations, per eligible member of immediate family that is travelling in the PAP vehicle.
  - Accommodation and subsistence expenses may not form any part of any PAP claim. All such expenses are the personal liability of the SP. Expenses such as ferries and tolls may form part of the claim (within your PAP Quote), but parking fees may not.
  - PAPs are regarded as starting at the duty station or RWA, and ending at the next duty station or RWA. But the overall PAP reimbursement will be capped at the costs of the most economical method of travel between the two by the most direct route (flights).
  - No advance of pay is permissible for the costs associated with PAP. The full cost of a PAP must be borne initially by the Service person, who must make all their own private travel arrangements, including insurance.
  - SP are to submit leave on JPA for the duration of the PAP journey and thus are considered as off duty. Leave applications on JPA should also include contact information during the PAP journey.



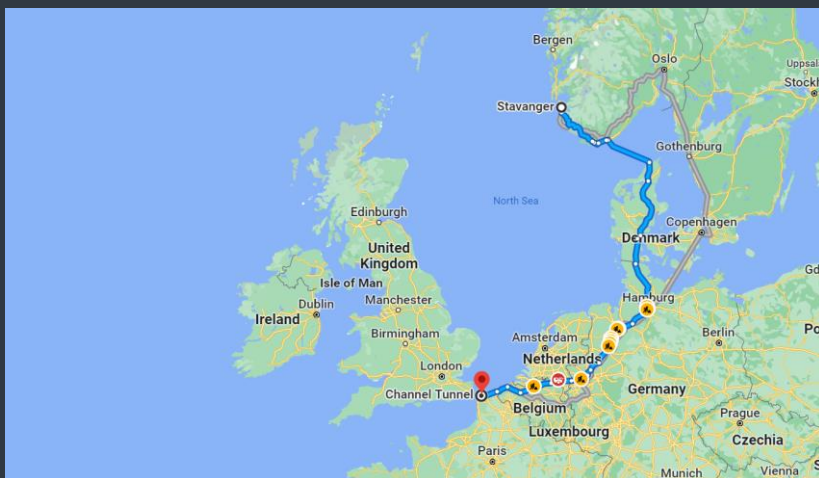
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# Scandinavia – Travelling on Assignment Guide

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- **Overseas Private Vehicle Provision (OPVP) – Self Drive**
- Claims are for one vehicle only, by the most reasonable direct, and economical route.



- Stavanger to Calais: 1008 miles @ 0.39 = 393.12 GBP (Norway MMA)
- Hirtshals Ferry: 350.00 GBP
- Channel Tunnel: 125.00 GBP
- Folkestone to RAF Coningsby: 200miles @ 0.25 = 50.00 GBP (UK MMA)
- Total: 918.12 GBP
- Based on this example, you would reclaim £443.12 MMA plus your full Channel Tunnel and ferry costs as it is below the OPVP Cap Rate.
- **Plus** you can claim one night hotel and subsistence costs, in accordance with current subsistence regulations for each permitted family member travelling in the Self-Drive vehicle.
- Costings arent accurate purely for example purposes.



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# Scandinavia – Travelling on Assignment Guide

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Create Expense Report: Cash and Other Expenses

Save

Home

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Step 2 of 3

Next

Expense Help and Current Allowance Rates

Receipt-Based Expenses

TIP

CLICK the blue Details Icon to enter further information about your claim.

TIP

Date Example: 02-MAY-2023.

Select Expense Lines:

Duplicate

Remove

|

+

| <input type="checkbox"/> | Line | Date        | Expense Type        | Justification                                                                                                                                                    | Reimbursable Amount (GBP) | Details     |
|--------------------------|------|-------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------|
| <input type="checkbox"/> | 1    | 01-Feb-2023 | Subsistence Expense | This is accommodation and food for myself, wife and two children while we stayed in a local hotel in Norway after moving out of SFA and waiting to leave Norway. | 409.94                    | <div></div> |
| <input type="checkbox"/> | 2    |             |                     |                                                                                                                                                                  |                           | <div></div> |
| <input type="checkbox"/> | 3    |             |                     |                                                                                                                                                                  |                           | <div></div> |

22. You will now need to add a line similar to above for any subsistence (accommodation and food) for the UK if you are entitled to.
23. If you had PAP approved, you can now navigate to [Privately Arranged Passage – PAP](#)
24. If you had Self-Drive approved, you can now navigate to [OPVP - Self-Drive](#)









