

FREQUENTLY ASKED QUESTIONS – THE ACTIVITY CARD IN BERGEN

General questions about the Activity Card

How can I get the Activity Card?

The Activity Card is issued to children and young people aged 0-17 from economically disadvantaged families in Bergen. If you believe that you may be in the target group, you can contact one of the institutions that issue the card. You can find more information here: www.bergen.kommune.no/aktivitetskortet.

Can I apply for the Activity Card?

No, there is no application process for the Activity Card. The card is distributed by the Norwegian Labour and Welfare Administration (NAV) at NAV social services, the Introduction Centre for refugees, Health nurses, the School Health Services, Health Stations and the Child Welfare Services.

Can I give or lend the card to someone else?

No, the card is personal and only you can use it.

Can I bring a friend or family member with me when I use the Activity Card?

Yes. You get two tickets for activities such as swimming, climbing, museums, concerts etc. so that you can bring a friend or family member. The exceptions are leisure activities such as dance courses, taekwondo etc., where the place you get is for one person only.

Do I have to pay anything when I use the Activity Card?

No, all activities listed are free of charge when you have the card. The Activity Card also covers some equipment etc. for leisure activities. You'll find more information about this under each individual activity in the app.

Can I get the Activity Card even if I do not live in Bergen?

No. The Activity Card is only issued to people with a registered residential address in the Bergen municipality. We recommend contacting the municipality you are registered in and ask if they have a similar offer.

Questions about the app

I'm not able to log in, what can I do?

Even though the Activity Card is digital, you must be allocated the card as before. If you have gotten confirmation that you'll receive the Activity Card in 2024, you have received an SMS with a link to log in to the app. If you cannot log in despite this, or if you have not received an SMS, you must contact the institution that issued the Activity Card to you. If you have not gotten confirmation that you will receive the card but have nevertheless downloaded the app, you do not have access and therefore cannot log in.

I don't understand how to use the app, what do I do?

Visit the municipality's website www.bergen.kommune.no/aktivitetskortet and watch the instruction video and read the instruction manual for the app. If you have more questions, send an e-mail to aktivitetskortet@bergen.kommune.no. You can also get help at the Citizen Service Centre (Innbyggerservice) in Kaigaten 4.

I have lost my mobile, will I also lose access to the app?

If you get a new mobile with the same phone number as before, just download the app and log in. If you get a new phone number you must contact the institution that issued the card, for example NAV or the School Health Services, and give them your new phone number.

Can I get a paper card instead of an app?

No. Only when you do not have a smart phone, you'll get an Activity Card on paper.

Questions about using the Activity Card

Where can I use the Activity Card?

The card gives you free access to activities from providers in Bergen, within several different categories. Take a look at the app or visit the municipality's website www.bergen.kommune.no/aktivitetskortet to view all the things you can do with the card.

How many times can I visit the different activities?

On some activities you have a limited number of visits, other activities you can visit as many times as you like. Check each individual activity in the app for more information. **You must not activate more coupons than necessary; when a coupon is activated in the app it is used - whether you participate in the activity or not.**

Which activities have limitations?

All limitations and restrictions can be found under each activity in the app.

There are no spaces left on the leisure activity I want to attend, what do I do?

There are limited spaces on leisure activities such as dance courses, taekwondo etc., and registration works on a first-come, first-served basis. If you do not get a space on your chosen activity, you can try again next semester.

How many leisure activities can I participate in?

You can participate in one leisure activity per semester.

I'm not able to take a screenshot with my phone, what do I do?

All smart phones have a function that allows you to take a screenshot. If you don't know how your phone does this, you can google "screenshot" together with your phone model, for example "screenshot iPhone 11". You can also ask for help in a shop that sells mobile phones like the one you have.

I activated a cinema ticket by mistake, how do I get it back so I can use it?

When a coupon is activated in the app, it is used, whether you participate in the activity or not. It is not possible to get it back. You must therefore **not activate coupons before you know that you have got a place on the activity you want to attend**, such as the cinema.

I can't find any leisure activities that suits me, will new activities be added during the year?

In some cases, there may be new activities added during the year, but this does not happen often. It mainly applies to seasonal activities such as summer camps and the Gingerbread Town.

I didn't use all my cinema tickets last year; can I transfer them to this year?

No. Unused visits to activities with restrictions cannot be transferred to the next year.

Can I use the Activity Card on the cinema at Lagunen Shopping Centre?

No, only Bergen Cinema is included in the Activity Card in 2024.