



THE ACTIVITY CARD

User guide 2025

You have received the Activity Card for 2025

With the Activity Card you get free access to several activities and events in Bergen. You can watch a football match at Brann Stadium, swim in one of the city's many swimming pools, visit the Aquarium, or take dance lessons. On many of the activities you can bring a friend or a family member.

You have most likely received the Activity Card via an app. It is important that you continue reading this leaflet to learn how to use the digital card. If you have received a physical card, you do not need to learn this

Both the app and the physical card function as a type of gift card for the various activities. Some activities require you to sign up beforehand with the activity providers (Festspillene, Fyllingsdalen Theatre, etc.), while at other activities you can show up directly with no prior booking. Some of the activities have limitations on use, which will be marked on the back of the physical card or registered in the app.

Please note that you do not buy tickets in the app! Tickets for the activities must be booked with the providers beforehand by email or at the reception when you arrive. Showing an activated coupon in the app along with the ticket for the activity gives you free entry. Therefore, you must never activate more coupons than necessary; once a coupon is activated in the app, it is regarded as used, whether or not you actually participate in the activity. Under each activity provider in the app, you'll find an explanation on how to get free entries.

You'll find more information about all the activities in 2025, and the latest news about the Activity Card on the City of Bergen's website:

www.bergen.kommune.no/aktivitetskortet

Enjoy!



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In 2025 you get the Activity Card as
an app on your mobile phone!

How to use the app

Download the app

Go to App Store or Google Play on your mobile phone. Search for “Aktivitetskortet” (Activity Card). Press “Installer” (Install). Open the app when it is downloaded. A start-up screen where you log in is now displayed.

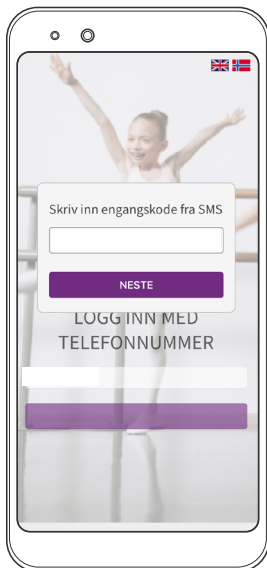
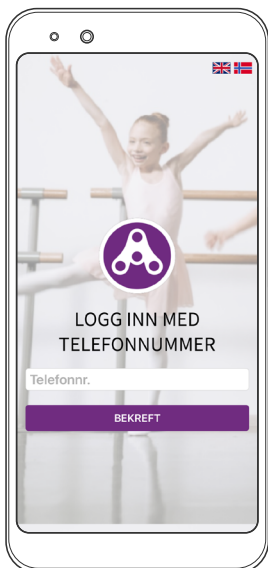
Log into the app

Select “Logg inn” (Log In) and enter your mobile phone number. Press “Bekreft” (Confirm) and then enter the single-use code you receive by SMS and press “Neste” (Next). You can now select your profile and press “Neste” (Next) once more. Now you must enter an access code, which is the birthmonth and -year for the selected profile. If your birthday is May 17 2016, the code will be 0516. If you log out, use the same procedure the next time you log in.

The first time you log in, you must read the information that appears on the screen about how to use the app. It is also important that you read the text under each activity you wish to participate in. It explains how to proceed to get access.

Changing the language

You can change the language by clicking the flags in the upper right corner.



Navigating the app

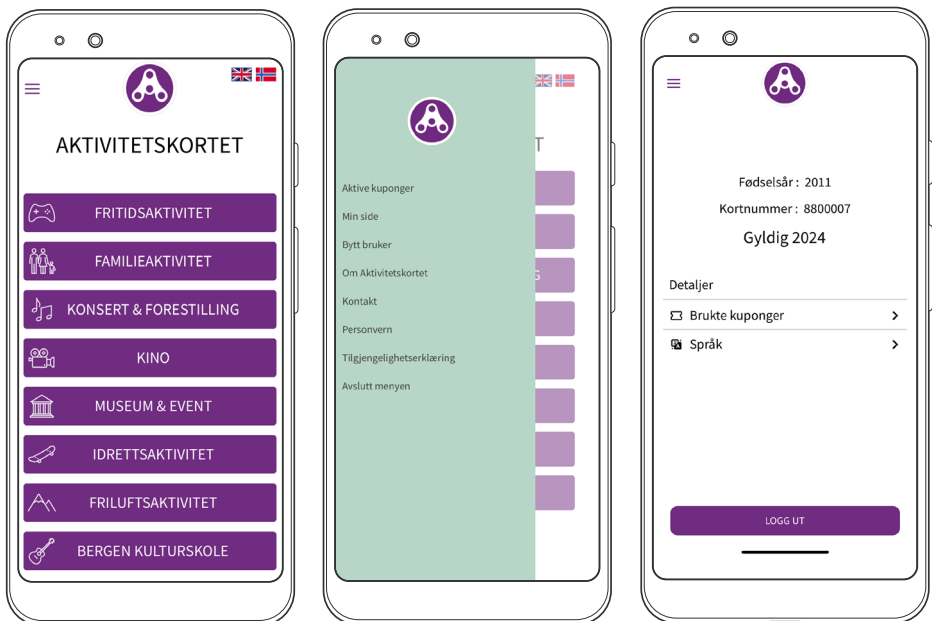
The first page that appears when you are logged in is the Home page. This page shows the various activity categories. By selecting a category you get a list of options available, and you can read more about each activity.

If you click on the logo at the top of the app, you will return to the "Home" page.

The menu (three purple lines) is in the upper left-hand corner. If you click on this, more options are displayed, including more information about data protection, your active coupons, and how to contact the City of Bergen if you have any questions.

Under "My Page," you can view used coupons and also all the coupons you have previously activated. It also displays your birth year and the year the Activity Card is valid. You can also log out here.

**Remember not to activate more coupons than necessary!
When a coupon has been activated in the app it has been used whether you actually use it or not.**



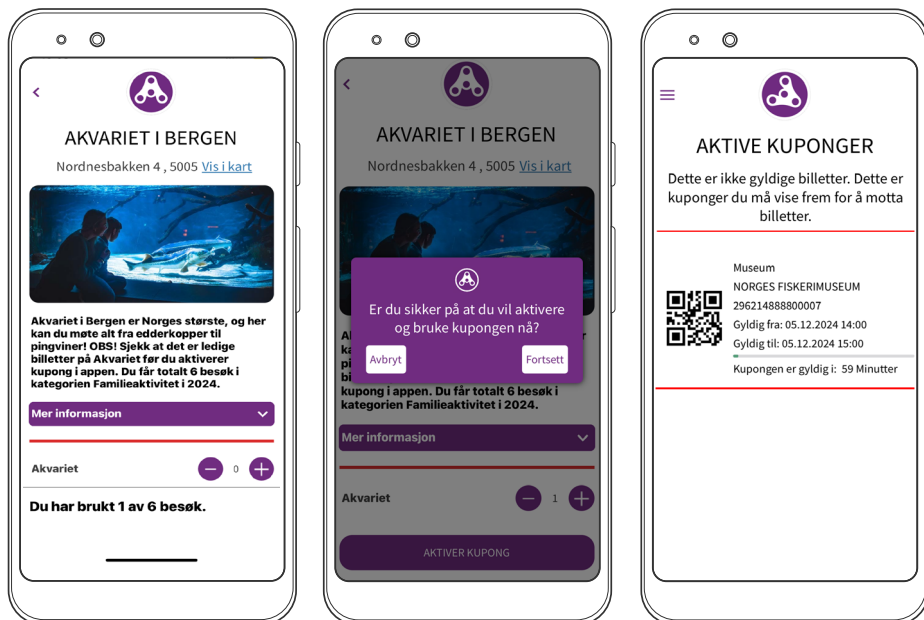
Activating a coupon for an activity or event

You activate coupons under each activity provider – for example AdO or Fløibanen – at the bottom of the app. Please note that the app is not linked up to the various activities and therefore you need to reserve a place by booking a ticket with the activity provider first and then activate a coupon in the app.

1. Find the activity or event you want to join in the app. Book a ticket from the activity provider. There are various ways of booking tickets. For each activity in the app there is an explanation on how to proceed under “Mer informasjon” (More Information). It may be via a webpage/e-mail or directly from the ticket office/reception.

2. When the activity provider has confirmed your ticket, you activate the coupon in the app. Enter the number of tickets and then press “Aktiver kupong” (Activate Coupon). You will now see a message on the screen asking if you are sure you want to activate and use the coupon. If you are sure, press “Fortsett” (Continue). If you are uncertain, press “Avbryt” (Cancel).

3. A page with your active coupons is now displayed. Present the coupon at the entrance for the activity or event or send them by e-mail, whatever the procedure is for your chosen activity. The ticket collectors at the entrance can see that a coupon in the app is active when the logo on the top of the page rotates. On this page, you will also find information about the validity period of your coupons.



4. Please note that coupons in the app have a time limit. Therefore, you should not activate a coupon before you know you are going to participate in an activity. Remember that all activated coupons in the app are regarded as being used whether or not you participate in the activity.

5. Activities with limitations will display how many visits you have left in the bottom of the app.nederst i appen.

Activating a coupon for a leisure activity (activity lasting several weeks/ months)

1. Find the leisure activity you want to join in the app. Book a place from the provider of the activity, for instance Bergen Judo Klubb. There are various ways of booking a place. Under each activity in the app there is an explanation of how to proceed. Please note that you must activate a coupon in the app after you have been given a place at the leisure activity. If there are no more places left for the leisure activity it will be marked "Utsolgt" (Sold Out) in the app. You can participate in one leisure activity per semester, and must be at least 6 years old.

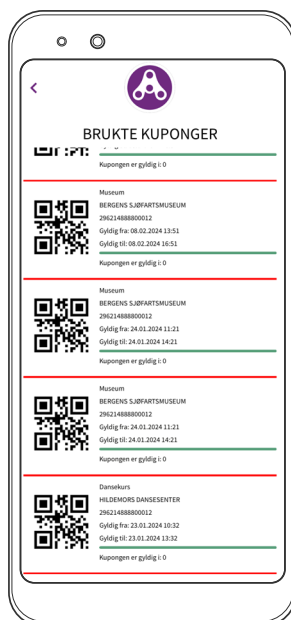
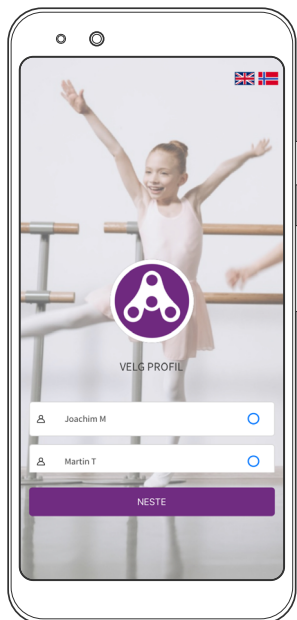


2. When you have signed up and received confirmation that you have a place at the leisure activity of your choice, you activate the coupon in the app. Make sure the number of coupons says “1” and then press “Aktiver kupong” (Activate Coupon). Now a message is displayed on your screen asking if you are sure you want to activate and use the coupon. If you are sure, press “Fortsett” (Continue). If you are unsure, press “Avbryt” (Cancel).

3. A page with your coupons is now displayed. Take a screenshot of your coupon for the activity you have signed up for and e-mail it to the activity provider. Please ignore the time limit on the coupon for leisure activities. If you cannot find your coupon under “Aktive kuponger” (Active Coupons), it can be found under the menu on “Min side” (My Page) under “Brukte kuponger” (Used Coupons).

For parents with multiple children using the Activity Card

Each child with an Activity Card will get his/her own profile and coupons. If the child or children do not have a mobile phone of their own, the Activity Card will be registered on the parent’s mobile phone number. A maximum of three mobile phone numbers can be entered in the app (for example mother’s, father’s, and aunt’s). If you have several children with an Activity Card, select one of the profiles when you log in. If you need to change to another child’s profile, select “Bytt bruker” (Change User) in the menu. Please note that if you have more than two profiles in the app, you will need to scroll in the profile field to see child 3, 4, etc.





Contact us

If you have any questions regarding the Activity Card, you can send an email to: aktivitetskortet@bergen.kommune.no.

Follow us

You can also follow the Activity Card on Facebook, where we post information, updates, etc.: www.facebook.com/Aktivitetskortet.



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