

Help for British nationals in Ålesund

Where to get urgent help, food, accommodation and advice. Separate sections cover British consular services and activities for families living in Ålesund.

Emergency services available 24 hours

Police	Ambulance	Fire and rescue
112	113	110

Other urgent help

What you need	Contact and availability	Page
Urgent medical or sexual assault care	116 117 24 hours	3
Protection from domestic abuse	+47 70 16 33 33 Krisesenter for Sunnmøre, 24 hours	4
A child needs protection	+47 915 76 020 Barnevernsvakta, 24 hours	5
Trafficking or forced exploitation	+47 22 33 11 60 ROSA, 24 hours	6
No food or nowhere to sleep	+47 55 55 33 33 NAV, weekdays 09:00 to 15:00	9
Urgent British consular help	Embassy contact guide Follow the official guidance	17

[Municipal contacts](#) | [NAV Ålesund](#) | [Embassy contact guide](#)

Making the call

Example opening in English: "I am British. I am at [location]. I need [help]."

Dial emergency and 116 numbers without +47 while in Norway. Other Norwegian numbers are shown with +47. An alternative full number is provided where available.

Hours are Norwegian local time unless stated otherwise. Checked 5 October 2026. Hours and vacancies can change; each service assesses eligibility and any charges.

[Find the help you need on page 2](#)

Find the help you need

Select a topic or page number to open it. Each topic page links back here and to urgent contacts on [page 1](#).

A Urgent help and protection

Medical care and police	3
Domestic abuse and sexual assault	4
Child protection and Statens Barnehus	5
Human trafficking and modern slavery	6
Forced marriage and honour based abuse	7
Threats and pressure to commit crime	8

B Housing, food and money

Housing and money for essentials	9
Who can get help from NAV	10
Food and daytime meeting places	11
Accommodation you pay for	12

C Advice and practical support

Someone to talk to by chat or telephone	13
Family and school support	14
Dental care and substance use support	15
Public libraries and internet access	16

D British consular services

British consular help and online forms	17
--	----

E Activities for resident families

Activity fees, tickets and equipment	18
Family holidays and youth activities	19

F Sources

Sources and updates	20
-------------------------------------	----

Links open service websites or pages in this guide. "English not confirmed" means the provider does not promise it on the pages checked. Interpreter arrangements vary by service.

Medical care and police

Medical emergencies

Call 113 | Ambulance | 24 hours

For a life threatening emergency, including immediate suicide risk.

Illness or injury that cannot wait

Call 116 117 | Legevakt | 24 hours

Call before attending, including if you have no local GP. Ålesund legevakt is at Åsesvingen 16. The service will assess where you should receive care. For sexual assault care, use the same number; details are on [page 4](#).

[Ålesund urgent medical service](#)

Healthcare documents and costs

GOV.UK explains access to medically necessary public healthcare using a UK passport or valid GHIC/EHIC. Patient charges can apply. These arrangements do not generally cover private treatment or transport home. The linked guidance explains documents and costs.

[Helsenorge guidance for visitors](#) | [UK healthcare guidance](#)

Police

112 | Emergency | 24 hours

02800 | Non-emergency enquiries

Ålesund police station: **+47 70 11 87 00**, Nedre Strandgate 50. Call to check reception hours and how to report an offence.

[Ålesund police station](#)

Support after a crime

800 40 008 | Weekdays 09:00 to 15:00

The police support centre for victims of crime gives advice about reporting, the criminal justice process and support during a case.

[Support centre for victims of crime](#)

Further support

Domestic abuse and sexual assault: [page 4](#). Concerns about a child: [page 5](#). Someone to talk to by chat or telephone: [page 13](#). Dental care: [page 15](#). British consular assistance: [page 17](#).

Domestic abuse and sexual assault

A safe place away from a partner or family member

Krisesenter for Sunnmøre | +47 70 16 33 33 | 24 hours

Alternative number: **+47 945 39 945**. Free help for women, men and children of all nationalities experiencing violence or threats from someone close. This intermunicipal service accepts direct calls without a referral, including for advice only.

Temporary safe accommodation, conversations and help contacting other services are available. Children can stay with a parent. The centre arranges interpreters and explains access and arrival arrangements by telephone.

Bufdir guidance requires individual assessment of substance use and care needs. Detailed local admission rules are not published. The centre can explain suitable arrangements.

[Shelter and eligibility](#) | [Information in English](#) | [National shelter guidance](#) | [Municipal action plan section 17.16](#)

The municipal action plan also covers psychological abuse, financial and digital control, and abuse continuing after separation. Physical injury is not the only form of abuse.

Rape or a recent sexual assault

Overgrepsmottaket Ålesund | 116 117 | 24 hours

A joint service from Ålesund municipality and Helse Møre og Romsdal. Free care without referral or a police report, including medical assessment, evidence collection and help contacting a lawyer. It also assists with domestic violence.

The municipality directs callers through **116 117** to the nurse on duty. The centre has its own entrance at Åsesvingen 16, by the legevakt.

For sexual assault involving a child under 14, or domestic violence involving someone under 18, acute care is through the hospital paediatric service. Call **116 117** for the correct route, or **113** in a medical emergency.

[Local service and age limits](#) | [Hospital information](#)

Talk about abuse in English

VO-linjen | 116 006 | Telephone open 24 hours

Free, anonymous support for adults, in English and Norwegian. Under 18: use Alarmtelefonen on [page 5](#). Chat details are on [page 13](#).

[VO-linjen in English](#)

Support after sexual abuse by appointment

Nok. Møre og Romsdal | +47 974 15 580

Free support for survivors and relatives. Telephone hours: weekdays 09:00 to 15:00; Thursday until 18:00.

Ålesund appointments take place on scheduled visiting days at Borgundfjordvegen 116, Elegantegården. Call to book.

[Contact and hours](#) | [Ålesund appointments](#)

Child protection and Statens Barnehus

A child needs protection now

Barnevernsvakta for Sunnmøre | +47 915 76 020 | 24 hours

Call the emergency child welfare service if a child may be unsafe, exposed to abuse or without adequate care. Children, parents and concerned adults can ask for help. You do not need proof before raising a concern. Immediate danger: **112**. Medical emergency: **113**.

[Contact child welfare](#) | [Emergency contacts](#)

Advice about violence, abuse or neglect

Alarmtelefonen for barn og unge | 116 111 | 24 hours

For children, young people and concerned adults. If the short number does not connect, try **+47 954 11 755** or local child welfare. Telephone interpreters are available. English chat and SMS details are on [page 13](#).

[Alarmtelefonen in English](#)

Specialist support through Statens Barnehus

Statens Barnehus Ålesund | +47 70 11 88 50

Part of Møre og Romsdal Police District, staffed by civilian specialists. For children and young people, and adults with intellectual disabilities, who may have experienced or witnessed violence or sexual abuse.

The centre coordinates adapted interviews, examinations and follow-up. Investigation appointments are normally arranged through police after a report. Anyone may call for advice. It does not provide accommodation.

Telephone hours: weekdays 08:00 to 15:00 | Parkgata 3, level 4 (4. etasje)

[Statens Barnehus Ålesund](#)

Other help for families

For relationship difficulties or separation, contact Familievernkontoret Sunnmøre. Its booking details and the youth health clinic at Moa are on [page 14](#). The crisis shelter on [page 4](#) provides advice about domestic abuse.

Human trafficking and modern slavery

Emergency: 112 | ROSA: +47 22 33 11 60, 24 hours

Human trafficking can involve forced work, domestic servitude, sexual exploitation, begging or forced criminal activity. ROSA offers advice where exploitation is suspected, including when the situation is unclear.

ROSA national specialist support

ROSA is run by Kriesentersekretariatet and funded by the Ministry of Justice and Public Security. It is an independent service, not a government agency. Victims, concerned people and professionals can call.

ROSA supports all genders and coordinates safe accommodation for adults, legal advice and other help. Interpreters are available. Accommodation requires assessment and an agreed place.

[ROSA help in English](#) | [Operator funding and role](#)

Local protection through Kriesesenter for Sunnmøre

+47 70 16 33 33 | 24 hours | Free

The local crisis shelter accepts direct calls about abuse by a partner, family member or someone close. It offers advice and temporary protection for women, men and children of all nationalities; see [page 4](#).

ROSA coordinates suitable accommodation in trafficking cases. The local shelter has not published general admission criteria for all forms of trafficking.

[Local shelter and contact](#) | [Municipal action plan](#)

Children and young people under 18

Barnevernsvakta for Sunnmøre | +47 915 76 020 | 24 hours

Contact child welfare for protection and accommodation. Alarmtelefonen **116 111** also gives advice. Use **112** for immediate danger; see [page 5](#).

Legal and consular support

ROSA can help with legal advice, including where exploitation involves criminal acts. British consular assistance is described on [page 17](#).

Forced marriage and honour based abuse

Emergency: 112 | Krisesenter for Sunnmøre: +47 70 16 33 33, 24 hours

Help is available for forced marriage, honour based threats and control, including before a marriage or journey. Bufdir lists the protection and specialist services below.

Protection and a safe place now

Adults can contact the crisis shelter directly for free advice and temporary protection; see [page 4](#). Under 18: call Barnevernsvakta for Sunnmøre on **+47 915 76 020** or Alarmtelefonen on **116 111**. These lines are open 24 hours.

[Protection and help in Norway](#)

Specialist advice and longer term accommodation

Kompetanseteamet | +47 478 09 050 | Weekdays 09:00 to 15:00

The national team against negative social control and honour based violence is coordinated by Bufdir. Adults can call directly for advice and help finding the right service. Ask for English or an interpreter; English availability is not confirmed on the pages checked.

The team assesses access to a national supported housing scheme for adults who need protection. A place requires individual assessment. The scheme is not emergency accommodation; urgent shelter contacts are above.

[Advice and contact](#) | [Housing scheme and application route](#)

British Forced Marriage Unit

+44 20 7008 0151 | Monday to Friday 09:00 to 17:00 UK time

This is normally 10:00 to 18:00 in Norway. Email: fmu@fcdo.gov.uk, only if safe. The Forced Marriage Unit provides specialist advice about preventing or leaving a forced marriage and works with British embassies in cases abroad.

For urgent consular help: Embassy contact guide

In an immediate emergency in Norway, call **112** first. The UK emergency number shown on GOV.UK is for use in the UK.

[Forced Marriage Unit and help abroad](#)

If you are helping someone else

UK government guidance warns helpers against involving the family or attempting mediation in forced marriage cases, because this can increase danger. The linked guidance sets out the recommended approach.

[Safe support and why mediation can be dangerous](#)

Threats and pressure to commit crime

112 | Immediate danger | 02800 | Other police enquiries, 24 hours

For concerns about threats, blackmail or recruitment into criminal activity, the contacts below provide police advice and specialist support.

Police contact and reporting

Police guidance on criminal recruitment advises young people to contact police or a trusted adult if they have been approached by criminals. It gives **112** for emergencies and **02800** for other enquiries. The general police contact is also available to adults.

Ålesund police station: **+47 70 11 87 00**. Police can explain the reporting process and assess protection needs. Their website distinguishes a tip from a formal criminal complaint.

[Police guidance on recruitment](#) | [Police tips and contact routes](#)

Espionage, terrorism or sabotage

PST Norwegian Police Security Service | +47 23 30 50 00

PST handles concerns about national security, including espionage, terrorism and sabotage.

PST in Ålesund | Published local contact: +47 70 11 87 00

PST lists an office at Nedre Strandgate 50, 6005 Ålesund. This is also the police station number. PST does not publish local telephone hours or drop-in arrangements on its contact page.

For general enquiries and tips, PST directs people to its central service: the online reporting form or post@pst.politiet.no. Its English reporting page asks people to use the form. The central switchboard is listed above.

The form requires a name, telephone number and email address. PST says information is handled confidentially and that a report may lead to an investigation or a request for a witness statement. Confidential reporting is not anonymous reporting.

PST directs people facing an imminent threat to life or health to call 112.

[PST local offices and contact guidance](#) | [Reporting form in English](#)

Support for people affected

Possible trafficking or forced exploitation: ROSA, **+47 22 33 11 60**, 24 hours, [page 6](#). ROSA also helps people access legal advice.

Children at risk: Barnevernsvakta, **+47 915 76 020**, or Alarmtelefonen, **116 111**, both 24 hours, [page 5](#).

Support after crime: **800 40 008**, weekdays 09:00 to 15:00. The police support centre explains reporting and support through a criminal case. British consular help is on [page 17](#).

[Police support centre for victims](#)

Housing and money for essentials

Ask NAV Ålesund for an urgent assessment

+47 55 55 33 33 | Telephone hours weekdays 09:00 to 15:00

Notenesgata 6, level 4 (4. etasje), with stairs and lift. Drop-in: Monday, Wednesday and Friday 11:00 to 14:00. Tuesday and Thursday: appointment only.

NAV accepts applications for temporary accommodation (midlertidig botilbud) when you cannot arrange somewhere to sleep yourself. Applications for food or other essentials can also be assessed.

NAV guidance provides for a same-day assessment of an immediate need for temporary accommodation. NAV can help with an application if you cannot apply online. A decision includes information about appeal rights.

These are municipal social services delivered through NAV. Help arranging accommodation and help paying are separate assessments. Visitors and residents may have different rights; see [page 10](#).

[NAV contact and hours](#) | [Temporary accommodation](#) | [Help with essential expenses](#) | [Same-day assessment guidance](#)

Accommodation arranged through NAV

Municipal rooms at Aarsæthervegen 6 have shared facilities and staff support. Access is by application through NAV, which assesses suitability and allocates a place.

[Municipal temporary accommodation](#)

Blå Kors boligtiltak Ålesund | +47 70 12 10 15

Steinvågevegen 29. Three temporary units for homeless people over 18 with active substance use problems, sometimes with mental health difficulties. A NAV decision in consultation with Blå Kors is required. Stays are up to three months, subject to house rules.

Detailed rules on intoxication, medicines and check-in are not published. NAV and Blå Kors can explain admission conditions.

[Blå Kors eligibility and house rules](#)

At night or during the weekend

No general out-of-hours housing contact for Ålesund has been confirmed. For urgent British consular assistance, use the **Embassy contact guide**. The FCDO does not generally pay accommodation costs.

For domestic abuse, call the crisis shelter on **+47 70 16 33 33** at any time. For a child at risk, call **+47 915 76 020**. Use **112** or **113** for immediate danger or a medical emergency.

[NAV guidance on urgent access](#) | [British financial assistance](#)

Who can get help from NAV

Last checked: 5 October 2026

Rules and guidance may change. This is a general summary; NAV must assess your circumstances under the rules in force when deciding your application.

These rules cover municipal financial assistance and temporary accommodation. Everyone can apply for an individual assessment. Other NAV benefits have separate rules.

Living in Norway

Lawful stay and established residence (fast bopel) normally give access to assistance, subject to each service's conditions. Financial help depends on need and accessible resources. Finding accommodation and paying for it are assessed separately.

NAV assesses your connection to Norway, including your family, housing, registration, tax, National Insurance, and the purpose and expected duration of your stay. Fast bopel does not mean owning a home or holding a permanent residence permit. There is no general one-year waiting period.

Visiting or staying for long periods

With lawful stay but no established residence, regulation section 1(2) gives a right to financial assistance and help finding temporary accommodation if you cannot support yourself. This limited help lasts until assistance from sources in your home country can be expected. NAV assesses what support is actually available.

Long or repeated visits do not automatically establish residence or lawful stay. NAV assesses your circumstances; UDI provides immigration guidance.

Exceptions and lack of lawful stay

British citizenship alone no longer gives EEA residence rights. Protected rights under the UK-EEA EFTA Separation Agreement, EEA family rights or another applicable agreement may affect the assessment. Regulation section 1a contains specific EEA rules and exceptions.

Section 1(4) also exempts suspected trafficking victims granted a limited permit under Immigration Regulations section 8-3(1) or (2), and people entitled to remain while a residence application or appeal is considered. Applying alone does not establish that right.

Without lawful stay, section 4 provides emergency financial help and assistance finding temporary accommodation for a short period if you cannot support yourself and cannot obtain state accommodation. Help lasts until you could in practice leave Norway; NAV may require active steps towards departure. Barriers beyond your control require assessment. Advice remains available.

Documents and decisions

NAV may request ID, residence documents, account balances and evidence of need. Tell NAV about missing documents or money an abusive spouse withholds. NAV issues a written decision. The usual appeal deadline is three weeks from receiving it; submit the appeal to the NAV office that made the decision.

[Regulation sections 1 1a 4 and 5](#) | [NAV circular sections 1.2 and 4.27](#)

[Applications and appeals](#) | [Temporary accommodation](#) | [British residence guidance](#)

Food and daytime meeting places

Urgent food assistance through NAV: +47 55 55 33 33, weekdays 09:00 to 15:00, [page 9](#). Provider hours can change.

Suppebilen and Huset

+47 404 03 319

Suppebilen provides free meals, surplus food and social contact at Korsatunnellen on Fridays. Check the serving time on Facebook or by telephone.

Huset | Keiser Wilhelms gate 48 | Tuesdays 10:00 to 14:00

Coffee, conversation and simple refreshments indoors. Published Tuesday hours need confirmation; separate from the Friday street service.

[Suppebilen updates](#) | [Food service](#) | [Huset address and published hours](#)

Evangeliesenteret Ålesund

+47 908 66 576 | Kipervikgata 1A

Monday and Wednesday 11:00 to 14:00 | Tuesday 19:00 to 21:00

Meals, food bags and support, particularly for people affected by substance use. Access conditions and charges are available from the service.

[Service and hours](#)

Frelsesarmeen is The Salvation Army

Solhøy and Varmestua | +47 70 12 17 22 | Giskegata 27

Alternative: +47 970 93 547. Meal times and visitor eligibility are unconfirmed. Ålesund korps also offers practical support: +47 70 12 18 89, Apotekergata 14; regular food distribution here is unconfirmed.

[Local services](#) | [Ålesund korps](#) | [Requesting food help](#)

Kirkens Bymisjon

Bymisjonssenteret | +47 930 53 604 | Parkgata 9

Tuesday, Thursday and Friday 10:00 to 15:00 | Wednesday 12:00 to 17:00

An open meeting place with inexpensive meals. Free food is not confirmed. Closed Monday. Telephone: activity coordinator.

[Services](#) | [Contact and hours](#)

Community support around Moa

Stedet Ålesund, The Salvation Army: +47 479 44 465, Spjelkavikvegen 2. Substance-free aftercare and community activities. Participation and hours are available from the service.

[Stedet contact](#) | [Service description](#)

Accommodation you pay for

Compare these commercial options if you, your insurer or someone helping you can pay. Prices and vacancies depend on your dates. They are not subsidised emergency accommodation.

Volsdalen Camping

+47 70 12 58 90 | [Sjømannsveien, Volsdalsberga](#)

Basic cabins, rooms and larger accommodation outside the centre. The website advertises year-round opening. The simplest cabins sleep two to three people and have cooking plates and a fridge, but no running water inside. Confirm room or cabin availability and check-in before travelling.

[Accommodation options](#) | [Opening information](#) | [Contact and location](#)

Scandic Parken

+47 70 13 23 00 | [Storgata 16, centre](#)

Ask for an economy room, the hotel's lowest-priced category. Reception is staffed 24 hours. Compare the total quote; this category does not guarantee the lowest price in Ålesund.

[Economy rooms and reception](#)

Hotel Noreg

[Kongens gate 27, centre](#) | frontdesk@hotelnoreg.no

Online booking and advertised offers for students and guests aged 67 or over, with proof of eligibility. Check current terms and the final price.

[Booking and current offers](#)

Booking and payment

Rates, deposits, included facilities and arrival times depend on the provider and booking. The links above give current booking terms.

NAV assistance is assessed separately from a commercial booking; a booking does not establish entitlement to reimbursement. The application route is on [page 9](#).

Someone to talk to by chat or telephone

Chat hours below are Norwegian local time. Queues and holiday changes may apply. Emergency contacts are on [page 1](#).

English explicitly offered

Service and who it helps	Chat hours	Telephone
Alarmtelefonen Children, young people and adults concerned about a child	Daily 16:15 to 22:45 Saturday until 23:45	116 111 24 hours
VO-linjen Adults affected by domestic or sexual abuse	Monday to Friday 09:00 to 20:00	116 006 24 hours

Both are free and anonymous. Alarmtelefonen also answers SMS on **+47 417 16 111** during chat hours; alternative telephone **+47 954 11 755**.

[Alarmtelefonen English chat](#) | [VO-linjen English chat](#)

Other chat services

Service and language	Who it helps	Chat hours
Mental Helse English not confirmed	Emotional support	24 hours
Kors på halsen English not confirmed	Under 18s with worries or difficult experiences	Daily 14:00 to 22:00 Tuesday and Thursday until 00:00
SnakkOmMobbing English not confirmed	Young people affected by bullying	Monday to Thursday 14:30 to 21:00 Weekend 15:00 to 21:00
Kirkens SOS Norwegian	Emotional support	Monday and Tuesday 18:30 to 22:30 Wednesday to Friday 18:30 to 01:30 Weekend 14:30 to 01:30

Kors på halsen summer and Christmas hours: 16:00 to 22:00. Kirkens SOS hours are reported by Ung.no; its live chat page shows current availability. Calls and chats have separate hours.

[Mental Helse chat](#) | [Kors på halsen](#) | [Holiday hours](#)

[SnakkOmMobbing](#) | [SOS chat](#) | [SOS language](#) | [SOS hours](#)

Listening by telephone

Mental Helse: **116 123**, or **+47 911 16 123** from abroad, 24 hours; English not confirmed. Kirkens SOS: **+47 22 40 00 40**, 24 hours; Norwegian.

[Mental Helse telephone](#) | [Kirkens SOS](#)

Family and school support

Familievernkontoret Sunnmøre

+47 466 17 390 | Langelandsveien 17

Telephone hours weekdays 08:30 to 11:30 and 12:00 to 15:00

Free Bufetat counselling by appointment, without referral, for family difficulties, separation and parenting. Domestic abuse support is on [page 4](#).

[Family counselling and appointments](#)

Youth health clinic for ages 13 to 24

Helsestasjon for ungdom | +47 408 23 517

Wednesday and Thursday 14:30 to 19:00 | Doctor from 16:00

Moa Helsehus, level 2 (2. etasje), south entrance shared with Moa legesenter. Free for young people aged 13 to 24 staying in Ålesund. Drop in or book; the phone is staffed during clinic hours. Holiday hours may differ.

Advice on sexual health, contraception, pregnancy, violence, substance use and personal difficulties. Urgent sexual assault care is on [page 4](#).

[Youth clinic and hours](#)

Bullying or an unsafe school environment

Mobbeombodet | +47 71 28 04 33 or +47 911 40 259

For children in kindergarten, primary or lower secondary school and their parents. The ombud advises on bullying and a safe school environment. Email: mobbeombodet@mrfylke.no.

Elev og lærlingombodet | +47 71 28 04 49 or +47 951 37 228

For pupils and apprentices in upper secondary education, including concerns about bullying, rights and training. Email: elo@mrfylke.no.

These are Møre og Romsdal county services. Direct contact is available. English and telephone hours are not confirmed. The county provides an eDialog service for secure messages.

[County contacts and secure messaging](#) | [Bullying ombud role](#) | [Pupil and apprentice ombud role](#)

Dental care and substance use support

Urgent dental pain or injury

County guidance directs people with urgent dental needs to a dentist, or to **116 117** if a dentist cannot be reached. Public clinics have no out-of-hours dental service. Charges and subsidies depend on eligibility.

[Find public dental clinics](#) | [County advice on urgent dental care](#)

Dental treatment after trauma or severe dental anxiety

TOO team at Molde kompetanseklinikk | **+47 71 28 46 20**

For people aged 20 or over with substantial difficulty receiving dental care following torture, abuse or severe dental or injection phobia. You can contact the team yourself or ask a clinician to refer you. Treatment under the scheme is free after assessment.

This county service has its specialist team in Molde. The county currently reports about two years' waiting time for assessment, so this is not urgent dental care. Ask about eligibility, travel and language support. English information is online; the language of appointments is unconfirmed.

[TOO criteria referral and English information](#)

Alcohol and substance use support

Alcoholics Anonymous: **+47 911 77 770**, weekdays 11:00 to 15:00 and daily 18:00 to 22:00. English-speaking meetings are not confirmed. Municipal support is also available through the link below.

[AA meetings and contact](#) | [Municipal mental health and substance use services](#)

Public libraries and internet access

Libraries in the town centre and at Moa offer places to sit or read, computers, Wi-Fi and activities. Printing may incur a charge.

Where to go

Library	Visit	Call
Ålesund library	Keiser Wilhelms gate 15 Level 2 (2. etasje) in the low-rise town hall building	+47 70 16 22 60
Moa library	Thon Senter Moa south Langelandsveien 35	+47 475 13 365

[Town centre library](#) | [Moa library](#)

Staffed opening hours at both libraries

Day	Hours
Monday to Thursday	10:00 to 18:00
Friday	10:00 to 16:00
Saturday	10:00 to 15:00
Sunday	Closed

The town centre hours changed on 5 October 2026. The dated notice below replaces the older timetable on its contact page.

[New town centre opening hours](#)

Access outside staffed hours

Extended self-service access, called meirope, requires a signed agreement, library card and PIN. It is available from age 18. Children can accompany a parent who has access. Registration is through the library desk.

[Extended access and conditions](#)

Computers, printing and online services

The library website describes its computers, Wi-Fi and printing facilities. British passport applications and other government forms are linked on [page 17](#). Library activities are also listed with family activities on [page 18](#).

[Library computers and Wi-Fi](#)

British consular help and online forms

Urgent help involving a British national

British Embassy Oslo contact guide

The Foreign, Commonwealth & Development Office (FCDO) provides urgent consular assistance, including after serious illness, crime or becoming stranded. Immediate danger in Norway is handled by local emergency services, [page 1](#).

An emergency loan for return to the UK is exceptional, discretionary and repayable. It does not cover medical or legal bills or unpaid accommodation.

[Embassy contact guide](#) | [Financial assistance limits](#)

Start on GOV.UK for routine information and applications

The British Embassy Oslo directs users to online government services. Many applications can be completed yourself. For travel advice, it explicitly says consular staff cannot add information by telephone beyond GOV.UK's published advice.

[Embassy services](#) | [Embassy statement on travel advice](#)

Use the relevant link below for instructions, forms and fees:

[All UK services in Norway](#) | [Apply for or renew a passport](#)

[Official documents and certificates](#) | [Living in Norway](#) | [Norway travel advice](#)

Urgent travel without a usable passport

Check the emergency travel document rules and online application if your passport is lost, stolen, damaged or otherwise unavailable and you need to travel urgently.

[Emergency travel documents](#)

If you cannot find the answer or use the online service

Use the embassy contact service to route your question, or the digital assistance option for help using online services. Embassy visits require an appointment.

[Embassy contact service](#) | [Digital assistance](#)

Activity fees, tickets and equipment

These schemes support everyday participation. Check residence, age and financial need conditions. For urgent food or housing, use [page 9](#).

Fritidskonto for organised activity fees

Registered Ålesund residents aged 0 to 24 who need support can receive up to NOK 2,400 a year. Equipment and transport are excluded. Contact a public health nurse or fritidskonto@alesund.kommune.no.

Use Friskus with electronic ID and the child's national identity number or D-number. Young people over 15 can register themselves. Pay approved invoices through Friskus; paid invoices are not reimbursed. Ask for help with digital access.

[Eligibility and applications](#) | [Ålesund Friskus](#)

Free cinema and activity tickets for ages 6 to 18

A limited pilot provides tickets through school health nurses. Venues include Odeon cinema, Atlanterhavsparken, Bybadet, Epic AktivPark Digerneset, Sportsparken Vegsund, Parken kulturhus and Buldrehallen.

One companion is included except at Bybadet; at Epic the companion may not jump. Reserve allocated tickets in Friskus and press "bruk" only on arrival. Availability is limited.

[Ticket scheme and conditions](#)

Borrow sports and outdoor equipment near Moa

Skattkammeret | +47 477 85 682 | Nybømarka 2

Tuesday, Wednesday and Friday 10:00 to 15:00 | Thursday 12:00 to 18:00

Kirkens Bymisjon lends equipment free to people under 25. Bring identification and agree a return date. Check availability and registration before travelling. Ask about adult borrowing terms. Email: skattkammeret.alesund@bymisjon.no.

[Contact and hours](#) | [Borrowing conditions](#) | [Equipment catalogue](#) | [Other loan schemes](#)

Find more activities

The Friskus calendar and library programmes list further activities, with event-specific costs, ages and registration. Centre and Moa library contacts are on [page 16](#).

[Activity calendar](#) | [Centre library](#) | [Moa library](#)

Family holidays and youth activities

Ferie for alle with the Norwegian Red Cross

+47 920 68 695 | kina.gruner@redcross.no

Free holidays for eligible families. National criteria include financial difficulties for at least three years in Norway and at least one child aged 6 to 13. Families must not have a similar holiday offer and must manage the stay independently or bring necessary support.

Apply through NAV, school health services or another public support service. Discuss Norwegian language needs and any interpreter or assistant before applying. Check the regional page for the next application period.

[Regional holidays and contact](#) | [Eligibility and application route](#)

Fellesverket Dragen for ages 13 to 25

Ålesund Red Cross | aalesund@rodekors.org

A free Red Cross meeting place with homework help, gaming, music and cooking. No registration required. Published address: Storgata 25. A September 2026 report says it needs new premises by the end of November 2026. Check the venue and hours before going.

[Red Cross and Fellesverket](#) | [Relocation notice](#)

Kaoskollektivet at Moa for ages 13 to 17

Ung i Ålesund | +47 479 92 046

A municipal youth meeting place in the former Moa library, with music, gaming and creative activities. This is a different location from the current library at the shopping centre.

Tuesday to Thursday 14:00 to 21:00

Friday 14:00 to 23:00 | Saturday 16:00 to 23:00

Ask about the programme, costs and holiday hours. Ung i Ålesund also lists free creative workshops; check age limits and registration for each one.

[Municipal youth activities and contact](#)

If you also need food or housing

Ask NAV for an individual assessment and explain the children's needs. Contact details are on [page 9](#). These activity and holiday schemes do not provide emergency accommodation or cash.

Sources and updates

Service websites are linked beside every entry. This index groups the main public sources for checking details. Information checked on 5 October 2026; hours, capacity and access conditions may change. Consular contact routes updated on 6 October 2026.

Ålesund municipality and local public services

[Emergency contacts](#) | [Legevakt](#) | [Sexual assault care](#) | [Child welfare](#)

[Krisesenter for Sunnmøre](#) | [Shelter in English](#) | [Sunnmøre action plan 2026 to 2030](#)

The action plan is an intermunicipal Sunnmøre plan. It covers trafficking in section 5.11, the crisis shelter in 17.16 and NAV in 17.19.

[Municipal temporary housing](#) | [NAV Ålesund](#) | [Mental health and substance use](#)

[Youth health clinic](#) | [Fritidskonto and tickets](#) | [Youth activities](#) | [Equipment loans](#)

[Town centre library](#) | [Moa library](#) | [New centre hours](#) | [Library access](#)

Møre og Romsdal county municipality

[School ombuds contacts](#) | [Bullying ombud role](#) | [Pupil and apprentice ombud role](#)

[TOO dental care](#) | [Public dental clinics](#) | [Urgent dental care](#)

The county provides the school ombuds and public dental services. A regional name alone does not establish county ownership.

State services and British government information

[Hospital sexual assault service](#) | [Statens Barnehus Ålesund](#) | [Ålesund police](#)

[Police victim support](#) | [PST in English](#) | [Family counselling through Bufetat](#)

[NAV housing guidance](#) | [Social assistance and appeals](#) | [Residence rules on Lovdata](#)

[British Embassy Oslo](#) | [GOV.UK services in Norway](#) | [Embassy contact guide](#)

Helse Møre og Romsdal is part of the state specialist health service. Statens Barnehus belongs to Møre og Romsdal Police District. Family counselling is a Bufetat service.

Independent services and older material

[ROSA and its operator](#) | [Nok. Møre og Romsdal](#) | [Red Cross regional holidays](#)

[Kirkens Bymisjon](#) | [The Salvation Army](#) | [Blå Kors housing](#)

ROSA is government funded and run by Krisesentersekretariatet. Other voluntary providers publish their own service conditions. Older municipal helpline lists and English shelter cards contain outdated contacts. No published English full version of the 2026 to 2030 action plan was found.