

Lapland & Northern Lights

HELSINKI ● OULU ● ROVANIEMI ● STOCKHOLM

The Offer

You've heard the stories and you've seen the pictures. Now it's time to experience the wonders of Lapland and the northern lights in person. From urban exploration in Helsinki to adventures in Lapland, this 12-day package will create magical memories that will last a lifetime.

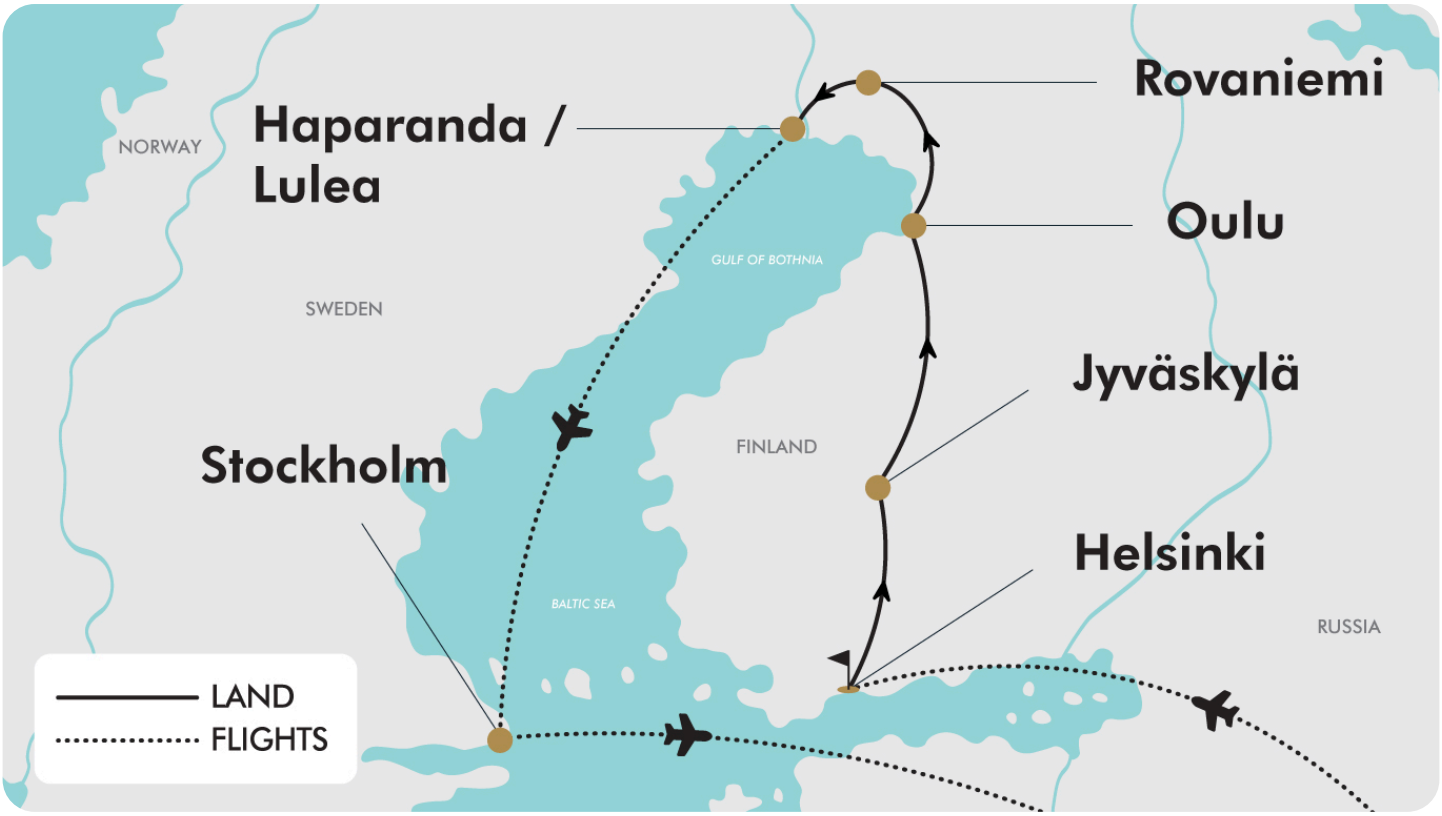
Fulfil a lifelong dream by seeking the northern lights, one of the most awe-inspiring sights on earth. Discover the best of Helsinki at leisure, exploring the vibrant seaside city encased by beautiful islands. Visit Santa Claus' village in Rovaniemi, spend two nights gazing at the sky from the comfort of a cozy glass igloo, take an unforgettable snowmobile excursion through the frozen landscape, enjoy a Husky expedition through the snowy landscape and so much more.

With return international flights, quality hotel accommodation, two nights in a glass igloo under the northern lights and 9 meals, this trip has it all!

Want more? Add extra days to your itinerary with Arrive Early in Helsinki, Finland and Stay Behind in Stockholm, Sweden.



The Map


Rovaniemi
Haparanda / Lulea
NORWAY
Oulu
GULF OF BOTHNIA
SWEDEN
Jyväskylä
FINLAND
Stockholm
Helsinki
BALTIC SEA
RUSSIA
LAND
FLIGHTS



The Itinerary

Day 1 Australia (or New Zealand) - Helsinki, Finland

Today, fly from Australia (or New Zealand) to Helsinki, Finland.

Please note: Some flights may depart on Day 2 and arrive on Day 2.

Meals included: In-Flight

Day 2 Welcome to Helsinki, Finland

Upon arrival, you will be met by your English-speaking tour leader and transferred to your hotel. If it is too early for check-in, luggage can be stored at the hotel until your room is ready. Enjoy the rest of the day at leisure in Finland's southern capital city.

At 19:00, meet your Tour Representative and fellow travellers for a tour briefing and welcome drink. Please arrive with plenty of time to ensure you don't miss the start.

Trip Only Bookings (No International Flights)

If you've booked the Trip Only option, make your own way to the hotel for check-in.

Hotel details will be confirmed in your final travel documents, issued 4–6 weeks before departure.

Overnight: Scandic Grand Marina, Scandic Park Hotel or similar, Helsinki
Meals included: None

Day 3 Helsinki - Day at Leisure

Helsinki, the capital of Finland, is a vibrant seaside city encased by beautiful islands and great green parks. Enjoy a full day at leisure to independently explore this magnificent city, the museums, bustling bars and wonderful architecture in this sea-facing city situated on the peninsula in the Gulf of Finland.

Optional Activity: Helsinki City Tour

Enjoy this comprehensive tour taking in the most important and interesting parts of Helsinki. Visit Helsinki Cathedral at the Senate Square, the Presidential Palace, City Hall, the Parliament Building, Finlandia Hall, the Opera House, the Helsinki Music Centre and Central Library Oodi. 1-2 stops are possible during the tour, such as Senate Square and the Sibelius Monument. Please note: Entrances are not included. (Approximately 3 hours). Current price is available in the Important Info section.

Overnight: Scandic Grand Marina, Scandic Park Hotel or similar, Helsinki
Meals included: Breakfast

Day 4 Helsinki - Porvoo - Jyvaskyla - Sauna Experience

This morning, enjoy breakfast before continuing your journey to Jyvaskyla (approximately 270 kilometres). On route, stop off at Porvoo, a popular tourist destination, characterised by its colourful wooden houses, narrow alleys, and charming atmosphere. The city has a rich history, and its Old Town is a designated UNESCO World Heritage Site. After, continue to Jyvaskyla, stopping at a Winter sauna, Jacuzzi and bathing experience in the beautiful scenery of Lake Paijanne. The log-built saunas are in an idyllic setting surrounded by nature. After the memorable experience, enjoy some light snacks before continuing to the hotel.

After your relaxing day, check into your hotel. The rest of the day is at leisure in the beautiful Lakeland region city in Finland. In these winter months, the landscape is covered in a blanket of snow and has breathtaking views, national parks and unique nature.



The Itinerary

Overnight: Original Sokos Hotel Paviljonki, Jyväskylä or similar, Jyväskylä
Meals included: Breakfast

Day 5 Jyväskylä - Oulu - Northern Lights Expedition

This morning, after breakfast, continue your magical winter wonderland journey to Oulu (approximately 340 kilometres).

This snowy picturesque town is the gateway to the Lapland region. The town is full of thrilling winter activities including snowshoeing and ice fishing and has museums, shops, pure wilderness, fluffy snow and lots of excitement.

Your tour leader will be able to assist you in booking any additional activities in Oulu while you are on tour. In the evening, wrap up warm and be met by your tour leader. Journey by coach into the wilderness to hunt for the northern lights, following the clear skies, looking for the natural phenomenon. Be prepared to witness this spectacular light show that covers the sky in magical colours.

Please note: The northern lights rely on good weather conditions and clear skies.

Overnight: Scandic Oulu City Hotel or similar, Oulu
Meals included: Breakfast

Day 6 Oulu - Rovaniemi - Santa Claus Village

This morning, after breakfast, continue your journey to Rovaniemi, the heart of Lapland (approximately 240 kilometres).

Check in to Santa's luxurious glass igloos, which are located at Santa Claus Village in Rovaniemi. This holiday village also includes reception and the Restaurant Arctic Eye. The new glass-roofed igloos offer a whole new opportunity to experience Lapland's ever-changing nature whilst enjoying the comforts from inside.

Later, visit Santa Claus's Village which is located on the Arctic Circle and pay a visit to the man himself, Santa Claus. Explore Mr & Mrs Claus' cottage along with their hardworking reindeer and catch a glimpse of Santa's secrets. Head to Santa's office and embrace the colourful world of beautiful cards, unique stamps and gifts. The cosy atmosphere invites you to write your greetings to friends and family all over the world. Here, they will be stamped by hand with a special postmark of the Santa Claus Post Office. Browse the gift shops for unique Finnish handicrafts, souvenirs and gifts and enjoy this once-in-a-lifetime Lapland Experience. The current price is available in the Important Info section.

This evening, you see Lapland at night through your cosy glass igloos. This is the ideal way to seek the northern lights as you drift off to sleep.

Optional Activity: Reindeer excursions & Sleigh Ride

Enjoy a trip to the Reindeer Camp, which offers a unique insight into the tradition of reindeer herding in Lapland. For a few hours, you will take on this role as you feed the animals and enjoy a short sledge ride pulled by these magnificent animals.

Overnight: Santa's Igloos Arctic Circle or similar, Rovaniemi
Meals included: Breakfast

Day 7 Rovaniemi - Snowmobile Excursion

This morning, enjoy breakfast before embarking on a two-hour snowmobile safari into the arctic wilderness.



The Itinerary

A safari guide will give you a briefing and driving instructions before you pair up to start your snowmobile safari. Enjoy the beautiful scenery as you drive through the snowy forests and across the frozen marshlands and lakes. Breathe in the fresh icy air whilst appreciating your silent surroundings.

Enjoy another cosy night in the glass igloos in the heart of Lapland.

Please note: The snowmobile excursion and Husky safari may be swapped between days, depending on availability.

Overnight: Santa's Igloos Arctic Circle or similar, Rovaniemi
Meals included: Breakfast

Day 8 Rovaniemi - Haparanda or Lulea - Husky Safari

Today, after breakfast, check out of your igloos and continue your journey to Haparanda or Lulea, Swedish Lapland (approximately 255 kilometres). Upon arrival, when the room is ready check in to your hotel.

Welcome to Swedish Lapland and the perfect place for another adventure with rolling hills, roaring rivers and vast woodlands covered in a blanket of white fluffy snow.

In the afternoon, embark on an exciting Husky Safari. Wrap up warm with the additional winter clothing provided by your guide before embarking on this magical experience. Enjoy the breeze, hold on tight and dash across this magical winter wonderland. Your sled will be guided by strong, friendly Alaskan huskies, they will take you across snow-covered terrain, frozen lakes and through wild forests. Keep on the lookout for Moose and Reindeer whilst taking in the magnificent scenery.

Enjoy the evening at leisure to explore Swedish Lapland.

Overnight: Elite Stadshotellet, Haparanda Stadshotell Hotel or similar, Swedish Lapland
Meals included: Breakfast

Day 9 Haparanda or Lulea, Swedish Lapland

Enjoy a day at leisure or choose to embark on an optional activity. Your tour leader will be available to assist you, giving advice on the best way to spend your day!

In the evening enjoy another excursion to follow the Northern lights and enjoy your last night in the heart of Lapland.

Optional Activity: Sami Visit

(Approximately 4 to 4.5 hours)

This tour is an experience of a lifetime. Go deeper into Sami culture and spend a couple of relaxing hours for all your senses. Listen to the sparkling fire while you enjoy a three-course meal from Sami cuisine. This will be a genuine gathering around the fireplace, where you will learn about the Sami history and culture.

Take part in the Joik – the traditional Sami way to musically tell a story and to remember the old ways. In the corral, you may be lucky enough to feed the reindeer (season dependant). If they are not present, the family will share stories about the year of the reindeer and its deep connection to Sami people and culture. With some luck, you might also get to view the northern lights. The current price is available in the Important Info section.

Overnight: Elite Stadshotellet, Haparanda Stadshotell Hotel or similar, Swedish Lapland
Meals included: Breakfast



The Itinerary

Day 10 Haparanda or Lulea - Stockholm, Sweden

After breakfast, check out of your hotel and be transferred to Lulea Airport in time for your domestic flight to Stockholm.

Upon arrival, you will be transferred from Arlanda Airport to your hotel. Luggage can be stored at the hotel if the room is not ready for check-in. Spend the rest of the day at leisure or choose to embark on an optional activity.

Optional Activity: Stockholm City Tour

The city of Stockholm, built on 14 islands and connected by 57 bridges, exudes a unique charm in its combination of 13th-century Old Town with modern high-tech architecture. Stockholm's islands are bordered by Lake Mälaren in the west and the Baltic Sea in the east, where the archipelago with its 30,000 islands awaits exploration. It is not surprising that the city has earned the nickname 'Beauty on Water'. Renowned for its beauty, Stockholm is also the hub of the Baltic area with easy access to the Nordic capitals as well as the Baltic countries.

The capital is a big city with a small-town personality. With its handy size and short walking distances, it is easy to cover a lot in a short amount of time. The sightseeing tour, which includes outside visits to the Old Town and the City Hall with its blue and golden halls known for hosting the Nobel festivities, makes for a memorable morning tour.

Discover a city of contrasts. Go back 750 years in time and feel the medieval atmosphere as you wander the narrow and cobbled streets of Old Town, or as the locals say, 'Gamla Stan'. During the stroll through Old Town, pass by the seven-hundred-year-old Cathedral of Stockholm, seat of the archbishop, while also getting a chance to see Stortorget, where 'the Stockholm Blood Bath' took place. The current price is available in the Important Info section.

Overnight: Scandic Malmen, Scandic Anglais or similar, Stockholm
Meals included: Breakfast

Day 11 Stockholm, Sweden - Australia

This morning, check out of your hotel and make your own way to the airport to correspond with your international flight back to Australia (or New Zealand).

Some guests may depart later in the day and will be able to store their luggage at the hotel until they are ready to depart.

Meals included: Breakfast; In-Flight

Day 12 Arrive in Australia (or New Zealand)

Please note: Some customers may arrive +1 day.



Tour Inclusions

HIGHLIGHTS

- Experience Lapland and the northern lights at this magical time of year
- Visit Sweden and Finland for your true winter wonderland experience
- Spend a full day at leisure in Helsinki
- Follow the northern lights on a coach tour excursion
- Enjoy a winter sauna Jacuzzi with Finnish snacks
- Marvel at the views on a two-hour snowmobile excursion into the wilderness
- Indulge in the festive spirit whilst admiring the snowy white landscape
- Stay in Rovaniemi, the heart of Lapland
- Enjoy a once-in-a-lifetime Husky safari
- Explore Santa Claus' Village, meeting the man himself
- Spend two nights in the magical Glass Igloos, admiring the northern lights as your drift off to sleep
- Discover Stockholm, Sweden, with a full day at leisure

FLIGHTS

- Return international full-service flights (economy class), surcharges may apply. (Excludes Trip Only option)
- An internal flight from Lulea to Stockholm, Sweden

ACCOMMODATION

- 7 nights in quality hotel accommodation
- 2 nights in glass igloos

DINING

- 9 meals included
- For customers that are on tour for Christmas Eve (December 24th), Christmas Day (December 25th) and New Years Eve (December 31st), dinner will be provided on each of these nights

ESSENTIALS

- English-speaking tour leader (Day 2 - Day 10)
- Airport taxes and surcharges

TRANSPORT

- Transport by private air-conditioned vehicles

TRANSFERS

- Transfer from Helsinki airport to hotel (Day 2) (Excludes Trip Only option)
- Return transfers on Day 10 (Hotel to airport and airport to hotel) (Excludes Trip Only option)
- All other select transfers mentioned in the itinerary

Important Information

**Please note: All information provided in this brochure is subject to both change and availability. Prior to purchase please check the current deal for up-to-date information. If you have already purchased this deal, the terms and conditions on your Purchase Confirmation apply and take precedence over the information in this brochure.*

Booking Information

After purchase, you will receive a receipt and a Purchase Confirmation, directing you to an online Passenger Information Form. You must complete the Passenger Information Form within 72 hours of purchase. Any special requests, preferences and optional extras MUST be clearly stated in your Passenger Information Form. Any change requested after submitting your Passenger Information Form cannot be guaranteed, is strictly subject to availability and will incur surcharges as outlined in the Schedule of Fees below.
On purchasing this Travel Offer, you are bound by the General Terms and Conditions and the specific terms and conditions outlined in this Important Information.

Please note: All countries and territories have different entry requirements in relation to vaccinations, quarantine/isolation periods and travel restrictions. Due to the evolving nature, we would ask all of our customers to monitor, meet and adhere to the specific requirements of their intended destination(s) in the lead-up to and immediately before travel, as well as any requirements post-travel upon their return.

Our Policies

Cancellation & Refund Policy

By placing a booking with us, you acknowledge the following important information:

- **we act as your booking agent:** TripADeal is a booking services provider, and curates the Travel Offers available on our website. We act as your booking agent, and we receive payment for the Booking Services as part of the booking price, however, we do not provide any of the Travel Services (flights, accommodation, tours or other products or services) included in your booking – the Travel Services are provided by a number of third party Travel Suppliers.
- **each booking is unique:** our Travel Offers are made up of a variety of different components and are, during the booking process, uniquely tailored to suit your requirements, for example, departure dates and ports, flight and room upgrades, tour inclusions, etc.
- **changes/modifications to your booking may not be possible:** once your booking has been made, changes or modifications may not be possible, and where possible, may incur a fee. It is important to ensure that the information you provide during the booking process is accurate and up to date, and that you read the Travel Offer carefully before placing your order.
- **Travel Offers are a package:** our Travel Offers have been curated into package offerings and must be used as a package – individual components cannot be used independently of the full package offering.
- **our Travel Offers are generally non-refundable:** in order to provide great value Travel Offers, we work with a variety of Travel Suppliers to find the best deals – this often means the Travel Suppliers' offerings are non-refundable to ensure the best price. We recommend that you obtain travel insurance as soon as you make a booking with us.

To read more about our Cancellation and Refund Policy, please click here.

General Terms & Conditions

By placing your booking with us, you acknowledge and agree to our Terms & Conditions, Privacy Policy and Cancellation Policy.

Offer Essentials

This travel offer is valid for travel on selected dates until 23 March 2027.
This travel offer is priced per person based on a twin share.

Single Traveller Supplement

For solo travellers, a mandatory single supplement of $3,000 applies.

Please note: Accommodation for single customers who are travelling on a tour or cruise package may be in a single room, depending on availability.

Departure Dates & Surcharges

See checkout for live dates and availability.

Flights

(Flight information for options excluding Trip Only)

Departure Cities

*Sydney, Melbourne, *Brisbane, *Adelaide, Perth or *Auckland

Departure City Surcharges

- Sydney or Brisbane: $200 per person
- Adelaide: $300 per person
- Auckland: $400 per person

International Flights(s)

- Cabin Class: Economy Class

Please note: We cannot accommodate one-way flights. Travellers must take all included flights within the package, and any flights intentionally forfeited will result in later flights being subject to cancellation.

Please note: From Australia, the flying journey to your destination may take up to 34 hours, with up to 2 stops. This is provided as a guide only - actual flight duration can vary depending on availability and airline schedules. Your booking's final details will be confirmed to you via email once available.

From Auckland, the flying journey to your destination may take up to 36 hours, with up to 2 stops. This is provided as a guide only - actual flight duration can vary depending on availability and airline schedules. Your booking's final details will be confirmed to you via email once available.

Internal Airline(s)

- Cabin Class: Economy Class
- Route: Lulea - Stockholm

Important Information

Missed Flights

If you fail to arrive for your outbound flight, you risk all flight and land arrangements in your destination being automatically cancelled by the airlines and land operator, respectively. Additional fees may apply to reinstate these services. If you will miss your flight for whatever reason, please contact us as soon as possible to make arrangements.

Preferred Airline Surcharge

- Cabin Class: Economy Class
- Qatar: $315 per person

Arrive Early & Stay Behind Options

Fly out and return home up to 60 days pre and post your tour dates.

Arrive Early

Helsinki, Finland - From $300 per person, subject to availability.

Stay Behind

Stockholm, Sweden - From $300 per person, subject to availability.

Please note:

- ***Exclusions:***

  This fee does not include extra nights' accommodation, meals or airport transfers.

- ***Cancellations & Changes:***

  Flight booking changes or cancellations after air tickets have been issued are not guaranteed and may incur additional fees and fare difference, subject to the airline cancellation and change policies. Flight changes are subject to availability at the time of booking.

- ***High-Season:***

  A high-season Arrive Early or Stay Behind can be purchased for an additional charge, subject to availability. For pricing, please refer to the cart.

- ***+ 60 days:***

  You can fly out up to 60 days before your package's start date, and/or return home 60 days after your package's end date. Should you wish to fly out or return home for more than 60 days from the tour, please contact us to request availability. Additional costs may apply.

- ***Estimated dates:***

  Your estimated departure, return, and arrival dates are all subject to availability and may vary. The confirmed schedule for all flights will be provided when you receive your flight tickets.

- *High season surcharges apply to flights departing between the below date ranges:*

16 June 2025 - 20 July 2025
15 September 2025 - 12 October 2025
1 December 2025 - 31 January 2026
3 April 2026 - 20 April 2026
26 June 2026 - 17 July 2026
18 September 2026 - 9 October 2026
12 December 2026 - 26 January 2027

Stopover Packages

* Doha
Includes:
- 2, 3 or 5 nights in 4-star accommodation
- Daily breakfast
- Return airport transfers

For pricing, please refer to the payment cart at checkout.

- When a pre and post-tour stopover is chosen, the same stopover location must be chosen each way, due to the airline used.
- When selecting to Arrive Early for your tour in conjunction with a Stopover Package, your fly out date from home will take place before the stopover.
- When selecting to Stay Behind after your tour in conjunction with a Stopover Package, your stopover will take place before your final flight home.
- Stopover packages are subject to availability.
- In the event that a purchased stopover package and a purchased preferred airline upgrade are not compatible, you will have the option to receive a refund for the preferred airline upgrade or be offered an alternative stopover city option, e.g if you choose to fly with Singapore Airlines you cannot stopover in Dubai.
- Blackout dates apply to flights departing between the below date ranges:
- Doha Grand Prix: 27th November 2025 - 3rd December 2025
- Doha MotoGP: 8th April 2025 - 16th April 2025
- Christmas and New Years Eve: 22nd December 2025 - 2nd January 2026
- Doha Grand Prix: 26 November 2026 - 2nd December 2026
- Christmas and New Years Eve: 18th December 2026 - 3rd January 2027

Flight Class Upgrades

Business Class: For pricing, please refer to the payment cart at checkout.
Please note:

- Flight upgrades are subject to availability and pricing changes (if we cannot fulfil your request, the upgrade cost will be refunded).
- On any upgrade purchase, short-haul flights and domestic flight sectors are not guaranteed

Trip Only Option

If you choose to remove international flights from your package, your holiday may be shorter, as travel days for flights are not included in the Trip Only package. You will receive an email confirmation when minimum numbers have been met and the departure is guaranteed.
We recommend making further travel arrangements, such as flights, after you have received confirmation of a guaranteed departure.
TripADeal assumes no liability for financial losses incurred due to travel arrangements made prior to confirmation of guaranteed departure.
Note: The Trip Only Package does not include return international airfares or airport transfers. At the conclusion of the

Important Information

tour, you will be responsible for booking your own onward travel.
Click here for full Trip Only terms and conditions (see section 4.1)

Accommodation

Accommodation Used

3 & 4-Star Properties (Self-Rated)

- Helsinki: Scandic Park Hotel, Scandic Grand Marina
- Jyväskylä: Original Sokos Hotel, Scandic Hotel Jyväskylä
- Oulu: Scandic Oulu City Hotel
- Rovaniemi: Santa's Igloos Arctic Circle Igloo
- Swedish Lapland: Haparanda Stadshotell, Elite Stadshotellet
- Stockholm: Scandic Malmen, Scandic Anglais

Please note: Accommodation/rooms offered are based on a lead-in room type and are subject to availability based on seasonality. In the instance a property is not available, a similar standard of accommodation will be provided. Properties will be confirmed and included in your travel pack, which you will receive 4-6 weeks before travel.

Extra Nights

Not available.

Maximum Room Capacity

2 people.

Child Policy

- No child discounts. The full price applies to all children travelling with their parents.
- Valid for children 6 years old and over.

Please note: Children must be accompanied by a responsible adult 18 years old and over to travel. No unaccompanied minors are allowed.

Triple Share

Not available.

Bedding Configuration

Double or Twin (subject to availability).

General Information

Minimum group size 15, maximum group size 38 per vehicle.

Optional Tours/activities

- Day 3: Helsinki City Tour - $190 AUD per person
- Day 6: Reindeer Farm Visit & Sleigh Ride - $270 AUD per person
- Day 9: 4 - 4.5 Hour Sami Visit -$570 AUD per person
- Day 10: Stockholm City Tour - $210 AUD per person

Please note:

- *The optional tours listed above must be purchased on checkout or over the phone before submitting your passenger information form (subject to availability).*
- *Some tours require minimum numbers to operate.*

Exclusions

- Visa fees and requirements
- Meals/beverages not stated in the deal offer
- Optional gratuities/tipping
- Optional activities/tours
- Personal expenses
- Travel insurance
- Mandatory city tax
- Winter Clothing Hire: Winter clothing will be included for the Husky and Snowmobile activities. Additional winter clothing can be hired in Rovaniemi for 2 days if required for an additional cost.

Please note: A daily City Tourist Tax (or a Docking Tax for cruise visitors) is charged in some European destinations. They are paid directly to the hotel or cruise company, and cannot be prepaid. Further details will be included in your travel.

Please note: Return international flights and transfers to and from the tour are not included in the Trip Only option.

Gratuities/tipping

Land

Gratuities (tips) are not included for the services of the tour leader (when available) and driver throughout the tour. The recommended tip is €5 per person per day. This covers the guide/leader and the driver and will be collected on tour.

Please note: Tipping for services provided is always a matter of personal discretion; however, please be aware that many locals consider tipping part of their normal remuneration, and they may approach you for payment; there's no need to be intimidated by the request.

Other Important Information

TOUR GUIDE VS. TOUR LEADER

Tour Guide

Often locals with intimate knowledge of an area, its culture, and history. Their role entails providing commentary, routing the tour, and seeing that people have a good time. They are a licensed, qualified expert who supplies specific information on the history, art, architecture and culture of the city/village/attraction where they are guiding the tour. The guide meets the group at the required place and leaves it at the end of the tour; they do not travel with the group.

Tour Leader

An experienced person tasked with ensuring the smooth operation of tours, as well as providing practical support to passengers throughout the whole trip. Their role primarily includes assisting with accommodation, transportation between locations, and communication with tour guides at each stop. A tour leader may provide general guidance around a city or village and offer information on the place visited on the bus. However, they are not required to have specific art, architecture, or historical knowledge. They are not allowed to provide a guided tour or commentary of a city/village/attraction once there and, if caught doing so, can be fined.

Please note: Tour leaders/guides are not a standard inclusion in all travel offers. Tour leaders/guides will only be made available when required to enhance the experience of the destination featured.

Important Information

CLIMATE & AVERAGE TEMPERATURES

Finland & Sweden

In Finland and Sweden, the average temperature between December and April is around -4°C. December can be quite cold, so travellers should be aware of this and pack accordingly with warm layers, coats and boots to get ready for this magical snowy winter experience.

FLIGHTS

Seat Selection & Frequent Flyer Points

We do not arrange seat selection. It is essential to highlight that some airlines do not allow pre-selected seats. We strongly suggest you contact the airline directly with seating allocation requirements and/or arrive at the airport earlier to arrange your seating. While we do not add frequent flyer member details to bookings, you can do this directly with the airline once you have your flight information.

Passport Validity

Customers must provide valid passport details either at the time of purchase or no later than 45 days before the departure date. Failure to do so may result in the cancellation of the booking. Customers will be responsible for any costs and fees incurred in this instance.

COACH TOUR

Meals

For meals not included, the tour leader (when available) will offer assistance with reservations, suggestions and directions to local restaurants. It is your responsibility to notify us of any dietary requests/requirements.

Please note: We will do our best to meet your requests/requirements; however, we cannot guarantee that we will always be able to.

Luggage

You will be responsible for all your personal belongings whilst on tour. You must carry your own luggage from the vehicle to the hotel room and back to the vehicle. The driver will assist with the uploading and unloading of bags from the vehicle.

OTHER

Mobility

If you require wheelchair access please contact our friendly sales and service team to inquire on your behalf.

Fitness Level Required

Adventure (and spontaneity) create some of the best travel memories. Bear in mind, your home schedules and timings might not be adhered to on tour - it's all part of the fun!

Moderate

Expect a moderate pace of touring with a focus on guided tours that may include full days with extended activity, guided city tours or nature walks. You will require a general level of fitness for unassisted navigation of stairs and inclines, longer distances with possible periods of standing when visiting sites, walking on sloping, uneven ground or elevations. You will be responsible for your own luggage and have the ability to board all modes of transport without assistance. Please note: Many areas may be inaccessible to wheelchairs or mobility scooters, where the unassisted use of personal walking sticks and other aids may be required. Although some assistance may be available, every traveller should be self-reliant during all aspects of their travel.

Sightseeing

Please note: If entry to a site is affected by changes in operating hours or public holiday closures, your itinerary, where possible, may be adjusted, or a similar activity will be offered in its place (subject to availability).

Shopping

Shopping overseas can be a daunting and confusing experience, especially when there is a language barrier. Please be very cautious when foreign currencies and prices are involved. If paying by credit card, please pay close attention to the amount you are being charged and keep all your receipts. Do not make any purchases you are not comfortable with or feel pressured into. If you are uncertain or need assistance with the language barrier, please seek assistance from your Tour Guide/Leader. Please refer to our Terms and Conditions regarding shopping for further information.

Visas

A tourist visa for Europe is not required for stays up to 90 days if travelling on an Australian or New Zealand Passport.

EU Entry/Exit System (EES)

From October 12, 2025, a new European Entry System (EES) replaces the current manual passport-stamping process for non-EU travellers. Upon arrival in the Schengen area, Australian and New Zealand passport holders will have their fingerprints recorded and a photograph taken. Their entry and exit dates will be electronically registered. No previous action is required, but please be aware of longer wait times at border entry. From 10 April 2026, the EES will be fully operational at all external border crossing points of all the European countries (Schengen area) using the system.

European Travel Information & Authorisation System (ETIAS)

As an extension of the EES implementation introduced from 2025, ETIAS travel authorisation is a mandatory entry requirement for visa-exempt nationals travelling to any of these 30 European countries, including Australian and New Zealand citizens, that will be introduced in 2026. We advise you to monitor smartraveller.com.au closer to your departure to ensure you are up to date on the requirements at the time of entry.

Important:

- *Please start arranging your visa three weeks before departure to account for any delays due to consulate operating hours.*

Important Information

- *Visa rules may have changed since Covid-19. Some countries and airlines may require you to obtain an additional visa before arrival. Please check with the nearest embassy, consulate or immigration department of the destination you're entering.*

Please note:

- *Passengers who are not Australian citizens must also check with the respective consulate or visa agency to determine what their visa requirements are and what personal identification is required.*
- *It is also important to note that some areas of employment, such as journalism, government authorities and charity organisations, may have additional restrictions in applying for visas. This may, in turn, affect the type of application required.*

Travel Insurance

Embarking on your next trip is exciting, and while you hope the unexpected does not happen, it is best to be prepared. We strongly recommend you take out travel insurance when making your booking. Whether it's a potential medical emergency, a flight cancellation, a delayed suitcase, or an unforeseen event, it's important to ensure you're adequately protected. For more information or advice visit https://www.tripadeal.com.au/travel-insurance

Schedule Of Fees

Voluntary Changes

This includes booking changes requested by you, including but not limited to those changes requiring an airline ticket or a Purchase Confirmation reissue.

- Changes - $100 AUD per booking and any additional charges applied by the airline/cruise company/accommodation/other travel providers.

Name Changes Due To Passenger Error

If the incorrect name has been provided, charges of $100 AUD per booking and any additional charges applied by the airline/cruise company/accommodation/other travel providers.

Supplier Fees

In the event the tour package you have purchased is unable to proceed, and/or a travel Supplier is unable to fulfil the tour due to external circumstances (Limitation of Liability e.g. a Force Majeure event), there may be a fee or amount of money that is withheld by our Suppliers and is unrecoverable. This may be due to non-refundable airline tickets, cancellation penalties with cruise cabins or unrecoverable payments with our land/accommodation partners. If refunds are not available from Suppliers, we will endeavour to obtain a travel credit on the best terms available and communicate these outcomes to you. In the event we are unable to obtain a refund or travel service credit, or part thereof, this cost is passed on to the customer as a Supplier Fee.