



Lapland Wonderland & Aurora Lights

NORWAY • FINLAND • SWEDEN

The Offer

Embark on a 12-day expedition through the Arctic wonderland of Lapland, exploring the diverse landscapes and cultural gems of Norway, Finland, and Sweden. On this unforgettable tour, you can expect three things: sparkling snow, beautiful towns, and seeking out the northern lights!

Your adventure begins amidst the vibrant streets of Helsinki, Finland's capital. Wander through the bustling markets and immerse yourself in the city's cultural heritage, from the architectural marvels of Senate Square to the picturesque shores of the Baltic Sea. Then, travel by rail to Oulu to embrace the cozy warmth of a winter sauna and Jacuzzi experience.

In Rovaniemi, the heart of the Lapland, feel the thrill of commanding a team of Alaskan huskies on a safari through the pristine snow-covered wilderness and delight in the enchanting Santa Claus' Village. Once the sun sets, prepare for an unforgettable chase of the northern lights on a coach tour as you journey into the dark, star-studded Arctic night. Feel the anticipation build as you seek out the breathtaking hues of the Aurora Borealis.

Venture deeper into Sweden, where Gällivare or Kiruna captivate visitors with their raw, untouched beauty. Find solace and tranquillity in Kilpisjärvi, Finland, surrounded by Lapland's serene landscapes. Here, you will set out on a thrilling two-hour snowmobile expedition, crossing snowy borders from Finland to Sweden and Norway.

Discover Tromsø on a panoramic city tour and marvel at its architectural wonders such as the Arctic Cathedral, built in 1965. Conclude your Arctic journey in Oslo, Norway's capital, where modernity and history intertwine seamlessly. Explore the city's cultural richness, from the Viking Ship Museum to the vibrant neighbourhoods, before bidding farewell to the Arctic Circle.

This in-depth itinerary promises an immersive experience, weaving together natural marvels, exhilarating adventures, and cultural encounters. With return international flights, 1 internal flight, 9 nights of quality hotel accommodation, and 11 meals included, this is a winter wonderland deal you don't want to miss.

Want more? See the northern lights in Tromsø Fjord, go on an Ice Breaker Cruise and more with the fantastic optional activities available.

Offer available for a limited time or until sold out. TRIP A DEAL PTY LTD: 50149240433

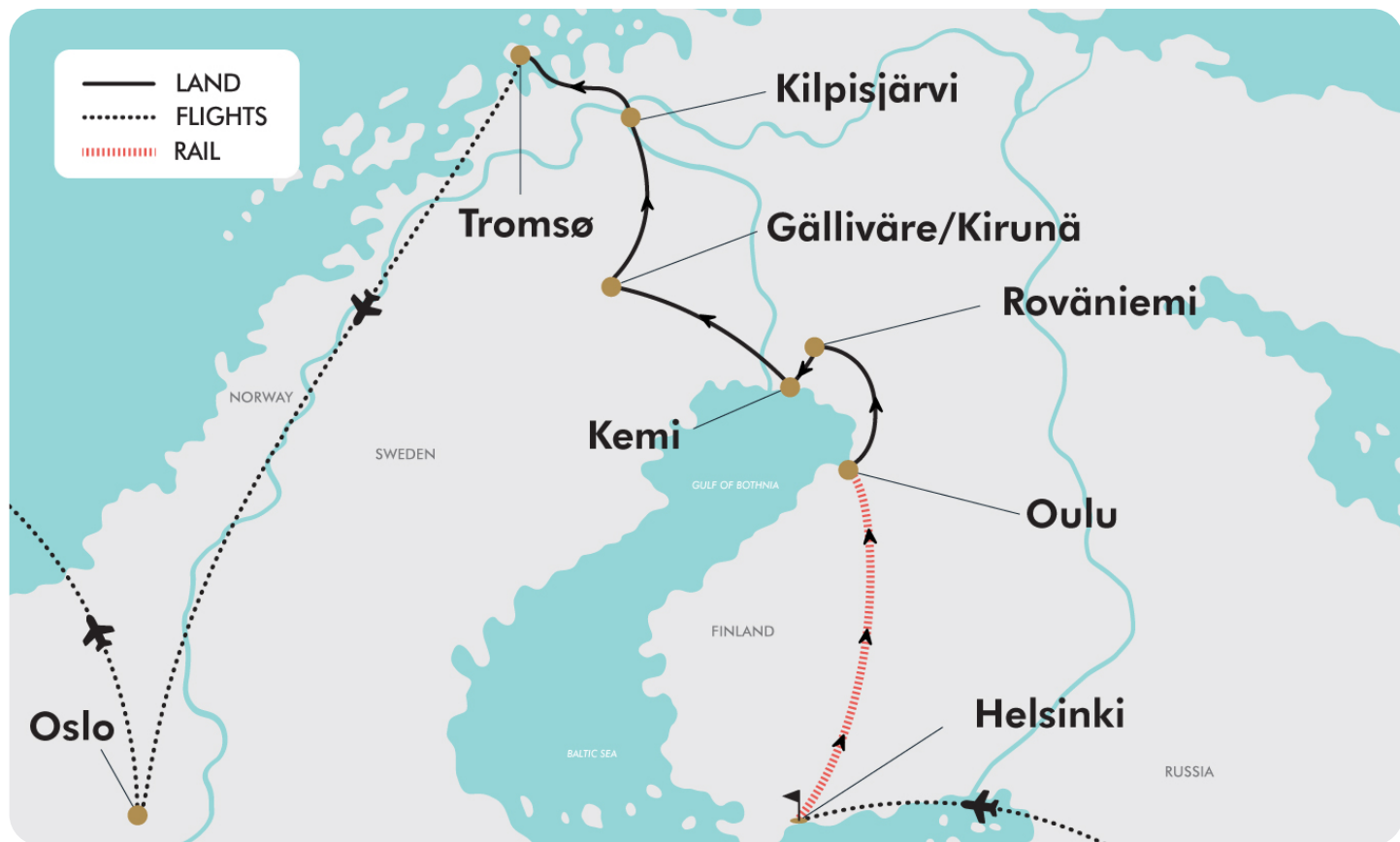
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Have a question about this deal? We're here to help.
Call our friendly team on 1300 158 912



12-DAY TOUR PACKAGE | LAPLAND WONDERLAND & AURORA LIGHTS

The Map



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12-DAY TOUR PACKAGE | LAPLAND WONDERLAND & AURORA LIGHTS

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.

The tour leader will advise you on a time when everyone has arrived to enjoy a welcome drink and an exciting briefing about your upcoming trip!

Overnight: Scandic Grand Marina, Scandic Park Hotel or similar, Helsinki

Meals included: None

Day 3 Helsinki - Oulu - Sauna Experience

This morning, enjoy breakfast before transferring from the hotel to the train station. Board the train to Oulu, upon arrival, disembark the train and be transferred to the hotel.

In the afternoon, enjoy a relaxing Winter sauna experience. Mansion's saunas are located on the banks of the Oulu River and are heated all year round. The log-built saunas are in an idyllic setting surrounded by nature. After the memorable experience, enjoy some light snacks before returning to the hotel.

Overnight: Scandic Oulu City Hotel or similar, Oulu

Meals included: Breakfast

Day 4 Oulu - Rovaniemi - Husky Safari

This morning after breakfast, continue your journey to Rovaniemi, the heart of Lapland (approximately 240 kilometres). Check into Santa's hotel located in Santa Claus Village in Rovaniemi.

Rovaniemi is the capital and largest city of Finnish Lapland, the northernmost province of Finland. It is situated near the Arctic Circle and is known for its unique location, cultural attractions, and being the official hometown of Santa Claus.

In the afternoon, embark on an exciting Husky Safari. Rug up with the additional winter clothing provided by your guide before embarking on this magical experience. Enjoy the breeze, hold tight, and dash across this magical winter wonderland. Your sled will be guided by strong, friendly Alaskan huskies, who 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.

Clothing included for the husky safari are: Thermal overalls, thermal boots, woollen socks, mittens, balaclava.

Overnight: Santa's Hotel, Santa Claus Village

Meals included: Breakfast



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The Itinerary

Day 5 Rovaniemi - Santa Claus Village

Today, visit Santa Claus's Village 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.

Once the sun has set 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: Santa's Hotel, Santa Claus Village
Meals included: Breakfast

Day 6 Rovaniemi - Kemi - Gallivare or Kiruna

Today, depart Rovaniemi for Kemi and have the opportunity to embark on an optional icebreaker cruise before continuing your journey to Gallivare or Kiruna, Sweden. The stark beauty of the landscape and the opportunity to witness the northern lights make Kiruna a captivating destination.

Gallivare/Kiruna is a town located in the northern part of Sweden, within the Lapland region. Known for its unique geographical location, rich mining history, and stunning natural surroundings.

Optional Activity: Ice Breaker Cruise

Enjoy an incredible adventure on the icy waters of the Gulf. Observe the clash between the powerful icebreaker and the thick layer of ice of this sea. Stroll on the icy expanse that awaits you. Defy the laws of nature in comfort and safety aboard the icebreaker. Enjoy the ultimate floating experience by swimming in the icy waters! Please see the current pricing in Important Information.

Overnight: Grand Hotel Lapland or similar
Meals included: Breakfast

Day 7 Kiruna - Kilpisjärvi - Snowmobile Excursion

Today, enjoy breakfast before departing to Kilpisjärvi, where you will embark on a 2-hour exhilarating snowmobile excursion that crosses the snowy borders from Finland to Sweden and Norway.

The trail runs on the frozen Lake Kilpisjärvi and through a beautiful snowy birch forest to Koltavuoma, where the yellow border cairn of three Nordic countries is located. It is called the most peaceful border in the world. The 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.

After, continue to the hotel and enjoy an evening at leisure.





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The Itinerary

Overnight: Santa's Chalets Rakka or similar

Meals included: Breakfast; Dinner

Day 8 Kilpisjärvi Free Day

Today, enjoy a full day at leisure to explore the quaint village of Kilpisjärvi, located in the municipality of Enontekiö in the Lapland region of Finland. The village is known for its stunning natural surroundings, including the nearby Lake Kilpisjärvi and the surrounding mountains. One notable feature in the area is Saana, a mountain located near Kilpisjärvi. Saana is a popular hiking destination, offering breathtaking views of the surrounding landscapes. The region is also renowned for its wilderness and is an ideal destination for outdoor activities, including hiking, fishing, and birdwatching.

Optional Activity: 2-Hour Sami Visit & Reindeer Herding

Visit a local reindeer farm to meet a Sámi herder whose ancestors have been herding reindeer for centuries in the Kilpisjärvi region. Arctic people have traditionally used reindeer to transport families and their possessions. After meeting and feeding the reindeer outside, it is time to enter the barn, sit by a fireplace and have hot drinks. You will learn various aspects of traditional Sámi culture, including the yearly cycle of reindeer herding, customs and clothing.

In the evening, enjoy dinner before time at leisure.

Overnight: Santa's Chalets Rakka or similar

Meals included: Breakfast; Dinner

Day 9 Kilpisjärvi - Tromsø

This morning, enjoy a city sightseeing tour, a perfect introduction to Tromsø. Tromsø enjoys a subarctic climate, its location corresponding to the northern coast of Alaska. Learn about the indigenous Sami people, their traditional culture and recent history. Following this, continue a tour around the island, passing Lake Prestvatn, where the Meteorological Institute is situated. Travel across the bridge to the Arctic Cathedral for a visit to this masterpiece by Jan Inge Hovig. Built in 1965, the cathedral reflects North Norwegian nature, culture, and faith with a monumental stained-glass window. (entrance to the Cathedral not included).

Optional Activity: Aurora Dinner cruise in Tromsø Fjord

Enjoy an Aurora Dinner in a floating restaurant. With an electric engine on the boat, you will silently cruise into the darkness of the Tromsø fjords in search of the Northern Lights. Order a local craft beer from Graff or one of the carefully selected wines and settle at one of the tables next to the panoramic windows. The dinner is cooked with locally sourced, seasonal and fresh ingredients, with a modern twist inspired by traditional Northern Norwegian culinary dishes. The hosts will explain the relationship and importance of the fishing industry to Tromsø and Northern Norway. Please note that drinks are not included. Please see current pricing in Important Information.

Overnight: Thon Hotel Tromsø or similar

Meals included: Breakfast



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The Itinerary

Day 10 Tromsø - Oslo

Today, transfer to the airport to depart for Oslo. Upon arrival, enjoy the rest of the day to explore this bustling city at a magical time of the year. Oslo is the capital and largest city of Norway, known for its combination of rich history, modernity, and access to nature. It offers a diverse range of experiences for visitors interested in culture, outdoor activities, and Scandinavian urban life.

Overnight: Thon Hotel Terminus or similar

Meals included: Breakfast

Day 11 Oslo - Australia (or New Zealand)

This morning, check out of your hotel and be transferred to the airport ready for your international flight back to Australia.

Meals included: Breakfast; In-Flight

Day 12 Arrive in Australia

Please note: Some customers may arrive +1 day.



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Tour Inclusions

HIGHLIGHTS

- Embrace Lapland's winter magic
- Witness the enchanting northern lights
- Immerse yourself in a true winter wonderland
- Travel across Norway, Finland and Sweden
- Enjoy time at leisure in Helsinki, a vibrant city with cultural and historic treasures
- Follow the northern lights on a coach tour excursion
- Enjoy a winter sauna Jacuzzi with Finnish snacks
- Revel in the festive ambiance amid the snowy Lapland landscape
- Stay in Rovaniemi, the heart of Lapland
- Enjoy a once-in-a-lifetime Husky safari
- Explore Santa Claus' Village, meeting the iconic figure himself
- Discover Gällivare/Kiruna, witnessing the stark beauty of the landscape
- Marvel at the views on a 2-hour snowmobile excursion into the wilderness
- Spend a full-day at leisure in Kilpisjärvi in the Lapland region of Finland
- Enjoy a panoramic tour of Tromsø, known for its stunning natural beauty
- Spend time at leisure in Oslo, the capital of Norway

FLIGHTS

- Return international full-service flights (economy class), surcharges may apply
- One-way internal flight (economy class) from Tromsø to Oslo

ACCOMMODATION

- 9 nights of quality hotel accommodation

DINING

- 11 meals including daily breakfast

ESSENTIALS

- English-speaking tour leader (Days 2-10)

TRANSPORT

- Transport by private air-conditioned vehicles

TRANSFERS

- Return airport transfers

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 6 April 2026.

This travel offer is priced per person based on a twin share.

Single Traveller Supplement

For solo travellers, a mandatory single supplement applies:

- 2025 departures: \$2,100
- 2026 departures: \$2,300

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

Departure Cities

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

Departure City Surcharges

- Brisbane & Adelaide: \$150 per person
- Auckland: \$100 per person

International Full-Service Airline(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.

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 miss your flight for whatever reason, please contact us as soon as possible to make arrangements.

Preferred Airline Surcharge

Not available.

Arrive Early & Stay Behind Options

Not available.

Stopover Packages

Not available.

Important Information

Flight Class Upgrades

Not available.

Accommodation

Accommodation Used

3 & 4-Star Properties (Self-Rated)

- Helsinki: Scandic Grand Marina
- Oulo: Scandic Oulu City
- Rovaniemi: Santa's Hotel Santa Claus
- Gallivare: Grand Hotel Lapland
- Kilpisjärvi: Santa's Chalets Rakka
- Tromsø: Thon Hotel Tromsø
- Oslo: Thon Hotel Terminus

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.

Maximum Room Capacity

2 people.

Child Policy

- No child discounts. The full price applies to all children travelling with their parents.
- Valid for children 10 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.

Bedding Configuration

Double or Twin (subject to availability).

General Information

Minimum group size 20, maximum group size 38 per vehicle.

Optional Tours/Activities

- Day 6: Ice Breaker Cruise - \$730 per person
- Day 8: 2-Hour Sami Visit & Reindeer Herding - \$240 per person
- Day 9: Aurora Dinner Cruise in Tromsø Fjord - \$390 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).

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

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 Euro 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.

CLIMATE & AVERAGE TEMPERATURES

Finland

In Finland, the climate during December to April is typically cold, with temperatures often ranging from -5°C to -20°C (23°F to -4°F). Winter in December and January tends to be the coldest, with temperatures frequently dropping below freezing. Snowfall is common, creating a picturesque winter landscape across the country during these months.

Norway

In Norway, from December to April, the climate is also cold, with temperatures ranging from around -5°C to -15°C (23°F to 5°F). Winter months, especially December and January, experience sub-zero temperatures, and snowfall is common, blanketing the landscape in a serene white cover. The coastal areas may experience milder temperatures compared to inland regions.

Sweden

In Sweden, during December to April, the climate is cold, with temperatures typically ranging from -5°C to 5°C (23°F to 41°F). Winter months experience sub-zero temperatures, and snowfall is common, especially in the northern regions. The

Important Information

coastal areas may have milder temperatures compared to inland areas. Layered clothing is essential for the chilly conditions.

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!

A moderate level of fitness will be required. Moderate may involve more physical activity, including biking, longer day hikes or extended walking and standing, low-altitude treks, and water-based activities such as canoeing or low-grade kayaking. Guests using any walking aid other than a walking stick would be advised to reconsider as surfaces may be uneven.

Please note: If you have any concerns, please consult your healthcare provider prior to purchase/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.*
- *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.*

Important Information

- *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.