



All Inclusive Maldives Fly & Stay

RANNALHI ISLAND • SOUTH MALÉ ATOLL

The Offer

Experience tranquillity and serene paradise on an all-inclusive 9-day escape to the breathtaking Maldives. Nestled in the heart of the Indian Ocean, this archipelago of coral islands awaits with crystal-clear turquoise waters and pristine white sandy beaches.

With flights on Singapore Airlines to the Maldives, you'll then be whisked away on a thrilling speedboat ride to Adaaran Club Rannalhi resort. Here you'll enjoy leisurely days exploring the island, lounging on idyllic sandy beaches with a book in hand or swimming in the Indian Ocean with vibrant marine life. For the more adventurous, why not join a game of beach volleyball or try your hand at water aerobics? Soak up the tropical sunshine and sun-kissed shores by making the most of snorkelling equipment, paddleboards, canoes and more.

Every moment at the resort is a celebration as you savour exquisite cuisine and experience warm hospitality. Dine at the Main Restaurant where buffet dishes, themed meals and the freshest picks of the ocean await. You can then let time slip away as you end the day at the Maldives Cocktail Bar or Nika Bar, where you can choose from a wide variety of beverages, including top-shelf spirits and chilled cocktails.

As night falls, watch the sunset over the ocean and dance the night away at a beach party or listen to a live band before falling into the King bed and taking in the ocean views from your room.

Make your dream holiday a reality with return international full-service flights on Singapore Airlines, 7 nights of all-inclusive accommodation, return speedboat transfers and so much more.

Want more? Upgrade to an impressive Water Villa with a private sun deck and ladder offering direct access to the ocean. Add extra days to your itinerary with Arrive Early and Stay Behind in Malé, Maldives packages.



9-DAY TOUR PACKAGE | ALL INCLUSIVE MALDIVES FLY & STAY

The Itinerary

Day 1 Australia (or New Zealand) - Malé, Maldives

Today you'll depart from Australia (or New Zealand) for the Maldives. Upon arrival in Male, a representative will meet you at the airport. You'll then be transferred by speed boat to Adaaran Club Rannalhi where you can relax and unwind for the next seven nights with an all-inclusive food and drinks package.

Please note: Some flights may depart on Day 0 due to flight scheduling.

Overnight: Adaaran Club Rannalhi, Maldives (Standard Room or Water Villa)

Meals included: Dinner; In-Flight

Day 2 Adaaran Club Rannalhi, Maldives

Enjoy time at leisure to relax on this tropical oasis, try out one of the many activities available on the island (not included) and more.

Overnight: Adaaran Club Rannalhi, Maldives (Standard Room or Water Villa)

Meals included: Breakfast; Lunch; Dinner

Day 3 Maldives Free Day

Enjoy a further day at leisure to relax on the beach and enjoy the resort facilities.

Overnight: Adaaran Club Rannalhi, Maldives (Standard Room or Water Villa)

Meals included: Breakfast; Lunch; Dinner

Day 4 Maldives Free Day

Enjoy a further day at leisure to relax on the beach and enjoy the resort facilities.

Overnight: Adaaran Club Rannalhi, Maldives (Standard Room or Water Villa)

Meals included: Breakfast; Lunch; Dinner

Day 5 Maldives Free Day

Enjoy a further day at leisure to relax on the beach and enjoy the resort facilities.

Overnight: Adaaran Club Rannalhi, Maldives (Standard Room or Water Villa)

Meals included: Breakfast; Lunch; Dinner

Day 6 Maldives Free Day

Enjoy a further day at leisure to relax on the beach and enjoy the resort facilities.

Overnight: Adaaran Club Rannalhi, Maldives (Standard Room or Water Villa)

Meals included: Breakfast; Lunch; Dinner

Day 7 Maldives Free Day

Enjoy a further day at leisure to relax on the beach and enjoy the resort facilities.

Overnight: Adaaran Club Rannalhi, Maldives (Standard Room or Water Villa)

Meals included: Breakfast; Lunch; Dinner



9-DAY TOUR PACKAGE | ALL INCLUSIVE MALDIVES FLY & STAY

The Itinerary

Day 8 Malé, Maldives - Australia (or New Zealand)

Today, at the appropriate time, you will be transferred to the airport for the return flight home to Australia (or New Zealand).

Please note: Your flight may not depart until the evening and standard check-out time will be 11:00. You will be welcome to make use of the resort's facilities and arrange luggage storage at reception whilst you wait for your speedboat transfer back to Male Airport.

Meals included: Breakfast; In-Flight

Day 9 Arrive in Australia (or New Zealand)



9-DAY TOUR PACKAGE | ALL INCLUSIVE MALDIVES FLY & STAY

Tour Inclusions

HIGHLIGHTS

Soak up the romance of an all-inclusive tropical Maldives resort

Fly with award-winning Singapore Airlines

Enjoy a stunning sunset photo cruise to capture the best of the island

Join the fun of a weekly beach party with a bonfire

Indulge in top-shelf spirits, fancy cocktails, aperitifs and more

Try your hand at windsurfing, canoeing, paddle boarding and more

Experience gourmet dining at international island restaurants and bars

Daily entertainment including karaoke, live bands, movies night and more

Snorkel in crystal clear turquoise seas with thriving marine life

Spend long lazy days unwinding on soft sandy beaches

Relax in a comfortable room with stunning ocean views

Take part in yoga classes, water aerobics, beach volleyball and more

Unwind with spa credit of \$50 USD per person

FLIGHTS

Return international full-service flights with Singapore Airlines (economy class), departure city surcharges may apply

ACCOMMODATION

7 nights of premium all-inclusive accommodation at Adaaran Club Rannalhi, Maldives

A standard room includes tropical furnishings, modern amenities and a private terrace

Make use of the room's air conditioning, complimentary Wi-Fi, satellite television, in-room safe and more

DINING

Receive a premium all-inclusive meals and drinks package for the duration of your stay in the Maldives

TRANSFERS

Includes return speedboat transfers from Malé International Airport to Adaaran Club Rannalhi

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 the 18th October 2027.

This travel offer is priced per person based

on a twin share.

Single Traveller Supplement

No discount for solo travellers, a twin share must be purchased.

Departure Dates

Please note: See checkout for live dates and availability.

Surcharges

Please note: See checkout for live dates and availability.

Flights

Departure Cities

Sydney, Melbourne, Brisbane*, Adelaide*, Perth and Auckland*.

Departure City Surcharges

- Brisbane: \$100 per person
- Adelaide: \$100 per person
- Auckland: \$500 per person

International Full-Service Airline(s) Used

- Cabin Class: Economy Class
- Airlines: Singapore Airlines (subject to availability).

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 Sydney, Melbourne or Brisbane, the flying journey to your destination may take up to 19 hours, with up to 1 stop.

From Adelaide, the flying journey to your destination may take up to 19 hours, with up to 2 stops. One of those stops may be within Australia.

From Perth, the flying journey to your destination may take up to 16 hours, with up to 1 stop.

From Auckland, the flying journey to your destination may take up to 23 hours, with up to 2 stops. One of those stops may be within Australia.

This is provided as a guide only - actual flight duration can vary depending on

Important Information

availability and airline schedules. Your booking's final details will be confirmed to you via email once available.

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.

Arrive Early & Stay Behind Options

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

Arrive Early

Malé, Maldives - From \$300 per person, subject to availability.

Stay Behind

Malé, Maldives - From \$300 per person, subject to availability.

Please note:

• Exclusions:

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

• Internal Flights:

If you select to Arrive Early or Stay Behind in a city other than the one where the tour starts or ends, the package will include an internal flight to your destination. If you wish to forfeit this flight, please advise our friendly team at the time of purchase. Please note that the cost does not change when you choose to forfeit your connecting flight.

• 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:

28 March 2025 - 27 April 2025
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

• Singapore

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.

Please note:

- 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:

Singapore Grand Prix: September 2025
Christmas and New Years Eve: 22 December 2025 - 2 January 2026

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.

Accommodation

Accommodation Used

4-Star Properties (Self-Rated)

Malé, Maldives: Adaaran Club Rannalhi

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.

RESORT

Adaaran Club Rannalhi

A little piece of paradise in the Indian Ocean, Adaaran Club Rannalhi is the island escape you've been dreaming of. The resort's location at the tip of Rannalhi Island offers pristine beaches, excellent diving and snorkelling, and easy access to the capital city of Malé.

Important Information

LOCATION

Rannalhi Island, South Malé Atoll

Adaaran Club Rannalhi is an enchanting tropical paradise located only 34 kilometres from the Malé International Airport. Accessed via a brisk 45-minute speedboat ride, it's a destination where powder-soft sands give way to shimmering sapphire waters. Set across five acres of gorgeous greenery, the resort features a buffet restaurant and cocktail bar, an indulgent day spa, and plenty of opportunities for rest and relaxation.

ROOM TYPE

Standard Room

Located throughout the expanse of the atoll, the Standard Rooms at Adaaran Club Rannalhi offer gorgeous views of the gardens or the tranquil ocean. Enjoy drinks on your private terrace while you gaze above at the clear night sky. Each room features tropically themed furnishings and bedding. All standard rooms offer convenient access to the main hotel area and facilities.

Room Size: 37m²

Max Occupancy: 2 people

Bedding Configuration: Double bed or Twin beds

In-Room Facilities

- Air conditioning
- Ensuite bathroom
- Ocean view
- Telephone with IDD Facility
- Tea and coffee-making facilities
- Satellite television (CRT)
- In-room safe
- Mini-bar

ROOM TYPE

Water Villa

Water Villas are equipped with modern amenities, and feature elegant cream and pastel decor complimented by elegant wooden furniture exuding a contemporary tropical feel. Each villa features a private sun deck and ladder offering unfettered access to the ocean.

Room Size: 67m²

Max Occupancy: 2 people

Bedding configuration: One double with one single

In-Room Facilities

- Wooden Ladder from the sun deck for private 24-hour access to ocean
- Snorkelling equipment through the entire stay
- In Villa breakfast
- Air-conditioning
- Ensuite bathroom
- Ocean view
- Telephone with IDD Facility
- Tea and coffee-making facilities
- Satellite television (CRT)
- In-room safe
- Mini-bar

ROOM TYPE

Sunset Water Villa

Immerse yourself in the serene beauty of a Sunset Water Villa, designed for an idyllic retreat, these villas not only allow you to wake up to the calming sound of waves but also offer a front-row seat to the most breathtaking sunsets. With private sun decks providing direct access to the water, you can soak in the tranquil oceanic ambiance or engage in a variety of complimentary excursions for an exhilarating stay.

Room Size: 67m²

Max Occupancy: 2 people

Bedding configuration: One double with one single

In-Room Facilities

- Wooden Ladder from the Sun Deck for Private 24 Hour Access to Surrounding Ocean
- Snorkeling Equipment through the Entire Stay
- In Villa Breakfast
- Ensuite bathroom
- Mini Bar
- Telephone with IDD Facility (*)
- Complimentary Wi-Fi
- Air Conditioning
- Tea/Coffee Making Facility
- Satellite Television (LCD)

- In-room Safe

Please note: Extra charges may apply.

RESORT FACILITIES

- Table tennis
- Beach volleyball
- Beach football
- Excursions
- Shopping arcade
- Deep sea fishing
- Windsurfing
- Snorkelling
- Scuba diving
- Water skiing
- Diving
- Sun chairs
- Spa
- Reflexology centre
- Wi-Fi in public area

Please note: Extra charges may apply.

ALL-INCLUSIVE DRINKS PACKAGE

Includes:

- Whisky, brandy, gin, vodka and rum
- House wine (red or white)
- Soft drinks (coca-cola, diet coke, sprite and fanta)
- Sprite, bitter lemon, soda water and tonic water
- Tea and coffee
- Mineral water
- Cordials
- Selected cocktails

Please note: Beverages will be served one glass at a time and provided for your own consumption only from 09:30 until midnight. Alcoholic beverages will not be served to anyone under the age of 18. The all-inclusive entitlements will end on the date of departure at 12.00.

Extra charges are applicable for the following:

- Drinks consumed after midnight.
- Drinks consumed during excursions.
- Facilities or activities not expressly mentioned.

Extra Nights

Not available.

Maximum Room Capacity

Important Information

2 people.

Child Policy

- No child discounts. The full price applies to all children travelling with their parents.
- Valid for children 12 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

Standard: Double bed or Twin beds (subject to availability).

Water Villa: One double with one single (subject to availability).

Exclusions

- Visa fees and requirements.
- Green Tax \$12 USD per person per night
- Domestic transfers and flights not stated in the deal offer.
- Meals/beverages not stated in the deal offer.
- Gratuities/tipping.
- Optional activities/tours.
- Personal expenses.
- Travel insurance.
- Mandatory city tax.

Other Important Information

Inclusions Terms & Conditions

The all-inclusive package includes meals served in the Main Restaurant buffet style:

- Breakfast: 07:30 – 09:30
- Lunch: 12:30 – 14:30
- Dinner: 07:30 – 09:30

All-Inclusive Beverages

APERITIFS

- Martini Bianco
- Blue Curacao
- Crème de Cassis
- Triple Sec

TEQUILA

- Jose Sarmiento
- Issi Agave Blanco

WHISKEY

- Johnnie Walker Red Label
- Vat 69
- King Robert

WINE

- House Wine (red, white and rose served by the glass)
- Sparkling Wine (served during lunch and dinner in the restaurant only)

BRANDY

- Remy XO
- Imperator Brandy

COCKTAILS

- 20 varieties of select international cocktails
- 7 varieties of select mocktails

GIN

- Gordon's Dry Gin
- King Robert

VODKA

- Smirnoff
- King Robert

RUM

- Bacardi
- King Robert Dark Rum
- King Robert White Rum

OTHER

- Soft drinks (Coca Cola, Diet Coke, Fanta, Sprite, Bitter Lemon, soda water, and tonic water)
- Fruit Cordial (orange, mango, pineapple, black current, passionfruit and apple)
- Tea and coffee
- Mineral water

Please note:

- *All-inclusive beverages will be served one glass at a time at the Nika Bar, Cocktail Bar and Main Restaurant*

• *All-inclusive beverages will be provided for your own consumption only from 09:30 until midnight.*

• *Alcoholic beverages will not be served to anyone under the age of 18.*

• *The all-inclusive entitlements will end on the date of departure at noon.*

• *Sunset photo cruise is one hour long and is offered once per stay for stays of three nights and above.*

• *Paddleboarding: 15 minutes per day, for stays of three nights and above.*

• *Snorkelling: Equipment provided for unlimited snorkelling.*

• *Spa credit of USD 50 per person, per stay.*

• *A beach party with a bonfire is held once per week.*

• *Movie night at the Amphitheatre is held once per week.*

MALDIVES GREEN TAX

Green Tax is levied on tourists who stay in tourist resorts, tourist hotels, and tourist vessels. It is levied at a flat rate of \$12 United States dollars (USD) per person per day of stay and payable upon check-in. The green tax is applied as per the current government guidelines.

CLIMATE & AVERAGE TEMPERATURES

Maldives

March is the hottest month in Maldives with an average temperature of 29°C and the coldest is January at 27°C with the most daily sunshine hours in February. The best month to swim in the sea is in April when the average sea temperature is 30°C however, water temperatures are still around an average 29°C during June and July.

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

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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.

OTHER

Mobility

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

Fitness Level Required

An easy level of fitness will be required. Easy is described as Light walking on well-maintained surfaces, occasional climbing of stairs and the ability to get on and off vehicles without assistance and stand for a minimum of 30 minutes in hot/humid conditions. A general level of fitness and mobility.

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

Yellow Fever

A valid international certificate of vaccination against Yellow Fever is required in many countries. You may need to present this on arrival at the airport or border crossing. Some countries will refuse entry if you are unable to present your certificate. It's also common for your home country to request a Yellow Fever certificate upon arrival. You must check with your doctor well before leaving home about the Yellow Fever requirements for the countries you'll be visiting.

Gratuities/Tipping

Land

Gratuities (tips) are not included in the package price for other services offered. Tipping is optional.

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.

- *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.*

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

Maldives

You can get a tourist visa on arrival to Maldives, provided that you meet all entry requirements. Entry and exit conditions can change at short notice. Contact the Department of Immigration and Emigration of the Republic of Maldives for details about visas, currency, customs and quarantine rules.

- 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.*

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/

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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.