



# Luxury Overwater Maldives Fly & Stay

ADAARAN PRESTIGE VADOO • MALDIVES

## The Offer

Discover your slice of paradise on a luxurious 7-day escape to the Maldives at Adaaran Prestige Vadoo. Set amidst the sparkling waters of the Indian Ocean, this prestigious adults-only resort is your gateway to pristine white sand beaches, stunning turquoise lagoons and colourful coral reefs.

Fly in style with Singapore Airlines to the Maldives, where a speedboat will whisk you to Adaaran Prestige Vadoo. From the moment you step off the boat, you'll have the chance to relax, explore and indulge. Lounge on the beach with a book in hand, savour private moments with in-villa high tea or soak in the sun from a paddleboard. Snorkel among vibrant marine life, join a game of beach volleyball or unwind with a spa treatment. Whether you prefer beachfront relaxation or underwater wonders, there's something for everyone.

You'll rest easy in a Sunrise Overwater Villa with a plunge pool, jacuzzi, sun deck and more. Make the most of 24-hour butler service, an outdoor bath and direct access to the warm ocean. Your stay comes complete with all-inclusive dining experiences so you can enjoy Japanese fare, à la carte meals with a tropical twist and more. As the sun sets, why not sip cocktails at Kandolhi Bar? Afterwards, you can enjoy karaoke, movie nights and Balinese dance performances.

Your dream escape awaits with return international Singapore Airlines flights, 5 nights of 5-star luxury accommodation, all-inclusive meals and drinks package, return speedboat transfers and more.

**Want more? Choose Itinerary 2 to discover cosmopolitan Singapore with 2 nights of 5-star accommodation.**

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



## 7-DAY TOUR PACKAGE | LUXURY OVERWATER MALDIVES FLY & STAY

### The Itinerary

#### Itinerary 1

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

Today, you'll depart from Australia (or New Zealand) for the Maldives. Upon arrival, a representative will meet you at the airport.

You'll then be transferred by speedboat to Adaaran Prestige Vadoo where you can relax and unwind for the next 5 nights with a premium all-inclusive food and drinks package.

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

**Overnight: Adaaran Prestige Vadoo, Maldives (Sunrise Overwater Villa with Plunge Pool and Jacuzzi)**

**Meals included: In-Flight**

##### Day 2 Adaaran Prestige Vadoo, Maldives

Welcome to your first full day in this tropical paradise!

Start your morning with a leisurely breakfast as you soak in the serene surroundings. Spend the day at your own pace whether it's lounging by the pool, exploring the stunning waters or simply enjoying the beauty around you.

Feel free to make use of the many activities and facilities that the resort has to offer including snorkelling, spa treatments, sunset cruises, beach volleyball and gourmet dining experiences.

**Overnight: Adaaran Prestige Vadoo, Maldives (Sunrise Overwater Villa with Plunge Pool and Jacuzzi)**

**Meals included: Breakfast; Lunch; Dinner**

##### Day 3 Adaaran Prestige Vadoo, Maldives

Enjoy a further day at leisure to relax in this tropical paradise and enjoy the resort's dining and facilities.

**Overnight: Adaaran Prestige Vadoo, Maldives (Sunrise Overwater Villa with Plunge Pool and Jacuzzi)**

**Meals included: Breakfast; Lunch; Dinner**

##### Day 4 Adaaran Prestige Vadoo, Maldives

Enjoy a further day at leisure to relax in this tropical paradise and enjoy the resort's dining and facilities.

**Overnight: Adaaran Prestige Vadoo, Maldives (Sunrise Overwater Villa with Plunge Pool and Jacuzzi)**

**Meals included: Breakfast; Lunch; Dinner**

##### Day 5 Adaaran Prestige Vadoo, Maldives

Enjoy a further day at leisure to relax in this tropical paradise and enjoy the resort's dining and facilities.

**Overnight: Adaaran Prestige Vadoo, Maldives (Sunrise Overwater Villa with Plunge Pool and Jacuzzi)**

**Meals included: Breakfast; Lunch; Dinner**

##### Day 6 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).





## 7-DAY TOUR PACKAGE | LUXURY OVERWATER MALDIVES FLY & STAY

### The Itinerary

#### Itinerary 1

*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, snacks and all-inclusive beverages alongside arranging luggage storage at reception while you wait for your speedboat transfer back to Male Airport.*

**Meals included: Breakfast; In-Flight**

#### Day 7 Arrive in Australia (or New Zealand)

**Meals included: None**





## 7-DAY TOUR PACKAGE | LUXURY OVERWATER MALDIVES FLY & STAY

### The Itinerary

#### Itinerary 2 - Singapore Extension

##### Day 1 Australia (or New Zealand) - Singapore

Today, you'll fly from Australia (or New Zealand) to Singapore.

Upon arrival, please make your own way to your hotel. Getting around Singapore is easy and your journey from Singapore Changi Airport to your hotel is approximately 20 kilometres. Taxis are available for hire at the taxi stands in the arrivals area of Terminals 1, 2, 3 and 4 with rides to the city typically taking about 30 minutes (charges apply). Alternatively, you could take a public bus from any of the Changi Airport terminals, or the train from Changi Airport MRT station to the city (charges apply).

Once you are settled in at your hotel, the rest of the day is yours to enjoy at your leisure.

**Overnight: The Clan Hotel Singapore by Far East Hospitality or similar, Singapore**

**Meals included: In-Flight**

##### Day 2 Singapore

Today is free for you to explore Singapore so why not head to the futuristic Gardens by the Bay or take in panoramic city views from Marina Bay Sands?

Wander through cultural districts like Chinatown and Little India or make your way to Orchard Road for shopping. If you enjoy nature, consider visiting one of the city's green spaces or the famous Singapore Zoo.

**Overnight: The Clan Hotel Singapore by Far East Hospitality or similar, Singapore**

**Meals included: None**

##### Day 3 Singapore - Malé, Maldives

At the appropriate time, you will need to make your own way to Singapore Changi airport for your flight to the Maldives. Upon arrival in Malé, a representative will meet you at the airport.

You'll then be transferred by speedboat to Adaaran Prestige Vadoo where you can relax and unwind for the next 5 nights with a premium all-inclusive food and drinks package.

**Overnight: Adaaran Prestige Vadoo, Maldives (Sunrise Overwater Villa with Plunge Pool and Jacuzzi)**  
**Meals included: In-Flight**

##### Day 4 Adaaran Prestige Vadoo, Maldives

Welcome to your first full day in this tropical paradise!

Start your morning with a leisurely breakfast as you soak in the serene surroundings. Spend the day at your own pace whether it's lounging by the pool, exploring the stunning waters or simply enjoying the beauty around you.

Feel free to make use of the many activities and facilities that the resort has to offer including snorkelling, spa treatments, sunset cruises, beach volleyball and gourmet dining experiences.

**Overnight: Adaaran Prestige Vadoo, Maldives (Sunrise Overwater Villa with Plunge Pool and Jacuzzi)**  
**Meals included: Breakfast; Lunch; Dinner**

##### Day 5 Adaaran Prestige Vadoo, Maldives

Enjoy a further day at leisure to relax in this tropical paradise and enjoy the resort's dining and facilities.







## 7-DAY TOUR PACKAGE | LUXURY OVERWATER MALDIVES FLY & STAY

### The Itinerary

#### Itinerary 2 - Singapore Extension

Overnight: Adaaran Prestige Vadoo, Maldives (Sunrise Overwater Villa with Plunge Pool and Jacuzzi)  
Meals included: Breakfast; Lunch; Dinner

##### Day 6 Adaaran Prestige Vadoo, Maldives

Enjoy a further day at leisure to relax in this tropical paradise and enjoy the resort's dining and facilities.

Overnight: Adaaran Prestige Vadoo, Maldives (Sunrise Overwater Villa with Plunge Pool and Jacuzzi)  
Meals included: Breakfast; Lunch; Dinner

##### Day 7 Adaaran Prestige Vadoo, Maldives

Enjoy a further day at leisure to relax in this tropical paradise and enjoy the resort's dining and facilities.

Overnight: Adaaran Prestige Vadoo, Maldives (Sunrise Overwater Villa with Plunge Pool and Jacuzzi)  
Meals included: Breakfast; Lunch; Dinner

##### 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, snacks and all-inclusive beverages alongside arranging luggage storage at reception while you wait for your speedboat transfer back to Male Airport.*

Meals included: Breakfast; In-Flight

##### Day 9 Arrive in Australia (or New Zealand)

Meals included: None





7-DAY TOUR PACKAGE | LUXURY OVERWATER MALDIVES FLY & STAY

Tour Inclusions

HIGHLIGHTS

- Unwind at one of the Maldives' most prestigious 5-star island resorts
- Fly with award-winning Singapore Airlines
- Enjoy a premium all-inclusive meal and drinks package in the Maldives
- Relax with a complimentary 45-minute spa treatment for 2 people
- Savour an intimate beachfront dining experience under the stars
- Discover a wide range of entertainment options throughout your stay
- Indulge with around-the-clock in-villa breakfast service
- Head underwater with complimentary snorkelling equipment hire
- Delight in a luxurious floating breakfast served in your pool
- Enjoy complimentary hire of a catamaran, canoe and stand-up paddleboard
- Receive a 10% discount on excursions

FLIGHTS

- Return international flights with Singapore Airlines (economy class), surcharges may apply

ACCOMMODATION

- 5 nights of 5-star luxury accommodation at Adaaran Prestige Vadoo
- Stay in an overwater villa accommodation with plunge pool and jacuzzi
- Delight 24-hour butler service, Wi-Fi, air conditioning and more
- Bathroom with glass bottom floor and outdoor bath
- Join the resort's outdoor activities including beach volleyball

DINING

- Enjoy a premium all-inclusive meals and drinks package in the Maldives
- Indulge at 5 exquisite restaurant and bar options
- Complimentary mini-bar refreshed daily
- Evening canapés served in the villa daily
- Enjoy top-shelf premium drinks with a selection of over 100 international and local cocktails

ESSENTIALS

- Airline taxes and surcharges

TRANSFERS

- Return speedboat transfers from the airport to the Maldives resort

9-DAY SINGAPORE EXTENSION

- All of the above, plus:
- 2 nights of 5-star accommodation at The Clan Hotel in Singapore

# 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

Travel offer is valid for travel on selected dates until the 28th October 2026.

This travel offer is priced for one person based on twin share.

## Single Traveller Supplement

For solo travellers, a mandatory single supplement applies:

- 7-Day Package: \$4,200
- 9-Day Singapore Extension Package: \$4,600

## Departure Dates and Surcharges

See checkout for live dates and availability.

## Departure Cities

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

## Departure City Surcharges

- Brisbane: \$150 per person
- Adelaide: \$100 per person
- Auckland: \$450 per person

## Flights

### International Full-Service Airline(s)

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

*Please note: TripADeal 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.*

## Arrive Early and Stay Behind Options

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

### Arrive Early

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

Singapore - From \$300 per person, subject to availability. (Itinerary 2 only)

### Stay Behind

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

*Please note:*

### ● Exclusions:

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

# Important Information

## ● 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:

- 6 December 2024 - 31 January 2025
- 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

Not available.

## 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

## 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.

## Accommodation

### Accommodation Used

#### 5-Star (Self-Rated): Singapore

Singapore: The Clan Hotel Singapore or similar

#### Room Type Offered

Deluxe Room

#### Amenities & Facilities

- Bathroom with shower, bathtub and hairdryer
- Direct dial telephone
- Cable TV
- Minibar
- Electric kettle and tea and coffee-making facilities
- Ironing set
- Individually adjustable air conditioning
- Safe
- Living room
- Wheelchair-accessible
- Disability-friendly bathroom
- Wi-Fi
- Pillow menu
- Cot on demand (children share the bed with parents)
- Turndown service
- 220V power supply
- Toiletries, bathrobes and slippers
- Smoke detector
- Housekeeping and wake-up service
- Outdoor swimming pool

- Fitness room

#### 5-Star (Self-Rated): Maldives

Maldives: Adaaran Prestige Vadoo

#### Room Type Offered

Sunrise Overwater Villa with Private Pool and Jacuzzi

#### Amenities & Facilities

- Pillow menu
- Sun deck with direct ocean access
- Minibar with daily replenishment
- Telephone with IDD Facility
- Around-the-clock breakfast service
- Evening canapés served in the villa
- Coffee machine and tea-making facilities
- 24-hour butler service
- Home theatre system with Satellite TV and DVD player
- Walk-in wardrobe
- Private dining area on deck
- In-room safe
- Air conditioning
- 220/240 voltage and 14 Square Pin plug points (including Universal Socket)
- Bathroom lunge with jacuzzi and glass bottom floor
- Plunge pool
- Complimentary Wi-Fi

#### Other Inclusions at Adaaran Prestige Vadoo

- All-inclusive dining daily at the Farivalhu Fine Dining Restaurant
- All-inclusive beverages served from the island's bars
- Evening high tea served with cookies and savouries (or assorted ice cream) at Farivalhu Fine Dining restaurant
- Snack menu option for lunch at Kandolhi Bar or Dhoni Bar as an alternative to lunch
- Japanese set menu meal experience in Kitajima restaurant (subject to prior reservations)
- Option of a 3-course set menu dinner at Kakuni barefoot restaurant (subject to prior reservations)
- Special halal food and mocktail menu at Farivalhu Fine Dining restaurant



# Important Information

- Evening sundown cocktails at Kandolhi Bar
- Variety of teas from the Tea Cart served at Farivalhu Fine Dining Restaurant
- One shisha session per day at Kandolhi Bar or Dhoni Bar
- Complimentary snorkelling equipment for the duration of the stay
- Complimentary non-motorised water sports equipment including a catamaran (licence required), canoe and stand up paddleboards
- Complimentary sunset photo flip excursion (once during the stay)
- Complimentary dolphin safari excursion (once during the stay)
- Floating breakfast (once during the stay)
- Beach dinner (once during the stay)
- Complimentary 10 pieces of laundry (once during the stay)

## Extra Nights

Not available.

## Child Policy

This deal is for those 18 years and older at the time of travel.

## Exclusions

- Visa fees and requirements
- Domestic transfers and flights not stated in the deal offer
- Meals/beverages not stated in the deal offer
- Optional gratuities/tipping
- Optional activities/tours
- Personal expenses
- Travel insurance
- Any costs associated with an interruption to your tour as a result of an airline schedule change or cancellation
- Mandatory city tax
- Green tax of \$12 per person, per night

## Gratuities/tipping

Gratuities (tips) are not included in the package price for other services offered. Tipping for services provided is always a matter of personal discretion, however, please be aware that tipping is considered by many locals to be a part of their normal remuneration and they may approach you

for payment and there is no need to be intimidated by the request.

## Other Important Information

### 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

#### Singapore

Singapore has a tropical rainforest climate, which means it's warm and humid year-round, with temperatures typically ranging from 25°C to 31°C (77°F to 88°F). The city experiences frequent rainfall, especially during the monsoon seasons from November to January and June to September. Humidity is consistently high, and short, heavy showers can occur almost daily, often followed by sunshine. Despite the wet spells, the weather is generally predictable, making Singapore a comfortable destination for those who enjoy tropical climates.

#### Maldives

The Maldives enjoys a tropical monsoon climate, characterised by warm temperatures and plenty of sunshine year-round. Temperatures typically range from 25°C to 31°C. The islands experience two distinct monsoon seasons: the dry season from November to April, and the wet season from May to October, when short but intense rain showers are common. Humidity is high, but cooling sea breezes help maintain a comfortable atmosphere. Overall, the Maldives offers warm, pleasant weather, making it an ideal destination for beachgoers and water lovers.

### 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.

## 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

### Singapore

A tourist visa is not required for Australian or New Zealand short-term visitors visiting Singapore.

At immigration, you may have to show:

- A passport with at least 6 months validity
- Evidence of enough funds for your intended stay

# Important Information

- A confirmed onward or return flight ticket
- A valid visa to enter your next destination
- A yellow fever vaccination certificate, if needed

## Maldives

You can get a tourist visa upon arrival in 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.

### *Please note:*

- *It is your responsibility to be travel-ready and ensure that you are aware and comply with any destination or travel requirements, including the validity of all required travel documents.*
- *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.