



Alaska & Canada Discovery

CANADA • UNITED STATES • ALASKA

The Offer

Experience the best of Canada and Alaska on this incredible journey, from charming mountain towns and majestic national parks to cruising past towering glaciers and rugged coastal landscapes.

In Calgary, settle in before heading into the heart of the majestic Rockies, a breathtaking mountain range known for its rugged peaks and stunning alpine scenery. Stand in awe before the dazzling turquoise waters of Lake Louise, a glacier-fed gem framed by towering peaks, then travel through the scenic wonders of Banff National Park to the charming town of Canmore.

Choose between a day at leisure or an optional excursion to Jasper National Park and the awe-inspiring Columbia Icefield, where you can venture onto the surface of the ancient Athabasca Glacier.

Travel through Mount Revelstoke, Glacier and Yoho National Parks, pausing at the 'Last Spike' before reaching Sun Peaks or Kamloops. The journey continues along the historic Cariboo Wagon Trail, leading to Whistler's adventure-filled alpine village.

Enjoy a day at leisure in Whistler before heading to Vancouver, where a guided city tour showcases highlights such as Chinatown, Gastown and Stanley Park.

Step aboard Holland America's Koningsdam or Zaandam

for a premium voyage through Alaska's breathtaking Inside Passage. Sail through fjords lined with lush forests and towering glaciers, with opportunities to spot humpback whales, orcas and bald eagles. Witness the staggering beauty of Tracy Arm Inlet before arriving in Juneau, where glacial hikes, wildlife encounters and fresh seafood await.

Follow in the footsteps of gold rush pioneers in Skagway and immerse yourself in the striking landscapes of Glacier Bay National Park, a UNESCO World Heritage-listed site home to massive tidewater glaciers.

Continue to Ketchikan, known for its Native Alaskan culture and vibrant totem poles, before returning to Vancouver to conclude your incredible adventure.

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CANADA ● UNITED STATES ● ALASKA

The Offer

This amazing deal includes return international full-service flights, a 7-night cruise, 6 nights of quality hotel accommodation, all meals while cruising and more.

Want more? Arrive Early in Calgary or Stay Behind in Vancouver, Canada!

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2

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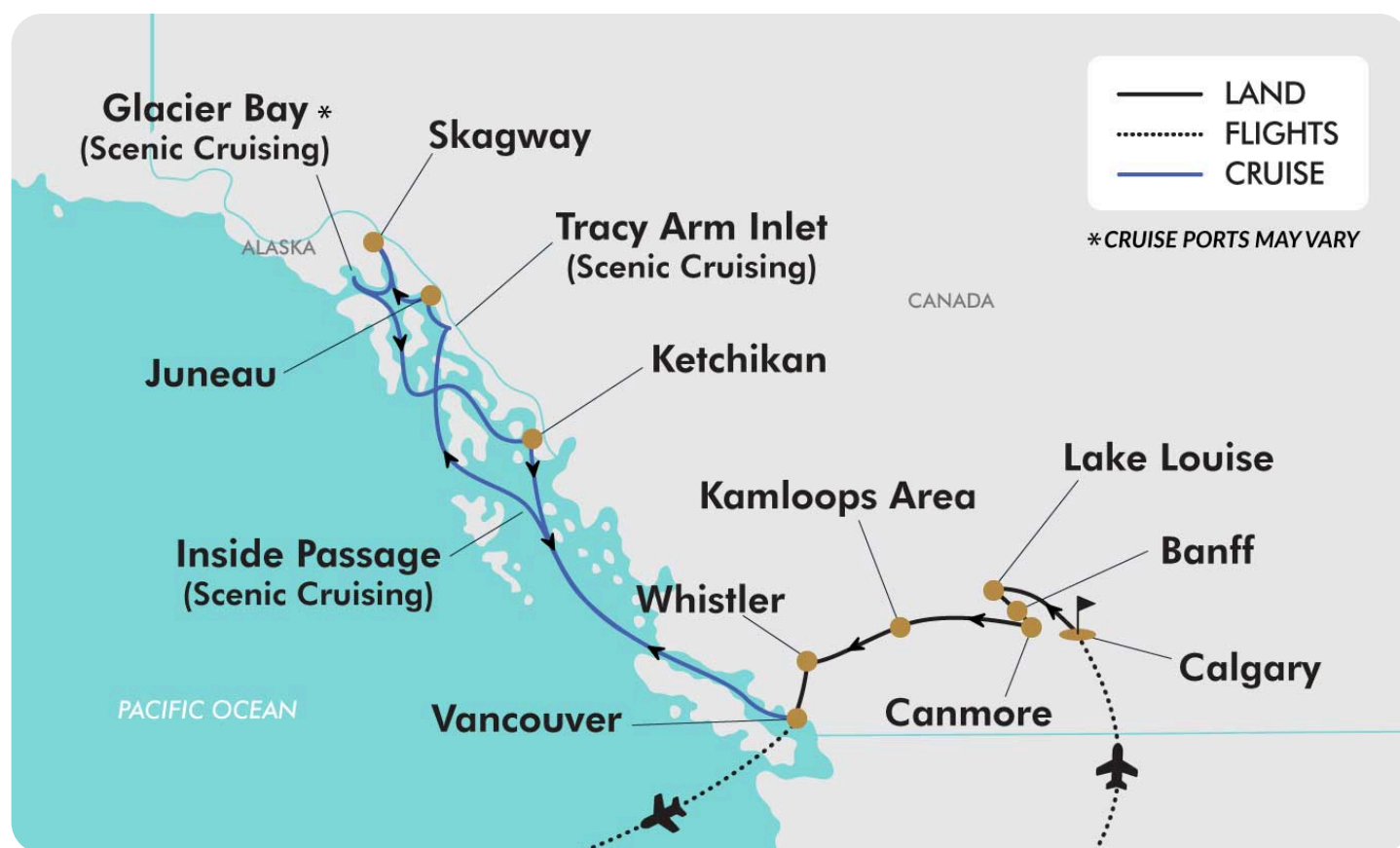


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16-DAY CRUISE & TOUR PACKAGE | ALASKA & CANADA DISCOVERY

The Map



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16-DAY CRUISE & TOUR PACKAGE | ALASKA & CANADA DISCOVERY

The Itinerary

Itinerary 1 - Holland America Koningsdam

Day 1 Australia (or New Zealand) - Calgary, Canada

Today, you will depart from Australia for Calgary, Canada.

Upon arrival, make your own way to the hotel for check-in. Check-in is from 15:00 onwards, and luggage storage will be available for any travellers with an early arrival.

Please note: Due to flight scheduling and availability, some departures may occur on Day 0. Affected customers must be available to depart the day before. Flight times will be indicated on your final documents, issued 4-6 weeks before departure.

Overnight: Country Inn & Suites Calgary Airport or similar, Calgary, Alberta

Meals included: In-Flight

Day 2 Calgary - Lake Louise - Canmore

Your adventure begins with an early morning meet and greet at the hotel lobby before driving approximately 195 kilometres to Lake Louise. Prepare yourself for one of the highlights of your journey, Canada's Diamond in the Wilderness, the gorgeous Lake Louise. Spend time relaxing and exploring the surroundings of this iconic and beautiful area.

Take a walk around the edge of the lake and gaze at the towering mountains, or venture inside the phenomenal Fairmont Chateau Lake Louise Hotel. Afterwards, continue approximately 60 kilometres onto the resort town of Banff and enjoy a sightseeing tour, including the Bow River, the Hoodoos and Bow Falls, before finishing approximately 25 kilometres away in the beautiful town of Canmore, where you will check-in and enjoy an evening at leisure.

Overnight: Canmore Inn & Suites, or similar, Canmore

Meals included: None

Day 3 Canmore Free Day Or Optional Activity

Today enjoy a free day to explore Canmore at your own leisure. Alternatively, join an optional day trip to visit Jasper National Park and the famous Icefields Parkway.

Optional Activity - Jasper National Park & Columbia Icefields

This morning head for the Icefields Parkway in Banff and Jasper National Parks, considered one of the most beautiful drives in the world. The jaw-dropping scenery is highlighted by ancient glaciers, waterfalls cascading from dramatic rock spires and turquoise lakes set in sweeping valleys.

Today's drive will be approximately 420-kilometre returns. Views of Crowfoot Glacier, Bow Summit, and Mistaya Canyon are sure to please all who journey to this amazing part of the world. On arrival at Columbia Icefield Discovery Centre, you will enjoy a ride on the "Ice Explorer" onto the surface of the stunning Athabasca Glacier aboard specialised vehicles which allows visitors to traverse its icy surface and immerse themselves in the awe-inspiring landscape.

With its unparalleled beauty, accessibility, and educational value, the Columbia Icefield is an unforgettable destination. Finish the day back in Canmore for an evening at leisure. Please note that Icefield Snowcoach is subject to availability and favourable weather conditions. If it's closed or unavailable, you will be offered an alternative tour or a refund will be offered. See online Important Information for pricing.



16-DAY CRUISE & TOUR PACKAGE | ALASKA & CANADA DISCOVERY

The Itinerary

Itinerary 1 - Holland America Koningsdam

Overnight: Canmore Inn & Suites, or similar, Canmore
Meals included: None

Day 4 Canmore - Sun Peaks/Kamloops

Today will be an early start with a big day of driving but with many beautiful sights along the way. Journey approximately 600 kilometres through three of Canada's most breathtaking National Parks, Mount Revelstoke, Glacier and Yoho, towards Sun Peaks/Kamloops. On the way, stop at Eagle Pass and visit the 'Last Spike' of the transcontinental railway, which connects the east to the west.

Finish the day in the Kamloops/Sun Peaks area where you will check into your accommodation and enjoy the remainder of the day at leisure. Please note: This day will involve approximately 8 hours of travel, including rest stops along the way. Fortunately, you will be blessed with amazing sights, including huge snow-capped mountains and beautiful tree-lined lakes.

Overnight: Ramada Kamloops or similar, Kamloops/Sun Peaks
Meals included: None

Day 5 Sun Peaks/Kamloops - Whistler

Today depart Sun Peaks/Kamloops and follow the once treacherous Cariboo Wagon Trail, which formed part of the Gold Rush Route, in awe of the scenery offered by today's drive, you'll arrive in the alpine village of Whistler, which sits nestled in the shadows of the Blackcomb Mountains. Upon arrival enjoy time at leisure as you explore this stunning adventure playground. Today drive approximately 300 kilometres.

Overnight: Aava Whistler Hotel or similar, Whistler
Meals included: None

Day 6 Whistler Free Day

Today is free at leisure to explore this stunning adventure playground.

Overnight: Aava Whistler Hotel or similar, Whistler
Meals included: None

Day 7 Whistler - Vancouver, B.C. - Embark on your 7-Night Inside Passage Cruise

This morning depart Whistler and drive to Vancouver (approx. 122 kilometres) for an introductory sightseeing tour, including Chinatown, Gastown and Stanley Park. Afterwards, be transferred to Canada Place in Downtown Vancouver where you will board your 7-night Alaska Inside Passage cruise with Holland America.

Depart Vancouver at 16:30.

Overnight: Holland America Koningsdam
Meals included: Dinner

Day 8 Scenic Cruising The Inside Passage

Alaska's Inside Passage is a protected network of waterways that wind through glacier-cut fjords and lush temperate rain forests along the rugged coast of Southeast Alaska. Arguably one of the greatest cruising routes in the world, the Inside Passage stretches through stunning landscapes, from Misty Fjords National Monument to the famed Glacier Bay National Park & Preserve.

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The Itinerary

Itinerary 1 - Holland America Koningsdam

Sailing the Inside Passage offers opportunities to spot some of Alaska's most iconic wildlife, with humpback whales and orcas plying the bountiful waters alongside the ships, bald eagles soaring overhead and brown bears lumbering on the shoreline. Numerous ports along the way recount Alaska's colourful history.

In Sitka, an onion-domed church marks Russia's one-time foothold in the Americas; Ketchikan provides a glimpse of the Native Alaskan experience, with historic totem poles and native art galleries; and the legendary town centre of Skagway bustles as it did at the turn of the 19th century when it served as the rowdy Wild West gateway to the Klondike Gold Rush.

Overnight: Holland America Koningsdam

Meals included: Breakfast; Lunch; Dinner

Day 9 Tracy Arm Inlet (Cruising Only) & Juneau, Alaska

Tracy Arm Inlet: Arrive 09:00 - Depart 09:30

Steep cliffs and glacier-covered mountains flank this fjord, fringed by the largest intact coastal temperate rain forest in the United States. Old-growth trees colonized Tracy Arm's mouth long ago as the Ice Age retreated. But further up the sinuous 48-kilometer (30-mile) waterway, its icy grip lingers a little. There, the twin Sawyer Glaciers flow from the peaks down to the sea, sloughing off stories-high chunks of water frozen decades or even centuries before. Even more glorious than nearby Glacier Bay, Tracy Arm is part of the 5.7 million acres (or around 23,000 square kilometres) of pure wilderness sheltered by the Tongass National Forest (America's biggest).

Visitors often see bears, whales and mountain goats roaming across various corners of this pristine area—not to mention chubby baby seals resting on the ice floes. Summer temperatures average 35 to 60 degrees Fahrenheit (0 to 16 degrees Celsius), so pack warm clothing. And don't forget waterproof gear, even when travelling by cruise ship: More than a meter and a half of rain falls here each year! We also recommend a water bottle, thermos or reusable coffee cup: On scenic cruising days, cruise ships ban paper and disposable plastic products that could litter this unsullied environment.

Juneau, Alaska: Arrive 13:30 - Depart 22:00

Cruise to Juneau, Alaska and visit the most remote, most beautiful and strangest state capital in the United States. Surrounded by water, forest and mountain sights, visitors seeking things to do in Juneau indoors and outdoors can hike a glacier, eat fresh-caught fish on a seaside patio and tour a grand capitol building all in one day. Juneau is known for its outdoor recreation, fresh seafood and fine dining. The city itself is pleasant, but the real highlight of a visit to Juneau is tracking down some wildlife. You can hike up Mount Roberts to chance upon wild deer and bald eagles.

Most sightseeing and whale-watching tours head north to Auke Bay—bring a good pair of binoculars to get the best view of these majestic and surprisingly graceful creatures. If you prefer land mammals, catch a floatplane to a nearby wildlife reserve such as Chichagof or Admiralty Island to spy some bears lolling around on an Alaska cruise excursion. The sleepy, misty city of around 32,000—mostly fishermen and small-business owners—has a





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The Itinerary

Itinerary 1 - Holland America Koningsdam

frontier town vibe, but welcomes more than a million visitors each summer to its natural attractions, cementing Juneau as Alaska's number-one tourist destination. Experience this breathtaking city on an Alaska cruise.

Overnight: Holland America Koningsdam
Meals included: Breakfast; Lunch; Dinner

Day 10 Skagway, Alaska Arrive 07:00 - Depart 20:00

At the height of the Klondike Gold Rush, the port town of Skagway served as the primary gateway to the legendary gold fields, and quickly grew into Alaska's largest settlement. It was then a raucous frontier hub packed with trading posts, saloons and guesthouses. As the gold rush faded into the 1900s, so did Skagway—but today it has been reinvigorated as a gateway for a new kind of visitor: those looking to explore Alaska's colourful history, pristine wildlife and unrivalled natural beauty. Set sail on an Alaska Cruise and take an adventure in Skagway.

At every turn, you'll find yourself immersed in gold rush lore, from the infamous Red Onion Saloon that still keeps a pistol that Wyatt Earp left behind en route to the Klondike, to the White Pass & Yukon Route Railroad, a classic narrow-gauge railway that traverses rugged mountains and passes cascading waterfalls and towering glaciers as it connects Skagway to Whitehorse deep in the Yukon.

Known as the 'Garden City of Alaska,' Skagway is filled with beauty and nature. Explore the town on a Skagway excursion. Much of the town has been preserved as part of the Klondike

Gold Rush National Historical Park, where rangers offer free walking tours around the historic district. Take an Alaska Cruise to Skagway and you'll also find a vibrant local community, home to a rich collection of local galleries, curio shops and restaurants serving seafood plucked fresh from nearby waters.

Overnight: Holland America Koningsdam
Meals included: Breakfast; Lunch; Dinner

Day 11 Glacier Bay OR Endicott Arm & Dawes Glacier (Cruising Only) Arrive 07:00 - Depart 16:00

On your cruise to Glacier Bay, close your eyes and take in the sounds—the creaks and groans of “living” ice, the shrill cries of gulls and soaring eagles, the splash of a breaching humpback whale. Frosted peaks towering over mossy forests, wide tidewater glaciers (there are seven in the park), and marine wildlife are given on Glacier Bay cruises, but every experience in this changing biosphere is unique.

Prepare for inclement weather, even in summer and dress for rain. Pack a hat, gloves, wool or fleece layers, a warm coat and waterproof gear to comfortably admire the landscape from the open deck of your ship. There are glaciers, fjords, inlets, rivers, streams and wildlife galore on Glacier Bay cruises, so bring those binoculars. Please note: Route and timing is subject to weather and ice conditions

Please note: 3rd May 2026 & 17th May 2026 departure dates will travel through Endicott Arm/Dawes Glacier replacing Glacier Bay.

Endicott Arm & Dawes Glacier

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The Itinerary

Itinerary 1 - Holland America Koningsdam

Arrives 08:00 - Depart 14:30

Endicott Arm is a 30-mile fjord that snakes through the Tracy Arm-Fords Wilderness Area. At the head is the majestic Dawes Glacier. Find a good spot on our spacious decks or get cozy on your verandah and take in the views. Glide past waterfalls that spool like silver ribbons from soaring mountain peaks. As you go deeper into the narrow fjord, the water changes color from gray to jade, the temperatures dip and the bergy bits (ice chunks) become larger and more plentiful.

The 600-foot-tall, mile-wide Dawes Glacier takes centre stage just around a bend. The ship will sidle up to this brilliant blue giant for a chance to witness calving, when ice breaks off and plunges into the sea. Dawes Glacier regularly rumbles with white thunder, so keep your camera ready!

Wildlife sightings are common, so bring your binoculars. Endicott Arm and Dawes Glacier are the breeding grounds of harbor seals, one of Alaska's cutest critters. In spring, you can see chubby pups chilling with mom on floating ice. You might also spot mountain goats balancing on cliffs or humpback whales swimming with their pods. Scan the valleys for brown and black bears. An Alaska cruise to Endicott Arm and Dawes Glacier is unforgettable. Soak in every minute.

Overnight: Holland America Koningsdam

Meals included: Breakfast; Lunch; Dinner

Day 12 Ketchikan, Alaska

Arrive 11:00 - Depart 19:00

Cruise to Ketchikan, Alaska's "First City", named because it's the first major landfall for most cruisers as they enter the picturesque fjords of the Inside Passage, where the town clings to the banks of the Tongass Narrows, flanked by green forests nurtured by abundant rain. Ketchikan has long been an important hub of the salmon-fishing and -packing industries. Visitors can try their luck on sport fishing or simply savour the fresh seafood at one of the local restaurants.

Ketchikan is one of the best spots along the Inside Passage to explore the rich cultural sights of Native Alaskan nations like the Tlingit, Haida and Tsimshian. You can see intricately carved totem poles at the Totem Heritage Center and Totem Bight State Park, while the attractions of Saxman Village just outside of Ketchikan offer the chance to see Tlingit culture in action, with working carvers and a dance show in the clan house.

Overnight: Holland America Koningsdam

Meals included: Breakfast; Lunch; Dinner



16-DAY CRUISE & TOUR PACKAGE | ALASKA & CANADA DISCOVERY

The Itinerary

Itinerary 1 - Holland America Koningsdam

Day 13 Scenic Cruising The Inside Passage

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Overnight: Holland America Koningsdam

Meals included: Breakfast; Lunch; Dinner

Day 14 Vancouver, B.C., Canada - Australia (or New Zealand)

Arrive 07.00

After breakfast, disembark and make your own way to the airport for your flight home.

Please note: Some flights will depart late in the evening. Luggage storage is available at both the cruise port and Vancouver International Airport (fees apply). Some flights may depart one day later, and complimentary airport hotel accommodation will be provided for affected passengers, but you will still be required to make your own way to the airport hotel and to the airport.

Meals included: Breakfast; In-Flight

Day 15 In-Transit

Meals included: In-Flight

Day 16 Arrive in Australia (or New Zealand)





16-DAY CRUISE & TOUR PACKAGE | ALASKA & CANADA DISCOVERY

The Itinerary

Itinerary 2 - Holland America Zaandam

Day 1 Australia (or New Zealand) - Calgary, Canada

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Upon arrival, make your own way to the hotel for check-in. Check-in is from 15:00 onwards, and luggage storage will be available for any travellers with an early arrival.

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Overnight: Country Inn & Suites Calgary Airport or similar, Calgary, Alberta

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Day 2 Calgary - Lake Louise - Canmore

Your adventure begins with an early morning meet and greet at the hotel lobby before driving approximately 195 kilometres to Lake Louise. Prepare yourself for one of the highlights of your journey, Canada's Diamond in the Wilderness, the gorgeous Lake Louise. Spend time relaxing and exploring the surroundings of this iconic and beautiful area.

Take a walk around the edge of the lake and gaze at the towering mountains, or venture inside the phenomenal Fairmont Chateau Lake Louise Hotel. Afterwards, continue approximately 60 kilometres onto the resort town of Banff and enjoy a sightseeing tour, including the Bow River, the Hoodoos and Bow Falls, before finishing approximately 25 kilometres away in the beautiful town of Canmore, where you will check-in and enjoy an evening at leisure.

Overnight: Canmore Inn & Suites, or similar, Canmore

Meals included: None

Day 3 Canmore Free Day Or Optional Activity

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Optional Activity - Jasper National Park & Columbia Icefields

This morning head for the Icefields Parkway in Banff and Jasper National Parks, considered one of the most beautiful drives in the world. The jaw-dropping scenery is highlighted by ancient glaciers, waterfalls cascading from dramatic rock spires and turquoise lakes set in sweeping valleys.

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16-DAY CRUISE & TOUR PACKAGE | ALASKA & CANADA DISCOVERY

The Itinerary

Itinerary 2 - Holland America Zaandam

Overnight: Canmore Inn & Suites, or similar, Canmore

Meals included: None

Day 4 Canmore - Sun Peaks/Kamloops

Today will be an early start with a big day of driving but with many beautiful sights along the way. Journey approximately 600 kilometres through three of Canada's most breathtaking National Parks, Mount Revelstoke, Glacier and Yoho, towards Sun Peaks/Kamloops. On the way, stop at Eagle Pass and visit the 'Last Spike' of the transcontinental railway, which connects the east to the west.

Finish the day in the Kamloops/Sun Peaks area where you will check into your accommodation and enjoy the remainder of the day at leisure. Please note: This day will involve approximately 8 hours of travel, including rest stops along the way. Fortunately, you will be blessed with amazing sights, including huge snow-capped mountains and beautiful tree-lined lakes.

Overnight: Ramada Kamloops or similar, Kamloops/Sun Peaks

Meals included: None

Day 5 Sun Peaks/Kamloops - Whistler

Today depart Sun Peaks/Kamloops and follow the once treacherous Cariboo Wagon Trail, which formed part of the Gold Rush Route, in awe of the scenery offered by today's drive, you'll arrive in the alpine village of Whistler, which sits nestled in the shadows of the Blackcomb Mountains. Upon arrival enjoy time at leisure as you explore this stunning adventure playground. Today drive approximately 300 kilometres.

Overnight: Aava Whistler Hotel or similar, Whistler

Meals included: None

Day 6 Whistler Free Day

Today is free at leisure to explore this stunning adventure playground.

Overnight: Aava Whistler Hotel or similar, Whistler

Meals included: None

Day 7 Whistler - Vancouver, B.C. - Embark on your 7-Night Inside Passage Cruise

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The Itinerary

Itinerary 2 - Holland America Zaandam

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Overnight: Holland America Zaandam

Meals included: Breakfast; Lunch; Dinner

Day 9 Tracy Arm Inlet (Cruising Only) & Juneau, Alaska

Tracy Arm Inlet: Arrive 09:00 - Depart 09:30

Steep cliffs and glacier-covered mountains flank this fjord, fringed by the largest intact coastal temperate rain forest in the United States. Old-growth trees colonized Tracy Arm's mouth long ago as the Ice Age retreated. But further up the sinuous 48-kilometer (30-mile) waterway, its icy grip lingers a little. There, the twin Sawyer Glaciers flow from the peaks down to the sea, sloughing off stories-high chunks of water frozen decades or even centuries before. Even more glorious than nearby Glacier Bay, Tracy Arm is part of the 5.7 million acres (or around 23,000 square kilometres) of pure wilderness sheltered by the Tongass National Forest (America's biggest).

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Juneau, Alaska: Arrive 13:30 - Depart 22:00

Cruise to Juneau, Alaska and visit the most remote, most beautiful and strangest state capital in the United States. Surrounded by water, forest and mountain sights, visitors seeking things to do in Juneau indoors and outdoors can hike a glacier, eat fresh-caught fish on a seaside patio and tour a grand capitol building all in one day. Juneau is known for its outdoor recreation, fresh seafood and fine dining. The city itself is pleasant, but the real highlight of a visit to Juneau is tracking down some wildlife. You can hike up Mount Roberts to chance upon wild deer and bald eagles.

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The Itinerary

Itinerary 2 - Holland America Zaandam

frontier town vibe, but welcomes more than a million visitors each summer to its natural attractions, cementing Juneau as Alaska's number-one tourist destination. Experience this breathtaking city on an Alaska cruise.

Overnight: Holland America Zaandam

Meals included: Breakfast; Lunch; Dinner

Day 10 Skagway, Alaska

Arrive 07:00 - Depart 20:00

At the height of the Klondike Gold Rush, the port town of Skagway served as the primary gateway to the legendary gold fields, and quickly grew into Alaska's largest settlement. It was then a raucous frontier hub packed with trading posts, saloons and guesthouses. As the gold rush faded into the 1900s, so did Skagway—but today it has been reinvigorated as a gateway for a new kind of visitor: those looking to explore Alaska's colourful history, pristine wildlife and unrivalled natural beauty. Set sail on an Alaska Cruise and take an adventure in Skagway.

At every turn, you'll find yourself immersed in gold rush lore, from the infamous Red Onion Saloon that still keeps a pistol that Wyatt Earp left behind en route to the Klondike, to the White Pass & Yukon Route Railroad, a classic narrow-gauge railway that traverses rugged mountains and passes cascading waterfalls and towering glaciers as it connects Skagway to Whitehorse deep in the Yukon.

Known as the 'Garden City of Alaska,' Skagway is filled with beauty and nature. Explore the town on a Skagway excursion. Much of the town has been preserved as part of the Klondike

Gold Rush National Historical Park, where rangers offer free walking tours around the historic district. Take an Alaska Cruise to Skagway and you'll also find a vibrant local community, home to a rich collection of local galleries, curio shops and restaurants serving seafood plucked fresh from nearby waters.

Overnight: Holland America Zaandam

Meals included: Breakfast; Lunch; Dinner

Day 11 Glacier Bay (Cruising Only)

Arrive 07:00 - Depart 16:00

On your cruise to Glacier Bay, close your eyes and take in the sounds—the creaks and groans of “living” ice, the shrill cries of gulls and soaring eagles, the splash of a breaching humpback whale. Frosted peaks towering over mossy forests, wide tidewater glaciers (there are seven in the park), and marine wildlife are given on Glacier Bay cruises, but every experience in this changing biosphere is unique.

Prepare for inclement weather, even in summer and dress for rain. Pack a hat, gloves, wool or fleece layers, a warm coat and waterproof gear to comfortably admire the landscape from the open deck of your ship. There are glaciers, fjords, inlets, rivers, streams and wildlife galore on Glacier Bay cruises, so bring those binoculars. Please note: Route and timing is subject to weather and ice conditions.

Overnight: Holland America Zaandam

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The Itinerary

Itinerary 2 - Holland America Zaandam

Day 12 Ketchikan, Alaska

Arrive 11:00 - Depart 19:00

Cruise to Ketchikan, Alaska's "First City", named because it's the first major landfall for most cruisers as they enter the picturesque fjords of the Inside Passage, where the town clings to the banks of the Tongass Narrows, flanked by green forests nurtured by abundant rain. Ketchikan has long been an important hub of the salmon-fishing and -packing industries. Visitors can try their luck on sport fishing or simply savour the fresh seafood at one of the local restaurants.

Ketchikan is one of the best spots along the Inside Passage to explore the rich cultural sights of Native Alaskan nations like the Tlingit, Haida and Tsimshian. You can see intricately carved totem poles at the Totem Heritage Center and Totem Bight State Park, while the attractions of Saxman Village just outside of Ketchikan offer the chance to see Tlingit culture in action, with working carvers and a dance show in the clan house.

Overnight: Holland America Zaandam

Meals included: Breakfast; Lunch; Dinner

Day 13 Scenic Cruising The Inside Passage

Alaska's Inside Passage is a protected network of waterways that wind through glacier-cut fjords and lush temperate rain forests along the rugged coast of Southeast Alaska. Arguably one of the greatest cruising routes in the world, the Inside Passage stretches through stunning landscapes, from Misty Fjords National Monument to the famed Glacier Bay National Park & Preserve. Sailing the Inside Passage offers opportunities to spot some of Alaska's most iconic wildlife, with humpback whales and orcas plying the bountiful waters alongside the ships, bald eagles soaring overhead and brown bears lumbering on the shoreline. Numerous ports along the way recount Alaska's colourful history. In Sitka, an onion-domed church marks Russia's one-time foothold in the Americas; Ketchikan provides a glimpse of the Native Alaskan experience, with historic totem poles and native art galleries; and the legendary town centre of Skagway bustles as it did at the turn of the 19th century when it served as the rowdy Wild West gateway to the Klondike Gold Rush.

Overnight: Holland America Zaandam

Meals included: Breakfast; Lunch; Dinner

Day 14 Vancouver, B.C., Canada - Australia (or New Zealand)

Arrive 07.00

After breakfast, disembark and make your own way to the airport for your flight home.



16-DAY CRUISE & TOUR PACKAGE | ALASKA & CANADA DISCOVERY

The Itinerary

Itinerary 2 - Holland America Zaandam

Please note: Some flights will depart late in the evening. Luggage storage is available at both the cruise port and Vancouver International Airport (fees apply). Some flights may depart one day later, and complimentary airport hotel accommodation will be provided for affected passengers, but you will still be required to make your own way to the airport hotel and to the airport.

Meals included: Breakfast; In-Flight

Day 15 In-Transit

Meals included: In-Flight

Day 16 Arrive in Australia (or New Zealand)



16-DAY CRUISE & TOUR PACKAGE | ALASKA & CANADA DISCOVERY

Tour Inclusions

HIGHLIGHTS

- Journey into the jaw-dropping Rocky Mountains
- Enjoy a scenic cruise through Alaska's stunning Inside Passage
- Marvel at the turquoise waters and mountain backdrop of Lake Louise
- Enjoy a sightseeing tour of beautiful Banff
- Take in the beauty of Banff, Yoho, Glacier and Mount Revelstoke National Parks Follow the Cariboo Wagon Trail, which formed part of the Gold Rush Route
- Visit the iconic alpine village of Whistler Explore Gastown, Stanley Park and more on a Vancouver city tour
- Dock in Alaska's remote capital of Juneau
- Visit Ketchikan, known as The Salmon Capital of the World
- Visit the gold rush town of Skagway in Alaska
- Cruise through the magnificent Glacier Bay
- Search for wildlife, including humpback whales and seals

FLIGHTS

Return international full-service flights (economy class), surcharges may apply.

CRUISE

7-night Alaska Inside Passage Cruise with Holland America Sail aboard the incredible Koningsdam or Zaandam ship

ACCOMMODATION

6 nights of quality hotel accommodation

DINING

Enjoy all meals while cruising

ESSENTIALS

- National park fees
- English-speaking tour leader
- Airline and cruise taxes and surcharges

TRANSPORT

Transportation by private air-conditioned vehicles

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 and 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 13th September 2026

Minimum group size 20, maximum group

size 44 per vehicle.

This Travel Offer is priced per person based on a twin share.

Departure Dates & Surcharges

See checkout for live dates and availability.

Single Traveller Supplement

For solo travellers, a mandatory single supplement applies.

Inside Cabin: \$2930

Ocean View Cabin: \$3420

Verandah Cabin: \$4220

Vista Suite: \$4520

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

Child Policy

- No child discounts are offered. 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 21 years old and over to travel (due to US laws). No unaccompanied minors are allowed.

Flights

Departure Cities

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

Departure City Surcharges

*Melbourne or *Brisbane: \$300 per person

*Adelaide: \$400 per person

*Perth or *Auckland: \$500 per person

International Flight(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.

Arrive Early and Stay Behind Options

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

Important Information

Arrive Early

Calgary, Canada - From \$350 per person, subject to availability.
Los Angeles, USA - From \$500 per person, subject to availability.
San Francisco, USA - From \$550 per person, subject to availability.

Stay Behind

Vancouver, Canada - From \$350 per person, subject to availability.
Los Angeles, USA - From \$500 per person, subject to availability.
San Francisco, USA - From \$550 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:
- 5th January 2026 - 31st January 2026
- 3rd April 2026 - 20th April 2026
- 30 May 2026 - 7th August 2026 (FIFA World Cup Period)
- 18th September 2026 - 9th October 2026
- 12th December 2026 - 18th December 2026
- 19th December 2026 - 3rd January 2027
- 4th January 2027 - 26th January 2027

Stopover Packages

Not Available

Flight Class Upgrades

Business or Premium Economy 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.

Cruise

ITINERARY 1

Holland America 'Koningsdam'

- Winner of 'Best Mid-Sized Ship' - USA Today Readers' Choice Awards 2019
- Winner of 'Best New Ship' - Travelage West Wave Awards 2017

Currency Used: USD

If complete bliss is the destination, Koningsdam is the journey. Fluid lines, light-filled spaces, and a blend of 21st-century elegance and nautical tradition dazzle at every turn. The ship abounds with innovative dining and entertainment options. Head to B.B. King's Blues Club for Memphis R&B, take in visually stunning entertainment at World Stage, revisit classic hits at Billboard Onboard, and head to the Rolling Stone Lounge for the best in rock music. There's so much to see and do on Koningsdam, the first of the cruise ships in Holland America's Pinnacle Class.

Cabins/Staterooms

Inside

Approximately 13-20 m²

Two lower beds convertible to one queen-size bed—our signature Mariner's Dream™ bed with plush Euro-Top mattresses, premium massage shower heads and a host of amenities are featured in these comfortable staterooms.

Ocean View

Approximately 16-26 m²

These expansive staterooms include two lower beds convertible to one queen-size bed—our Signature Mariner's Dream™ bed with plush Euro-Top mattresses, premium massage shower heads, a host of amenities and an ocean view.

Verandah

Approximately 21-37 sq mt including Verandah

Filled with light from floor-to-ceiling windows overlooking a private verandah,

Important Information

these staterooms include a sitting area, two lower beds convertible to one queen-size bed—our signature Mariner's Dream™ bed with plush Euro-Top mattresses, and a shower.

Vista Suite

Approximately 24-33 m² including Verandah

With a verandah, floor-to-ceiling windows and a comfortable sitting area, these comfortable suites are filled with light. They include two lower beds convertible to one queen-size bed—our signature Mariner's Dream™ bed with plush Euro-Top mattresses, plus a mini-bar.

ITINERARY 2

Holland America 'Zaandam'

Currency Used:

USD

Designed to carry fewer guests while offering greater space, Zaandam is elegant and comfortable. Her décor is inspired by music and features musical instruments including signed guitars from Queen, Iggy Pop, Eric Clapton and the Rolling Stones and a Baroque-style pipe organ. While on board, rejuvenate with a spa treatment in the serene Greenhouse Spa & Salon®, indulge in a tantalising meal at a fine dining restaurant or play a friendly game of pickleball at sea.

Cabins/Staterooms

Inside

From approximately 13 m²

Two lower beds convertible to one Queen-size bed—our signature Mariner's Dream™ bed with plush Euro-Top mattresses, premium massage shower heads and a host of amenities are featured in these comfortable staterooms.

Ocean View

From approximately 21 m²

These expansive staterooms include two lower beds convertible to one Queen-size bed—our Signature Mariner's Dream™ bed with plush Euro-Top mattresses, premium

massage shower heads, a host of amenities and an ocean view.

Vista Suite

From approximately 24 m² including verandah

With a teak-lined verandah, floor-to-ceiling windows and comfortable sitting area, these comfortable suites are filled with light. They include two lower beds convertible to one Queen-size bed—our signature Mariner's Dream™ bed with plush Euro-Top mattresses, plus a shower with premium massage head and a refrigerator.

Please note:

Cruise timetables are subject to change. Some cruise cabins may have restricted views, based on availability.

Cruise cabins are booked on a guaranteed basis and are assigned by the cruise line prior to departure.

Your cruise cabin number will be reflected in your final documents.

Accommodation

Accommodation Used:

3-Star Properties (Self-Rated)

- Calgary: Country Inn & Suites Calgary Airport or similar
- Canmore: Canmore Inn & Suites, or similar
- Kamloops/Sun Peaks: Ramada Kamloops or similar
- Whistler: Aava Hotel Whistler or similar

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.

Please note: If you are interested in booking additional nights of accommodation pre or post-tour, please wait until you receive your

travel documentation approximately 4-6 weeks before departure for the confirmed list of hotels. If booking your own additional accommodation directly with the hotel, please be aware that you may be required to change rooms at the start/end of your tour.

Maximum Room Capacity

2 people.

Triple Share

Not available.

Bedding Configuration

Twin or double (subject to availability).

Optional Tours/activities

Day 3 - Jasper Optional Day Tour: \$300 per person

Please note:

- *Prices are based per person, are subject to availability, time permitting and weather conditions*
- *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 or shore excursions require minimum numbers to operate.*
- *Shore excursions can be booked/reserved directly with the cruise line before travel (subject to availability)*
- *Shore excursions can also be booked whilst onboard (subject to availability).*
- *Shore excursion programmes and itineraries may vary depending on local conditions and/or any unforeseen events concerning the timing on the day of the tour. Some excursions are very popular, and therefore availability cannot always be guaranteed, it is advisable to book in advance to avoid disappointment.*

Exclusions

- Visa fees and requirements
- Domestic transfers and flights not stated in the deal offer
- Meals/beverages not stated in the deal offer

Important Information

- Highly recommended gratuities/tipping for land tour
- Expected gratuities/tipping for Holland America Cruise
- 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

Gratuities / Tipping

Land

Gratuities (tips) are not included for the services of the tour leader (when available) and driver throughout the tour. The highly recommended tip is \$15 CAD per person per day where tour or transfer service are provided. 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

Cruise

Gratuities (tips) are not included for the cruise staff's services throughout this tour's cruise component. Holland America is an internationally registered company & operates to US & European standards, both of which have an economy driven by a tipping culture. Gratuities are expected on your cruise and will be charged to your onboard account at approx USD \$17 per guest per day for non-suite stateroom guests and \$19.00 per guest per day for suite guests.. If you have any questions regarding the gratuities on your cruise, please speak to the guest services staff onboard the ship.

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

Banff, Alberta

Banff has a cool mountain climate with mild summers and chilly spring and fall months.

April: Average high of 8°C, low of -4°C.

Some snowfall is still possible.

May: Warmer with highs around 14°C and lows near 1°C. Precipitation increases.

June: Highs reach 19°C, lows around 5°C.

Rainfall becomes more frequent.

July: One of the warmest months with highs of 22°C and lows of 7°C.

Precipitation is moderate.

August: Similar to July, with highs of 21°C and lows of 6°C. Precipitation remains moderate.

September: Cooling down with highs around 16°C and lows near 2°C.

Precipitation is less frequent.

Spring can still feel quite cold, especially at night, while summer days are pleasant but not hot.

Juneau, Alaska

Juneau has a cool maritime climate with mild summers and frequent rain.

April: Highs around 9°C, lows near 1°C, with precipitation. This is one of the drier months.

May: Warmer with highs of 13°C and lows around 5°C. Precipitation increases.

June: Highs reach 16°C, lows around 8°C, with precipitation. Still relatively dry for the region.

July: The warmest month with highs of 18°C and lows of 10°C. Rain increases.

August: Temperatures remain mild, with highs of 17°C and lows of 9°C. Rainfall is higher.

September: Cooler with highs of 14°C, lows of 6°C, and significantly more rain.

Juneau experiences frequent cloudy days, and rainfall becomes heavier later in the season.

Weather

We always suggest referring to an online source for the most up-to-date weather information for your destination/s.

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

Important Information

cancellation of the booking. Customers will be responsible for any costs and fees incurred in this instance.

CRUISE

Embarkation / Disembarkation:

- Begins approximately 2 hours after docking.
- Due to security reasons, all guests must be on board 2 hours before sailing.
- Itineraries are subject to change at any time without notice.
- Check your specific sailing for exact departure and arrival times. All times are local to the port.

Please note: Strict Covid-19 terms may also apply regarding proof of insurance covering Covid-19 and/or vaccination. Please refer to the cruise lines' terms and conditions for further information before boarding.

Cruise Loyalty Discounts:

Please note: Travellers must contact the cruise line directly upon receiving their travel documents in order to request any membership benefits they may be entitled to.

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 relaxed level of fitness will be required. Expect a comfortable pace of touring with a focus on leisure time and gentle activity. This may include city tours, the ability to walk up and down small flights of stairs and gentle slopes. You will be responsible for your own luggage and have the ability to board all modes of transport without assistance. Please note: Some areas may be inaccessible to wheelchairs or mobility scooters, with personal walking sticks and other aids required should they be needed. Although some assistance may be available, every traveller should be self-reliant during all aspects of their travel.

Please note: It is expected that every traveller must be self-reliant and able to undertake all aspects of their own travel. Please speak to your booking agent about your personal circumstances and any assistance requirements to ensure this tour is right for you.

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

Canada

Australian and New Zealand passport holders must apply for an electronic travel authorisation (eTA) before travelling to Canada by air. An Electronic Travel Authorization (eTA) is an entry requirement for visa-exempt foreign nationals travelling to Canada by air. An eTA is electronically linked to a traveller's passport. It is valid for up to five years or until the passport expires, whichever comes first. If you get a new passport, you need to get a new eTA.

United States

If travelling on an Australian passport, an ESTA (Visa Waiver) for the USA is a strict requirement when travelling to or flying through the USA. Once a USA ESTA Visa Waiver is issued it is valid for 2 years or until your passport expires (whichever is sooner) and will allow multiple entries into the USA.

For information on ESTA eligibility or to apply, please visit:

<https://esta.cbp.dhs.gov/esta/>

Please note: Due to recent changes in the USA Immigration policies, TripADeal recommends all travellers visit US Customs & Border Protection.

Important:

- *Please start arranging your visa three weeks before departure to account for any delays due to consulate operating hours.*
- *Visa rules are subject to change. Please check with the nearest embassy, consulate or immigration department of the destination/s you are visiting once you receive your travel documentation to ensure you have the most up to date information.*



Important Information

- *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 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 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.