

5-Star Sri Lanka Explorer

SIGIRIYA ● GALLE ● KANDY

The Offer

Mystical temples, untamed jungles, jeep safaris, buckle up for the ride of a lifetime when you meet us in Sri Lanka for this 5-star luxury small group tour.

You're in for a treat from the moment you arrive at the stylish Heritance Negombo. Take a guided tour of the beachside city's most significant sites before journeying to lush Sigiriya Rock Fortress, where you can take an optional tour to its peak. Channel your inner Indiana Jones at Polonnaruwa, where ancient relics, like the Royal Palace and Lotus Bath, paint a vivid picture of the emperors and empresses who reigned there centuries before.

Take in the gilded majesty of the Sacred Tooth Relic in Kandy, then strap yourself in for a Jeep safari through Yala National Park. Enjoy a traditional high tea right from the source in the pioneering tea town of Nuwara Eliya, see stilt fishermen balancing precariously above the waves and walk the walls of UNESCO World Heritage-listed Galle Fort - the largest intact Dutch fort in Asia. From relaxing beach resorts to lavish, iconic hotels, you'll get the perfect blend of inspiring adventures by day and opulent restfulness by night.

Experience this luxurious, small-group tour including 13 nights of 5-star accommodation, daily breakfast, a traditional high tea and more!

Travel Planning: Return international airfares aren't included in this package, so you have the flexibility to choose your own. See Important Information before booking.

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

Updated: 01 Jul 2026 13:54:38

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

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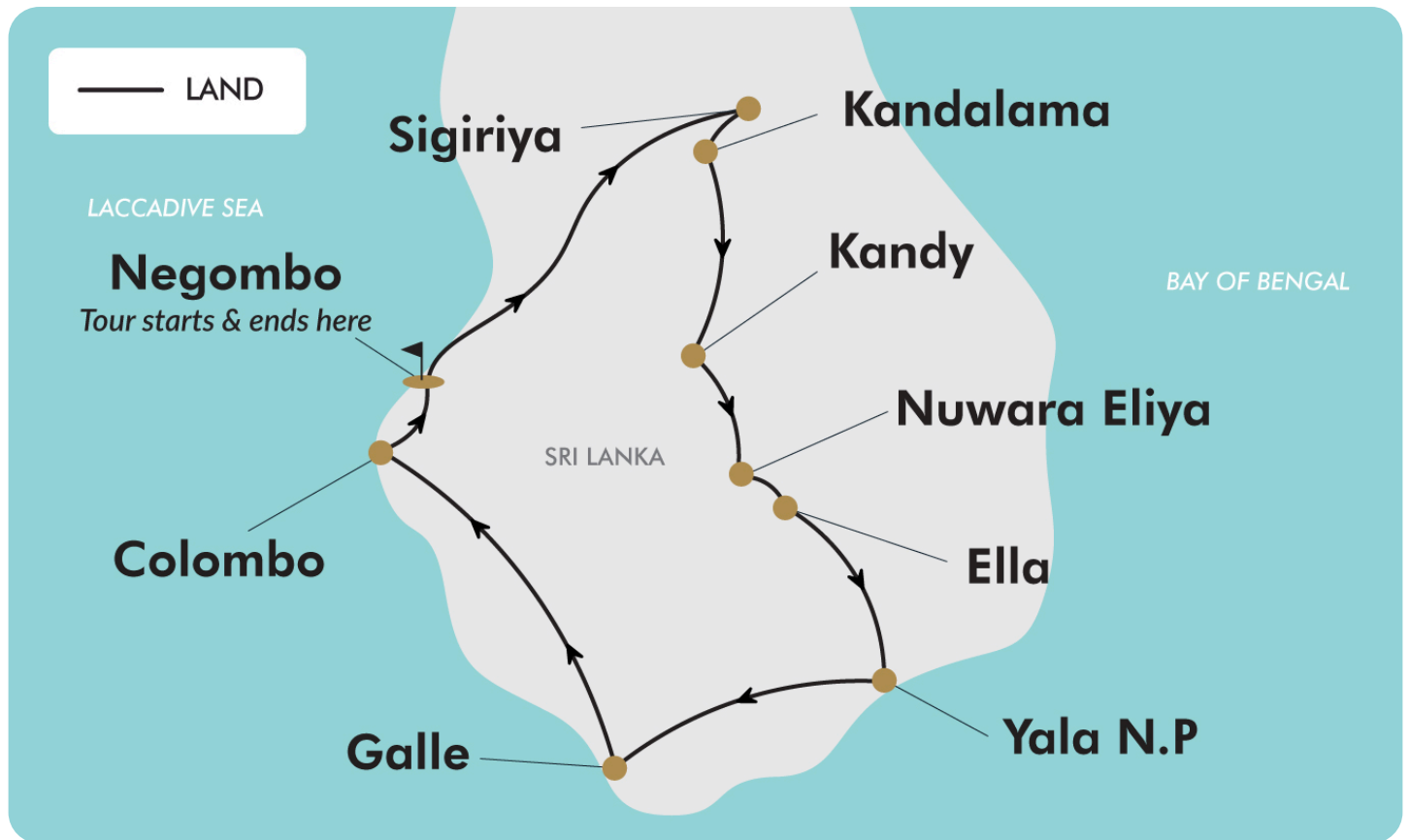
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14-DAY TOUR PACKAGE | 5-STAR SRI LANKA EXPLORER

The Map



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14-DAY TOUR PACKAGE | 5-STAR SRI LANKA EXPLORER

The Itinerary

Day 1 Meet us in Negombo (Colombo), Sri Lanka

Make your own way to Negombo, Sri Lanka to begin your holiday.

Please note:

- Hotel information will be confirmed in your travel documents sent 4-6 weeks prior to travel.

Overnight: Heritance Negombo or similar, Negombo
Meals included: None

Day 2 Negombo - City Tour

After breakfast, enjoy the morning at leisure.

In the afternoon, begin a city tour of Negombo. The tour guide will introduce you to some of Negombo's curious sites. The city was an important port during the colonial times. In the late 17th-century, the Dutch built a network of canals, over 100 kilometres in length, that were used to transport cinnamon and other spices from inland plantations to the coast. After the city tour, return to the hotel and enjoy the evening at leisure.

Overnight: Heritance Negombo or similar, Negombo
Meals included: Breakfast

Day 3 Negombo - Sigiriya - Kandalama

After breakfast, meet with the tour guide and embark on the approximately 140-kilometre drive to Sigiriya.

Optional Tour: Sigiriya Rock Fortress

Explore the Sigiriya rock fortress, a UNESCO World Heritage-listed site built during the reign of King Kashyapa (477-495 AD). The 'Lion Rock' of Sigiriya is a citadel of unusual beauty, rising

200 metres from the jungle. The rock was the innermost stronghold of the 70-hectare fortified town. A moat, rampart, and extensive gardens, including the renowned water gardens, encircle the base of the rock.

Admire the world renowned frescoes of the 'Heavenly Maidens' of Sigiriya, which are in a sheltered pocket of the rock approached by a spiral stairway. These frescoes are painted in earth pigments on plaster. Please see current pricing in Important Information.

Afterwards, continue to Kandalama. Upon arrival, check in to the hotel accommodation for the night.

Overnight: Heritance Kandalama or similar, Kandalama
Meals included: Breakfast

Day 4 Kandalama - Polonnaruwa

After breakfast, visit the UNESCO World Heritage-listed city of Polonnaruwa, built in the 11th and 12th centuries AD.

Here, see the ruins of the Royal Palace, the Audience Hall, the Lotus Bath, the statue of King Parakramabahu, the Parakrama Samudraya - a lake built by King Parakramabahu I and the Gal Viharaya, where four splendid statues of the Buddha in 'Upright', 'Sedentary' and 'Recumbent' postures have been carved out of rock. There are also monuments of famous places of worship such as the Shiva Temple, the Lankathilaka, the Vatadage, the Galpotha, the Kiri Vehera and the remains of a former Temple of the Tooth Relic.

Enjoy the afternoon at leisure or alternatively, you can join one of the following optional tours.

Optional Tour: Half-Day Jeep Safari in Minneriya National Park



14-DAY TOUR PACKAGE | 5-STAR SRI LANKA EXPLORER

The Itinerary

Embark on an unforgettable safari excursion in Minneriya. If you're up for a serious rumble in the jungle, then Minneriya is for you. Spread across 8800 hectares, it is a wildlife sanctuary home to herds of deer and ample birdlife, however the spotlight remains on the swaying trunks and flapping ears of its resident elephants. Park your jeep on the bank of the reservoir and switch off the engine. Watch carefully as herds of elephants - one by one - roll onto the grass-covered banks to feed on tender shoots. This is the largest elephant gathering in the world - up to 300 or more at a time - which has led the park to become a mecca for wildlife enthusiasts. Please see current pricing in Important Information.

Optional Tour: Sri Lankan Culinary Demonstration followed by lunch

The gastronomic art of Sri Lanka has a very rich tradition, which includes many varieties of sweetmeats, rice, curries, sambals and salads. The preparation of these differs in each geographic location. As the country has a multi-ethnic society, the preparation of food is influenced by many cultures and traditions. The preparation of Sri Lankan cuisine is a colourful affair and a visual treat, with vibrant, colourful ingredients like the blood-red chilli powder and the dark yellow saffron powder, to more earthy colours seen in curry powders and green vegetables.

Enjoy a culinary demonstration, before trying some of the delicious creations yourself. Please see current pricing in Important Information.

Please note: Only one of the optional tours above may be purchased as they run at the same time.

Overnight: Heritage Kandalama or similar, Kandalama
Meals included: Breakfast

Day 5 Kandalama - Kandy

After breakfast, travel to Kandy, the last royal capital of Sri Lanka covering approximately 100 kilometres. Along the way you will visit a spice garden in Matale to see how the fragrant spices Sri Lanka is renowned for are grown.

Upon arrival in Kandy, enjoy a guided city tour. Take in the Kandy city centre, the famous Kandy Temple of the Sacred Tooth Relic (entrance not included), a gem and lapidary museum, and get a taste of local life while wandering through the wonderful Kandy market.

After the city tour, fine tune your evening by stepping to the beat of traditional music & drumming in a captivating cultural show!

Overnight: The Golden Crown Hotel or similar, Kandy
Meals included: Breakfast

Day 6 Kandy - Peradeniya - Nuwara Eliya

After breakfast, depart to Peradeniya and visit the Royal Botanical Garden (an approximately 80-kilometre day). Walk into this 147 acre site, passing well tended lawns, pavilions & an octagon conservatory to be greeted by the vast expanse of magnificently landscaped gardens. Highlights include the orchid house and giant Javan fig tree. Afterwards proceed to Nuwara Eliya where you will check in to the hotel. The remainder of the day is at leisure to explore Sri Lanka's highest town and the heart of the country's most beautiful region, the southern hill country. Nuwara Eliya sits beneath the towering Pidurutalagala mountain in a bowl of verdant, tea-covered hills.



14-DAY TOUR PACKAGE | 5-STAR SRI LANKA EXPLORER

The Itinerary

Overnight: Jetwing St Andrews or similar, Nuwara Eliya
Meals included: Breakfast

Day 7 Nuwara Eliya - City Tour

Today after breakfast, enjoy the morning at leisure. If you are a keen golfer, you might like to play a round of golf at the Royal Golf Club (not included), which is one of the oldest golf clubs in Asia. Please check with your tour guide the day prior with regards to availability.

In the afternoon, you will be met at the hotel by the tour guide to enjoy a sightseeing tour of Nuwara Eliya to visit some key sights such as Bale Bazaar, the President's House and the Prime Ministers Residence.

Finish the tour at the Grand Hotel for High Tea, after which you will be transferred back to the hotel.

Overnight: Jetwing St Andrews or similar, Nuwara Eliya
Meals included: Breakfast

Day 8 Nuwara Eliya - Ella - Yala Wildlife Jeep Safari Excursion

After breakfast be met by your guide and proceed to Yala (approximately a 192-kilometre day). En route, stop and take a walk to see Ella's famous Ravana Falls and Nine Arch Bridge. The waterfall measures approximately 25 metres in height and cascades from an oval-shaped concave rock outcrop. During the wet season, the waterfall turns into what is said to resemble an areca flower with withering petals. Afterwards, continue to Yala and check into the hotel. In the afternoon, enjoy a safari at Yala National Park. Overflowing with vast grasslands, shrubs, tanks and dunes - this vast 1259 km² park is one of the most famous wildlife destinations in Sri Lanka. As your Jeep rumbles through the gates of Yala, you are not only entering the most visited national park in the country, you are visiting a land inhabited centuries ago by Sri Lankan kings. You name it, Yala has it! Its inhabitants include herds of elephants, Sloth bears, Spotted deer, jackals and abundant birdlife, as well as the highest density of leopards in the world. Feel like an explorer as the jeep thunders over rocks and swishes past narrow bends; an exhilarating experience blended with the cries of wilderness under the tropical sun. Afterwards, return to the hotel for an evening at leisure.

Overnight: Cinnamon Wild Yala or similar, Yala
Meals included: Breakfast

Day 9 Yala - Day at Leisure

After breakfast, enjoy the day at leisure.



14-DAY TOUR PACKAGE | 5-STAR SRI LANKA EXPLORER

The Itinerary

Alternatively, if you're still wanting more after yesterday's safari, you can join an additional optional Yala National Park Safari (not included - paid directly on tour).

Overnight: Cinnamon Wild Yala or similar, Yala
Meals included: Breakfast

Day 10 Yala - Koggala

After breakfast, travel to Koggala, where you have an opportunity to see Sri Lanka's famous stilt fisherman. Stilt fishing is one of the most interesting traditional fishing methods in Sri Lanka. Records indicate this sport came about just after World War II. Don't miss the beautiful sight of local fishermen perched on branched poles as they fish skilfully during dawn, noon and dusk. It's an iconic part of Sri Lankan culture that can now be seen commonly along the southern coast in towns such as Koggala, Kathaluwa and Ahangama.

Once the tour has concluded, transfer to the hotel for the night.

Today you will travel approximately 155 kilometres.

Overnight: Radisson Blu Resort Galle or similar, Galle
Meals included: Breakfast

Day 11 Galle - City Tour

Following breakfast this morning, you will be met by the tour guide for a city tour of Galle. On the drive you will pass many fishing villages and palm fringed bays.

The tour begins at the UNESCO World Heritage-listed Galle Fort - the largest intact Dutch fort in Asia. Watching over the Indian Ocean and the city, it is one of the best-preserved examples of 17th-century colonial fortifications in the world. Enjoy lunch at the Fort (not included).

Once your tour has concluded you will be transferred back to the hotel accommodation. Spend the afternoon at your own leisure, exploring the stone-paved streets and getting a feel for Galle's vibrant culture.

Overnight: Radisson Blu Resort Galle or similar, Galle
Meals included: Breakfast

Day 12 Koggala - Day at Leisure

After breakfast at the hotel, enjoy the day at leisure in the Koggala/Galle Area.

Overnight: Radisson Blu Resort Galle or similar, Galle
Meals included: Breakfast

Day 13 Kogalle/Galle - Ambalangoda - Kosgoda - Colombo

This morning, enjoy breakfast at the hotel before proceeding to Ambalangoda to visit the Mask Factory.

Faces carved into solid wood and painted cobra hoods are common sights as you wander across the seaside suburb of Ambalangoda. Visit the gallery of folk dances and mask making - the mask museum - or simply take a look into the hut where local folk will be busy cutting, moulding and painting masks. You might



14-DAY TOUR PACKAGE | 5-STAR SRI LANKA EXPLORER

The Itinerary

be able to tune into the mysteries that surround Ambalangoda's heritage of mask making, the backdrop of folk dances and rituals staged across the pearl of the Indian Ocean, Sri Lanka.

Continue on to visit the Kosgoda Turtle Hatchery. Both locals and international volunteers are a common sight at Kosgoda. This vibrant tourist destination sits calmly along the southern coast of Sri Lanka. Aside from its traditional industries of fisheries and cinnamon cultivation, the area has been recognised by the Wildlife Protection Society for its Sea Turtle Conservation Project.

Overnight: The Kingsbury Hotel or similar, Colombo

Meals included: Breakfast

Day 14 Colombo, Sri Lanka - City Tour

Enjoy a final breakfast before a morning at leisure to relax or explore Colombo at your own pace.

In the afternoon, set off on a captivating city tour, taking in the vibrant culture, colonial architecture, and bustling markets of Sri Lanka's coastal capital. Your unforgettable journey concludes at the end of the tour.

Make your own onward travel arrangements from Colombo, Sri Lanka.

Meals included: Breakfast



14-DAY TOUR PACKAGE | 5-STAR SRI LANKA EXPLORER

Tour Inclusions

HIGHLIGHTS

Experience the best of Sri Lanka on a luxury small group tour with a max of 20 travellers per vehicle

Visit Kandy, Negombo, Galle, Ella, Sigiriya, Yala National Park, Colombo and more

Travel to Sigiriya, home of the ancient rock fortress

Experience a guided tour of the ancient 12th-century city of Polonnaruwa

Visit a spice garden in Matale where you will learn about a variety of spices Sri Lanka is famous for

Get a taste of local life while wandering through Kandy's colourful market on a city tour

Visit the Royal Botanical Gardens of Peradeniya, 147 acres of magnificently landscaped gardens

Explore the hillside tea plantations of Nuwara Eliya and enjoy a traditional high tea at the Grand Hotel

View Ella's famous Nine Arch Bridge and Ravana Falls

Seek out leopards, elephants and bears on a Jeep safari within Yala National Park

Enjoy a sightseeing tour of Dutch Galle Fort, the largest intact Dutch fort in Asia

Enjoy sightseeing tours of Negombo and Colombo

Stay at the award-winning 5-star Heritage Kandalama

ACCOMMODATION

13 nights of 5-star hotel accommodation

DINING

Enjoy daily breakfast and a traditional high tea

ESSENTIALS

English-speaking tour guides

TRANSPORT

Transportation by air-conditioned private 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.

Flights

Return international airfares are not included in this package. You will receive an email confirmation when minimum numbers have been met and the departure is guaranteed.

We recommend making further travel arrangements, such as flights, after you have received confirmation of a guaranteed departure.

TripADeal assumes no liability for financial losses incurred due to travel arrangements made prior to confirmation that your trip

will be proceeding.

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 14th December 2027.

Minimum group size 10, maximum group size 20 per vehicle.

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

Single Traveller Supplement

For solo travellers, a mandatory single supplement of \$1550 applies.

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

Child Policy

- No child discounts. The full price applies to all children travelling with their parents.
- Valid for children 8 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.

Accommodation

Accommodation Used:

5-Star Properties (Self-Rated)

- Negombo: Heritance Negombo or similar
- Kandalama: Heritance Kandalama or similar
- Kandy: The Golden Crown Hotel or similar
- Nuwara Eliya: Jetwing St. Andrews or similar
- Yala: Cinnamon Wild Yala or similar
- Galle: Radisson Blu Resort Galle or similar
- Colombo: The Kingsbury Hotel or similar

Important Information

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

Maximum Room Capacity

2 people.

Triple Share

Not available.

Bedding Configuration

Twin or Double Bedding (subject to availability).

Optional Tours/activities

- Day 3: Sigiriya Rock Fortress - \$89 per person
- Day 4: Half Day Jeep Safari in Minneriya National Park - \$125 per person
- Day 4: Sri Lankan Culinary Demonstration & Lunch - \$99 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).*
- *Only one optional tour can be selected on Day 4.*
- *Some tours require minimum numbers to operate.*

Exclusions

- Arrival and departure flights
- 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

Gratuities / Tipping

Land

Gratuities (tips) are not included for the services of the tour leader (when available) and driver throughout the tour. The recommended tip is 2000 LKR per person per day. This covers the guide/leader and the driver and will be collected on tour. In addition to the recommended gratuities for your dedicated tour leader and driver, a voluntary 'group kitty' may be introduced at the commencement of your tour. This optional contribution, not exceeding \$25 AUD per person for the entire trip, helps cover smaller, shared tips along the journey for local services such as bellboys, shoe minders, and safari drivers. This streamlines tipping and ensures fair recognition for those who enhance your experience.

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

Other Important Information

TOUR GUIDE VS. TOUR LEADER

Tour Guide:

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
Sri Lanka is a year-round destination with two monsoon seasons so there is a lot of confusion about the best time to visit. The weather doesn't run like clockwork here! However, there will rarely be weather so dramatic that it will stand in the way of a brilliant holiday with plenty of warm weather and sunshine. The temperature is constant at around 27°C on the coast, both in the air and the water!

COACH TOUR

Meals:

13 meals in total are included in the package. 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 TripADeal 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 offloading of bags from the vehicle.

Important Information

OTHER

Mobility:

If you would love to travel with TripADeal and require wheelchair access please contact our friendly sales and service team to inquire on your behalf.

Fitness Level Required:

A leisurely level of fitness will be required. Leisurely is described as Light walking, including up multiple stairs, and occasional hiking, may involve uneven surfaces. Able to travel unassisted and get on and off vehicles and small boats. Suitable for most fitness levels and mobility.

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

Sightseeing:

Please note: If the entrance 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.

Passport Validity:

Customers must provide valid passport details either at the time of purchase or no later than 90 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.

Visas

Sri Lanka

A tourist visa for Sri Lanka is a strict requirement if travelling on an Australian Passport. You will need a visa in the form of an Electronic Travel Authorisation (ETA) to enter Sri Lanka from 27 September 2024. Limited facilities to obtain an ETA are available at Colombo's Bandaranaike International Airport, however ETA's can be obtained prior to departure.

Important: Please check with the nearest Sri Lankan embassy, consulate or immigration department for the current tourist visa requirements and any updates regarding the e-visa for Sri Lanka.

Please note:

- *Please start arranging your visa three weeks before departure to account for any delays due to consulate operating hours.*
- *Passengers who are not Australian citizens must also check with their respective consulate or visa agency to determine what their visa requirements are and what personal identification is required.*
- *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.*
- *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

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

- Changes - \$100.00 per booking + additional charges from the airline/cruise company/accommodation/other travel providers.

Name Changes Due To Passenger Error

If the incorrect name has been advised to TripADeal, charges of \$100.00 per booking + any additional charges applied by the airline/cruise company/accommodation/other travel providers.

Supplier Fees

In the event the Travel Offer you have purchased is unable to proceed, and/or a travel Supplier is unable to fulfil the Travel Offer 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. TripADeal has committed to these costs as your Agent and will endeavour to recover all funds committed and/or paid for your Travel Offer, but this may not be possible in all circumstances. If refunds are unavailable from Suppliers, we will endeavour to obtain a travel credit on the best terms available and communicate these outcomes to you. If TripADeal cannot obtain a refund or travel service credit, or part thereof, this cost is passed on to the customer as a Supplier Fee. This fee is not revenue-raising and is paid to or withheld by our suppliers when recovering payments.