

# NORTHERN LIGHTS EXPEDITION



OSLO • BERGEN • ALESUND • HELSINKI • TALLINN • LOFOTEN • ROVANEIMI

## THE OFFER

The Aurora Borealis, better known as the 'northern lights', is one of the planet's most awe-inspiring natural wonders. When charged particles from the sun collide with gases high in our atmosphere, the result is truly spectacular - a delicate dance of shape-shifting colours filling the night sky. Positioned in the right place at the right time of year, this 20 day tour and cruise package gives you a chance to witness this rare spectacle for yourself, combined with the highlights of Scandinavia.

Explore the colourful streets of Oslo on a guided sightseeing tour, witness scenic views as you travel onboard the famous Flam Railway, and immerse yourself in beautiful Bergen on a relaxed walking tour. Then, its time to sail amid dramatic fjords and islands as you seek out the Northern Lights on a six night Hurtigruten Norwegian Coastal Express cruise from Bergen to Kirkenes, stopping to explore colourful cities and ports along the way, and enjoying the intimate onboard service. As if that wasn't enough, you'll also visit the Santa Claus village of Rovaneimi in Finnish Lapland, learn about nomadic Sami culture, visit a husky and reindeer farm (with a chance to zip through the snow on a sled ride if the weather is right), explore the medieval old town of Tallinn in Estonia - plus a whole lot more!

With return international flights, a six night Hurtigruten small ship cruise, 10 nights hotel accommodation and a night under the stars in a glass igloo (that's another chance to see the lights!), this is a bucket list trip you'll be dreaming about.

### 20 DAY TOUR & CRUISE

FROM

**\$9999**

PER PERSON TWIN SHARE

20 DAY: POLAR OUTSIDE - MIDDLE DECK

**\$9999**

20 DAY: ARCTIC SUPERIOR - MIDDLE DECK

**\$10399**

20 DAY: ARCTIC SUPERIOR - UPPER DECK

**\$10699**

22 DAY: POLAR OUTSIDE - MIDDLE DECK

**\$10199**

22 DAY: ARCTIC SUPERIOR - MIDDLE DECK

**\$10599**

22 DAY: ARCTIC SUPERIOR - UPPER DECK

**\$10899**

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

**Trip  
aDeal**  
EST. 2011



## 20 DAY TOUR & CRUISE | NORTHERN LIGHTS EXPLORER

### THE ITINERARY

#### 20 Day Standard Tour

##### Day 1 Australia - Oslo, Norway

Today depart from Sydney, Melbourne or Brisbane to Oslo, Norway. Fly with airlines such as Emirates, Etihad airways, Singapore Airlines, Lufthansa, Finnair or Qatar airways to name a few.

**Meals included: In-Flight**

##### Day 2 Arrive in Oslo

Welcome to Oslo. Upon arrival, please make your own way from the airport to your hotel. In the evening meet the rest of the group and your guide at our welcome dinner.

**Overnight: Thon Hotel Opera, Oslo or Similar**

**Meals included: Dinner**

##### Day 3 Oslo

After a leisurely breakfast, meet the group in the lobby of the hotel for an Oslo grand city tour including Vigeland Sculpture Park, Historical Museum, Oslo Opera house, Holmenkollen Ski Jump and more. The remainder of the day is at leisure.

*Please note: luggage will be collected in the evening and transported to Bergen this evening. We recommend bringing an overnight bag for the 1 night trip via Flam.*

**Overnight: Thon Hotel Opera, Oslo or Similar**

**Meals included: Breakfast**

##### Day 4 Oslo - Flam (Flam Railway)

After an early breakfast we will start our "Norway In a Nutshell" tour, catching the morning train to Myrdal where we change trains for the famous Flam Railway, with spectacular fjord views all the way to the beautiful, tiny village of Flam.

**Overnight: Flamsbrygga Hotel, Flam or similar**

**Meals included: Breakfast;Dinner**

##### Day 5 Flam - Bergen

The day starts with the ferry from Flåm to Gudvangen, passing through the narrow Naeroyfjord. From Gudvangen the journey continues by bus. Waterfalls line the road as we weave our way through the valley to Voss. There we board a train for the last leg of our "Norway in a Nutshell" journey, arriving in Bergen in the afternoon. Rest of the day at leisure.

**Overnight: Clarion Admiral Hotel, Bergen or similar**

**Meals included: Breakfast**

##### Day 6 Bergen - Embark on a 6 night Norwegian Coastal Voyage with Hurtigruten

After a relaxing morning, take a walking tour of Bergen, including St Mary's Church, Hakon's Hall and the UNESCO World Heritage listed Bryggen, before heading to Trolldaugen, the home of Norway's most famous composer, Edvard Grieg. The tour ends at Bergen pier, where you will board the Hurtigruten ship.

**Overnight: Hurtigruten MS Kong Harald, MS Polarlys, MS Nordlys or MS Richard With**

**Meals included: Breakfast;Dinner**

##### Day 7 Alesund

Today we navigate skerries and islands before reaching Alesund, renowned for its beautiful Art Nouveau architecture. Leaving Alesund we head north towards Trondheim. Overnight on board our ship.

**Overnight: Hurtigruten MS Kong Harald, MS Polarlys, MS Nordlys or MS Richard With**



## 20 DAY TOUR & CRUISE | NORTHERN LIGHTS EXPLORER

### THE ITINERARY

Meals included: Breakfast;Lunch;Dinner

#### Day 8 Trondheim

Arrive early in the morning at Trondheim, with plenty of time to explore Norway's first capital.

**Overnight:** Hurtigruten MS Kong Harald, MS Polarlys, MS Nordlys or MS Richard With

Meals included: Breakfast;Lunch;Dinner

#### Day 9 Lofoten Islands

As we cross the Arctic Circle in the morning, the hunt for the Aurora Borealis begins. We enter the dramatic and narrow Raftsund, and if the weather and ice conditions allow, we'll sail to the entrance of the famous Trollfjord.

**Overnight:** Hurtigruten MS Kong Harald, MS Polarlys, MS Nordlys or MS Richard With

Meals included: Breakfast;Lunch;Dinner

#### Day 10 Tromso

After a morning stop in Finnsnes, the ship continues to Tromso, a major cultural hub above the Arctic Circle, and famed as a viewing point for the Northern Lights. The city's historic centre is distinguished by its centuries old wooden houses. The 1965 Arctic Cathedral, with its distinctive peaked roof and soaring stained-glass windows, dominates the skyline.

**Overnight:** Hurtigruten MS Kong Harald, MS Polarlys, MS Nordlys or MS Richard With

Meals included: Breakfast;Lunch;Dinner

#### Day 11 Honningsvag

Honningsvag is the nearest port to the North Cape - only 2000km from the geographical North Pole.

**Overnight:** Hurtigruten MS Kong Harald, MS Polarlys, MS Nordlys or MS Richard With

Meals included: Breakfast;Lunch;Dinner

#### Day 12 Kirkenes, Norway - Saariselka, Finland

Admire the dramatic coastal vistas as we approach Kirkenes, where we will disembark. Enjoy a short drive through Kirkenes, before arriving at Inari, the Sami capital (traditional nomads of Scandinavia, reindeer herders), where we'll visit the newly renovated Siida Sami museum (entrance included). After, enjoy a visit to the Reindeer farm where you will hear stories about Sami culture, reindeer, reindeer herding and handicrafts (Sled ride dependent on snow conditions).

**Overnight:** Santa's Hotel Tunturi, Saariselka or similar

Meals included: Breakfast;Lunch;Dinner

#### Day 13 Saariselka

Today we visit a husky farm and learn about the life and training of these unique Arctic dogs (sled ride dependant on snow conditions). In the evening there may be optional evening Aurora Borealis tours (not included).

**Overnight:** Santa's Hotel Tunturi, Saariselka or similar

Meals included: Breakfast

#### Day 14 Saariselka - Sinetta

Enjoy breakfast at the hotel before heading south towards Rovaneimi. On the way make short stop at the small town of Sodankyla, and the Sodankyla Old Church. Then visit the Santa Claus Village, where you will have free time to explore.



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Later, travel to Sinetta (near Rovaneimi) where you will spend the night in a glass igloo. Enjoy dinner at the hotel restaurant.

**Arctic Snowhotel & Glass Igloos:**

The glass-roofed igloos provide you the opportunity to sleep beneath the starry skies and the Northern Lights. Even though we live this far north, we can never guarantee the appearance of the Northern Lights. However, sleeping under a 360-degree glass roof multiplies your chances of seeing the renowned Aurora Borealis. Each igloo is extremely well heat insulated to ensure guests are not bothered by the cold in even the coldest of times at night – the temperature is the same as in normal hotel rooms. The roof of the igloo is made from electrically heated glass, which means the glass will not cool the space; rather it maintains evenly distributed warmth while melting all the snow and ice off the roof to give you excellent view to the sky. In addition, the igloo has underfloor heating. The beds in the igloo are motorised, which makes it possible for you to easily adjust the optimal position for sleeping or viewing the skies.

**Overnight: Arctic Snow Hotel (Glass Igloo), Sinetta**

**Meals included: Breakfast;Dinner**

#### Day 15 Rovaniemi

Arrive in Rovaniemi and enjoy free time or optional extra touring options (not included).

**Overnight: Original Sokos Vaakuna, Rovaniemi or similar**

**Meals included: Breakfast**

#### Day 16 Rantasalmi

This morning we head for Rantasalmi, enjoying the surrounding scenery as we make our way to the Finnish Lakes district. Early evening arrival and check in at the unique Hotel

& Spa Resort Jarvisydan for a stay in one of the Kota hotel rooms. Dinner will be at the Resort restaurant.

**Overnight: Hotel & Spa Resort Jarvisydan or similar**

**Meals included: Breakfast;Dinner**

#### Day 17 Helsinki

Today we leave the Finnish wilderness and head into Helsinki, Finland's capital. Enjoy a half-day city tour including a visit to the spectacular Tempeliahaukio Church, 'Rock Church'.

**Overnight: Scandic Grand Marina, Helsinki or similar**

**Meals included: Breakfast**

#### Day 18 Tallinn, Estonia

An early start with a full day excursion to the medieval old town of Tallinn in Estonia. Take the ferry followed by a combined bus and walking tour of the city. Stops will include the baroque Kadriorg Park and the seaside district of Pirita. Walk through the winding, cobblestoned streets of the Old Town continuing to Toompea Castle, home to the Estonian parliament. Visit Alexander Nevsky Cathedral and the Dome Church before enjoying some free time before boarding the ferry to return to Helsinki. Tonight, enjoy a special farewell dinner.

**Overnight: Scandic Grand Marina, Helsinki or similar**

**Meals included: Breakfast;Dinner**

#### Day 19 Helsinki, Finland - Australia

Today check out and transfer to the airport for your return flight to Australia.

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



**20 DAY TOUR & CRUISE** | NORTHERN LIGHTS EXPLORER

## THE ITINERARY

### Day 20 Arrive in Australia

Some flights may arrive +1 days later.



## 20 DAY TOUR & CRUISE | NORTHERN LIGHTS EXPLORER

### TOUR INCLUSIONS

#### HIGHLIGHTS

- Seek out the Northern Lights on an expedition through Norway & Finland
- Explore Norway's eclectic capital of Oslo on a city tour
- Experience stunning fjord views onboard the famous Flam Railway
- Spend the night in the tiny village of Flam
- Catch a ferry from Flam to Gundvangen via the UNESCO listed Naeroyfjord
- Enjoy a guided city tour of Bergen, surrounded by mountains and fjords
- Explore the fjords of Norway on a 6 night Norwegian Coastal Express cruise
- Visit Alesund, renowned for its beautiful Art Nouveau architecture
- Dock in Trondheim, which dates from the 11th century
- Cruise to the Lofoten Islands Archipelago, known for its dramatic scenery
- Dock in Tromso, a major hub above the Arctic Circle and viewing point for the Northern Lights
- Discover Honningsvag, the nearest port to the North Cape - only 2000km from the geographical North Pole
- Visit Inari, the capital of Sami culture Finland
- Take in the Siida Sami museum and a reindeer farm (sled ride depending on weather)
- Enjoy a Husky Farm visit and sled ride (sled ride depending on weather)
- Visit the Santa Claus Village in Sinetta
- Enjoy a day at leisure in Rovaniemi, capital of Finnish Lapland
- Take in Rantasalmi in the Finnish Lakes district
- Enjoy a tour of Helsinki, Finland's beautiful capital
- Admire Tempeliaukio, known as the 'Church in the Rock'
- Discover the medieval old town of Tallinn in Estonia on a full day excursion
- Marvel at Alexander Nevsky Cathedral and the Dome Church

#### FLIGHTS

Return international flights ex SYD/MEL/BNE

#### CRUISE

6 night 4-star Hurtigruten Coastal Express Northbound Voyage from Bergen to Kirkenes

Sail aboard the MS Kong Harald, MS Polarlys, MS Nordlys or MS Richard With

All travellers booked before 31 October 2021 receive \$350 AUD complimentary onboard credit per person

#### ACCOMMODATION

10 nights 4-star hotel accommodation

1 night in a glass igloo offering panoramic views of the night sky

#### DINING

Enjoy 35 meals including all meals while cruising

Includes 1 x Viking Plank dinner in Flam

#### TOUR ESSENTIALS

English Speaking Tour guide

Luggage service during Norway & Finland tour

Maximum of 24 travellers per coach

Northern Lights Promise (see Important Info for details)

#### TRANSPORT

Air-conditioned luxury coach

Return Ferry ticket to Tallinn

Flam railway journey

#### TRANSFERS

Pre & post cruise transfers

# IMPORTANT INFORMATION

\*Please note: All information provided in this brochure is subject to both change and availability. Prior to purchase please check the current deal for up-to-date information. If you have already purchased this deal, the terms and conditions on your Purchase Confirmation apply and take precedence over the information in this brochure.

## BOOKING INFORMATION

After purchase, you will receive a receipt and a Purchase Confirmation, directing you to an online Passenger Information Form. The Passenger Information Form must be completed 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, in addition to the specific terms and conditions outlined in this Important Information.

*Please note: all additional charges are payable direct to your Travel Consultant in AUD (unless otherwise stated).*

## OFFER ESSENTIALS

Travel offer is valid for travel on selected dates until the 15th of March 2023.

This travel offer is priced for 2 people based on twin share.

### Single Traveller Supplement

Solo cabins are not available.

### Departure Dates

Please see the TripADeal website for current departure dates.

### Surcharges

*Please note:*

*- dates/months with a ^ incur a cruise/land high season surcharge of \$200 per person.*

*- dates/months with a \* incur a cruise/land high season surcharge of \$800 per person.*

### Departure Cities

Sydney, Melbourne or Brisbane

## FLIGHTS

### Full Service Airline(s) Used

Qatar Airways plus any codeshare partners (subject to availability).

*Please note: One way flights can not be accommodated. 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 in Oslo, Norway

\$200 per person, subject to availability

*Please note:*

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

*- No flight booking changes or cancellations permitted after air tickets have been issued.*

*- Flight changes are subject to availability at the time of booking.*

*- Blackout Dates:*

*-- 4 December 2021 - 30 January 2022*

### Stay behind in Helsinki, Finland

\$200 per person, subject to availability

*Please note:*

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

*- No flight booking changes or cancellations permitted after air tickets have been issued.*

*- Flight changes are subject to availability at the time of booking.*

*- Blackout dates:*

*-- 30 March 2022 - 28 April 2022*

*-- 15 December 2022 - 30 January 2023*

### Flight Class Upgrades

Not available

## CRUISE

### ms Kong Harald

- MS Kong Harald was refurbished in 2016 and now features a modern, Arctic-inspired interior. On board are three different restaurants, the Multe bakery and ice cream bar, a sauna and fitness room. Out on deck you can enjoy the view from one of our two hot tubs. There is a comfortable bar at the front of the ship where you can enjoy a nice traditional drink.

- The vessel also has a large compass area

where you find the reception, the Expedition Team, conference room and shop. The top deck of the boat features a sun deck, observation saloon and panorama lounge, all of which provide splendid views of spectacular coastal scenery.

Special features:

- Expedition Team
- Refurbished in 2016
- Three restaurants
- Bar
- Panoramic lounge
- Wi-Fi (for payment)
- Sauna
- Fitness room
- Lift
- Conference room
- Car deck
- Hot tub

### ms Polarlys

MS Polarlys was refurbished in 2016 and now features a modern, Arctic-inspired interior. On board are three different restaurants, the Multe bakery and ice cream bar, a sauna and fitness room. Out on deck you can enjoy the view from one of our two hot tubs. We have a comfortable bar at the front of the ship where you can enjoy a nice traditional drink. The vessel also has a large compass area where you find the reception, the expedition team, conference room and shop.

Special Features:

- Expedition Team
- Refurbished in 2016
- Three restaurants
- Multe bakery and ice cream bar
- Explorer bar lounge
- Wi-Fi
- Sauna
- Fitness room
- Lift
- Conference room
- Car deck

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- Hot tub

## ms Richard With

When Captain Richard With established the Norwegian Coastal Express in 1893, he made an enormous impact on life along the Norwegian coastline. The MS Richard With lives up to that legacy. Relax in the ship's panorama lounges and take in the unforgettable views of remarkable coastal scenery, much of it the same as when the first Hurtigruten boats sailed by more than a century ago. Beautiful art throughout the ship's interior adds contemporary elegance to the vessel's maritime ambience.

Special features:

- Expedition Team
- Sun deck
- Hot tubs
- Large panorama and observation lounges with great views
- Restaurant
- Separate à la carte restaurant
- Café
- Bar
- Shop
- Fitness room and sauna
- Conference facilities
- Wi-Fi

## ms Nordlys

The art, décor and colours employed aboard this ship are all inspired by the northern lights. The delicate aesthetic creates a distinct and unique on-board ambience. Passengers are invited to relax after a long day experiencing Hurtigruten's various excursions and activities in comfy reclining chairs in the one of the ship's lounges.

Special features:

- Expedition Team
- Outdoor explorer deck
- Large panorama and observation lounges with great views
- Bar
- Shop
- Restaurant

- Separate à la carte option restaurant

- Fitness room and sauna

- Wi-Fi

- Lift

- Conference room

- Car deck

## Expedition Team

- MS Polarlys & MS Kong Harald have their own on-board Expedition Team and serves as a university at sea. Interesting lectures, presentations and activities inside as well as out on the sun deck of the ship make this an exciting and educational journey. Topics depend on the season and the waters we sail in. The Expedition Team will host a lecture and presentation programme and evening gatherings daily. Out on deck you may participate in live points of interest to learn more about the nature, culture and other phenomena we encounter along the coast. In addition, the Expedition Team will introduce you to the uniquely Norwegian notion of 'friluftsliv', and encourage you take part in 'friluftsliv' hikes and activities during the journey.

- The dedicated Expedition Team has one mission: to enhance your experience by engaging you and interpreting the nature, wildlife, and culture you encounter during the voyage.

## Cabins

### Polar Outside - Middle Deck

These comfortable outside cabins for up to two people on the middle deck have separate beds, one of which converts into a sofa.

Cabin Features:

- Size: 11-12sqm
- Window
- Bathroom

### Arctic Superior - Middle Deck

These comfortable, outside cabins on the upper/middle decks have double bed.

Cabin Features:

- Size: 8-12sqm
- Window
- Bathroom

- TV

- Double Bed

### Arctic Superior - Upper Deck

These comfortable, outside, cabins for up to two people on the top/upper decks have double beds.

Cabin Features:

- Size: 11-12sqm
- Window
- Bathroom
- TV
- Double Bed

## ACCOMMODATION

### Accommodation Used

4 Star (self-rated)

- Oslo: Thon Hotel Opera or similar
- Flåm: Flamsbrygga Hotel or similar
- Bergen: Clarion Admiral Hotel or similar
- Saariselkä: Santa's Hotel Tunturi or similar
- Sinettä: Arctic Snow Hotel (Glass Igloo)
- Rovaniemi: Original Sokos Vaakuna or similar
- Rantasalmi: Hotel & Spa Resort Järvisydän or similar
- Helsinki: Scandic Grand Marina or similar
- Cruise: Hurtigruten MS Kong Harald or MS Polarlys

*Please note: Accommodation/rooms offered are based on a lead-in room type, and are subject to availability based on seasonality. Properties will be confirmed, no later than two weeks prior to travel.*

### Extra Nights

Not available at check-out.

*Please note: If you are interested in booking additional nights accommodation pre or post tour, please wait until you receive your travel documentation approximately 6 weeks prior to 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

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2 people.

## Child Policy

- No child discounts. Full price applies for all children travelling with their parents.

- Valid for Children 12 years old and over.

*Please note: Children must be accompanied by a responsible adult 18 years old and over to travel. No unaccompanied minors allowed.*

## Triple Share

Not available

## Bedding Configuration

Polar Outside: Twin

Arctic Superior: Double

## Adjoining / Interconnecting Rooms

Subject to availability and at the hotels discretion. Please enquire on booking if you require this option.

## GENERAL TOUR INFORMATION

Maximum group size 24 per vehicle.

## EXCLUSIONS

- Visa fees and requirements
- Meals/beverages not stated in the itinerary (including any specialty restaurants onboard cruise)
- Optional gratuities/tipping
- Optional activities/tours
- Personal expenses
- Airport transfers
- Travel insurance (Mandatory)

*Please note: A comprehensive travel Insurance policy must be organised BEFORE all details can be finalised.*

## 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 history, art, architecture and culture of the city/village/attraction in which he or she is guiding the

tour. The guide meets the group at the required place and leaves the group 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 in 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 knowledge on art, architecture, or history. 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 particularly required to enhance the experience of the destination featured.*

### CLIMATE & AVERAGE TEMPERATURES

In winter, much of Norway usually transforms into a snow-clad paradise. That means ideal opportunities for exciting activities in the snowy landscape.

- The weather and temperatures vary a lot in this long country. Along the coast temperatures usually stay around zero degrees Celsius. Inland, the temperatures are usually lower and might reach minus ten to minus twenty degrees. A few places you can even experience a chilling minus forty degrees!

- Winter nights are long in all of Norway, and from the middle of November until the end of January, the sun doesn't rise at all in parts of Northern Norway. However, the northern lights might dance above your head. They are most commonly seen in the north, but can on rare occasions be spotted all over Norway. October to March are the best months if you want to see this magical light show. In southern Norway, you can expect between six and eight hours of daylight during the winter months.

### FLIGHTS

### Seat Selection & Frequent Flyer Points

At TripADeal we do not arrange seat selection. It is important 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 are required to provide valid passport details either at the time of purchase or no later than 45 days prior to the departure date. Failure to do so may result in cancellation of the booking. In this instance, customers will be responsible for any costs and fees incurred.

### CRUISE

#### Disembarkation

- 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.

#### Cruise Loyalty Discounts

*Please note: Travellers booked via TripADeal will not be entitled to receive any cruise line customer loyalty discounts. Similar to airline frequent flyer programs, this is outside of the TripADeal booking process. However, customers may contact the cruise line direct upon receiving their TripADeal travel documents to request any membership benefits they are entitled to.*

### COACH TOUR

#### Meals

35 meals are included in the tour, for all other meals; lunches and dinners 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, cannot guarantee that we will always be able to.

#### Luggage

You will be responsible for all your personal

# IMPORTANT INFORMATION

belongings whilst on the tour. With regards to luggage, you must carry your own luggage from the coach to the hotel room and back to the coach. The driver will assist with the uploading and off-loading of the luggage from the coach.

## OTHER

### Fitness Level Required / Mobility

Our vehicles are not equipped with wheelchair access, so, unfortunately, our tours are currently not suitable for wheelchair users and those less mobile.

*Please note: a general level of fitness will be required. If you have any concerns please consult your healthcare provider prior to purchase/travel.*

### Gratuities / Tipping

#### Land

-Gratuities (tips) are not included in the tour price for services of the tour leader (when available) and driver throughout the tour. Tipping is optional and at the customers discretion.

- Tipping for all services provided on tour 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.

#### Cruise

Most vessels have a non-tipping policy. However, if you feel that any crew members should be rewarded for providing exceptional service this is entirely at your discretion.

#### Sightseeing

*Please note: In the event entrance to a site is affected by changes in operating hours or public holiday closures, your itinerary where possible, will be adjusted or 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 of 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 in regards to shopping for further information.

## VISAS

### Europe

A tourist visa is generally not required in Europe for stays of up to 90 days when travelling on an Australian passport.

Important: Visa rules may have changed since COVID-19. Check with the nearest embassy, consulate or immigration department of the destination you're entering.

*Please note: Passengers who are not Australian citizens must 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, 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.*

## 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 - \$100.00 per booking + 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 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 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, TripADeal is unable to 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.