

HIGHLIGHTS OF VIETNAM

HO CHI MINH CITY • HOI AN • HALONG BAY • HANOI

THE OFFER

Vietnam is a destination that never gets old. It's a place of rich and varied cultures, of fragrant and flavoursome cuisine, unique landscapes, welcoming locals and so much in between. It's a chance to step outside your comfort zone, to explore and just embrace whatever experiences come your way. If this sounds like your kind of holiday, this 10 day highlights tour ex Ho Chi Minh City is for you!

Experience the organised chaos of Ho Chi Minh City at leisure before taking a trip to visit the historic Củ Chi Tunnels. Enjoy two free days in the colourful river city of Hoi An, renowned for its grand architecture and bustling marketplaces. Sail among the emerald waters and towering limestone peaks of Halong Bay aboard an overnight traditional Junk Boat cruise, visit the beautiful Sung Sot Cave, and then soak up the rich culture of Hanoi - Vietnam's historic capital. With two internal flights, eight nights hotel accommodation (standard or premium options available), a one night cruise and 12 meals, this incredible highlights package is an opportunity you do not want to miss.

Want to explore further? Choose the 13 day package with Sapa extension for a chance to stroll amid lush rice terraces, learn about the diverse cultures of local ethnic tribes, and more.

10 DAY CULTURAL TOUR

FROM

\$849

PER PERSON TWIN SHARE

10 DAY STANDARD PACKAGE

\$849

10 DAY PREMIUM PACKAGE

\$1049

13 DAY STANDARD PACKAGE

\$1249

13 DAY PREMIUM PACKAGE

\$1499



10 DAY CULTURAL TOUR | HIGHLIGHTS OF VIETNAM

THE ITINERARY

10 Day Package

Day 1 Australia - Ho Chi Minh City (Saigon), Vietnam

Upon arrival in Ho Chi Minh City you will be met and transferred to your hotel where you may enjoy an evening at leisure.

Overnight: Ho Chi Minh City (Standard Or Premium Hotel Option)

Meals included: None

Day 2 Cu Chi Tunnels Half Day Tour

This morning you will be picked up from the hotel and head to the Cu Chi Tunnels (approx. 1 hour) for a half day tour. The Cu Chi Tunnels were constructed by Vietnamese fighters during the country's long fight for independence. The network of tunnels that make up this underground city include living rooms, kitchens, hospitals, weapons factories, storage facilities and a command centre. The tunnel system was an excellent way for the Vietcong to move around the countryside undetected by foreign troops and was at one stage home to around 10,000 people. After exploring these tunnels along with nearby remains of American tanks and numerous bomb craters drive back to Ho Chi Minh City arriving in the mid-afternoon.

The rest of the evening will be spent at leisure.

Overnight: Ho Chi Minh City (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 3 Ho Chi Minh City Free Day

Today is yours to enjoy at leisure. Alternatively, you can take the opportunity to join an optional tour (not included).

Optional Activity: Mekong Delta Day Tour - \$70 AUD per person

This morning after breakfast, be picked up from the hotel and travel to the city of My Tho (approx. 1.5 hours) on the banks of the Mekong. Upon arrival board a motorboat and cruise along the Mekong River. The boat will take you to Xep Canal, a lovely place where you will transfer to smaller canoes so you may navigate the smaller canals. These canals are lovely places where you can escape the traffic of the main river. Here you will cruise under coconut trees before arriving at a small islet. Disembark and walk around a small local village. Stop at a local family's home to enjoy tropical fruit, honey tea and wine and listen to traditional Vietnamese music performed by the villagers. Afterwards continue onwards to another islet where a traditional Vietnamese lunch will be prepared by a local family (included). In the afternoon return to Ho Chi Minh City and your hotel accommodation. Inclusions: Transfers to and from the hotel, English speaking tour guide, Mekong River boat trip, lunch, honey tea and honey wine, seasonal fruits and a traditional music performance.

Please note: This tour includes travel in smaller traditional riverboats, which may be difficult for less mobile, and/or elderly travellers to get in and out of.

Overnight: Ho Chi Minh City (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 4 Ho Chi Minh City (Saigon) - Da Nang - Hoi An

After breakfast, you will be transferred to the airport for the flight to Da Nang (approx. 1.5 hour flight). Upon arrival, you will drive onwards to the ancient coastal city of Hoi An (approx. 1 hour), where you will check into the hotel. The rest of the afternoon is spent at leisure to explore this amazing



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city.

Overnight: Hoi An (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 5 Hoi An Free Day

Today is free at leisure to explore the graceful and historic Hoi An, which is Vietnam's most atmospheric and delightful city. Once a major port, it boasts the grand architecture and beguiling riverside setting that befits its heritage, and the 21st-century curses of traffic and pollution are almost entirely absent. Alternatively, you can take the opportunity to join an optional tour (not included).

Optional Activity: My Son Holy Land Tour - \$70 AUD per person

Depart early this morning and travel to My Son (approx. 1 hour), a UNESCO World Heritage site located 40km southwest of Hoi An. My Son was once the capital and religious centre of the Cham people and is believed to be the longest inhabited archaeological site in Indochina. The ruins of My Son were built between the 7th to 13th century BC and are located in a valley surrounded by mountains, the sides of which are covered in thick jungle. Hon Quap (Cat's Tooth Mountain) overlooks the site, its crooked peak mimicked by the architecture of some temples' roofs. These mountains are the source of the Thu Bon River, a holy river that flows through the site. Lunch will be included at a local restaurant and after the day's tour, be transferred back to the hotel in Hoi An. Inclusions: Transfers to and from the hotel to My Son Holy Land and an English speaking tour guide.

Overnight: Hoi An (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 6 Hoi An Free Day

Today enjoy another day free at leisure to explore this fascinating city. Alternatively, you can take the opportunity to join an optional tour (not included).

Optional Activity: Ba Na Hills, Golden Bridge - Da Nang Full Day Tour - \$150 AUD per person

Early this morning you will be picked up from the hotel and travel to Ba Na Hill Station on the outskirts of Da Nang. Here you will take a cable car to Ba Na Hills where you will enjoy amazing views. Here you will visit an old French cellar (Debay Ancient Wine Cellar), a flower garden - Le Jardin D'amour, Linh Ung Pagoda, a wax statue museum and the iconic Golden Bridge. Afterwards, enjoy free time to explore this resort park then travel onwards to Da Nang where lunch will be provided. In the afternoon, return to Hoi An where you may enjoy the remainder of the day at leisure. Inclusions: Transportation to and from Hoi An, English speaking guide, lunch, Entrance Fees, Cable Car Ticket, and Drinking Water.

Overnight: Hoi An (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 7 Hoi An - Hanoi

After breakfast, you will be transferred back to Da Nang airport for your onward flight to Hanoi, the capital city of Vietnam in the northern part of the country. (approx. 1.5 hour flight). Upon arrival, you will be transferred to the hotel where you may enjoy the remainder of the day at leisure.

Overnight: Hanoi (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 8 Hanoi - Halong Bay Cruise

This morning after breakfast, drive through beautiful green



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rice paddy fields on the way to the coast (approx. 4 hours) where you will board a Junk boat for an overnight cruise through the thousands of towering limestone islands and emerald waters of UNESCO listed Halong Bay.

Enjoy a seafood lunch before taking part in some afternoon activities such as swimming, relaxing on a remote beach, climbing to the top of a lookout for an amazing panoramic view or take a ride on a rowing boat into a secluded bay. Also, cruise further into the bay to visit a Pearl Farm. Drop anchor in the late evening for an overnight stay among the dramatic limestone peaks.

Please note: The overnight cruise boat & services are the same for both the standard & premium packages.

Overnight: Traditional Junk Boat, Majestic Cruises or similar, Halong Bay

Meals included: Breakfast;Lunch;Dinner

Day 9 Halong Bay - Hanoi

Early risers can take part in an optional Tai Chi class on deck this morning. After breakfast, climb aboard the tender for a visit to Sung Sot (Surprise) Cave, a colourful grotto of giant stalactites and stalagmites. Return to the boat and enjoy a short cooking class where you will learn to prepare local delicacies such as spring rolls. Enjoy lunch on board, followed by a relaxing trip back into port, where you will disembark and return to Hanoi (approx. 4 hours). Upon arrival back in Hanoi check into the hotel for an evening at leisure. Alternatively, you can take part in an optional evening activity (not included).

Optional Activity: Traditional Vietnamese Dinner with Water Puppet show - \$40 USD per person payable on tour

This evening you will be picked up from the hotel and

transferred to one of the best restaurants in Hanoi's famous Old Quarter - Duong's Restaurant. Here you will enjoy many Vietnamese traditional dishes such as Goi Cuon Tom Thit (fresh rice paper roll with prawn and pork), Pho bo (noodle soup with beef), Bun Cha (BBQ Vietnamese pork meatballs with noodles), Goi Ga Hoa Chuoi (banana blossom salad with chicken) and Che Nep Dua (sticky rice in coconut cream). After the dinner, you will transfer to a water puppet theatre for a spectacular water puppet show. Vietnamese water puppetry is a traditional and unique art of Vietnam. Each show lasts 45 minutes and includes lively illustrative Vietnamese pastoral scenes, rural daily life as well as fairy legends. Finish the evening with a transfer back to your hotel. Please note: The itinerary may be adjusted if the water puppet show at 8:00pm is not available. The water puppet show will be arranged at 6:30pm and the dinner at the restaurant after the show.

Overnight: Hanoi (Standard Or Premium Hotel Option)

Meals included: Breakfast;Lunch

Day 10 Hanoi, Vietnam - Depart

Today check out of your hotel and transfer to the airport for your return flight home. Check out will be from 10am.

Please note luggage can be stored at the hotel for any travellers departing in the evening.

Meals included: Breakfast

13 Day Package with Sapa Extension

Day 10 Hanoi - Sapa

This morning you will be driven to the mountainous town of Sapa (approx. 5 hours). Sapa is a picturesque town located in



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the Hoàng Liên Sơn Mountains of Northwestern Vietnam. A popular trekking base, it overlooks the picturesque terraced rice fields of the Muong Hoa Valley. Hill tribes and ethnic minorities, such as the H'Mong, Tay and Dao make up much of the town's local population.

This afternoon take an afternoon walk through the tiered rice paddy fields to Ta Van Village to learn more about the local 'Zay' people. This walk is of basic/moderate difficulty (approx. 7km) along well formed trails and cobbled steps. Please note the terrain on this walk is undulating but has no demanding ascents or descents. Alternatively, choose to enjoy the afternoon at leisure to discover the town of Sapa.

Overnight: Sapa Hotel (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 11 Sapa Villages Walk

After breakfast begin another walking journey with a visit to two villages of the H'Mong people (Catcat and SinChai). Continue your walk to see the impressive Thac Bac (Silver) Waterfall and a hydroelectric power station established during the French occupation. Take in stunning landscapes of green forests and rice fields on the walk back to Sapa. Today's walk is of basic/moderate difficulty (approx. 7km) along well formed trails and cobbled steps. Please note the terrain on this hike is undulating but has no demanding ascents or descents.

Another option to the full day walk, you can drive to the base of the villages (Catcat and SinChai) and walk (approx. 3km) down to the village centres. The H'Mong/Mong is an indigenous people in Asia. The H'Mong began a gradual southward migration from China in the 18th century due to political unrest and to escape Chinese threats. They are one of the largest ethnic minorities in Vietnam.

Alternatively, you can choose to enjoy the day at leisure in Sapa.

Overnight: Sapa Hotel (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 12 Sapa - Hanoi

Today is spent at leisure in Sapa before transferring back to Hanoi in the afternoon (approx. 5 hours) arriving at the hotel in the evening.

Overnight: Hanoi Hotel (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 13 Hanoi, Vietnam - Depart

Today check out of your hotel and transfer to the airport for your return flight home. Check out will be from 10am.

Please note luggage can be stored at the hotel for any travellers departing in the evening.

Meals included: Breakfast



10 DAY CULTURAL TOUR | HIGHLIGHTS OF VIETNAM

TOUR INCLUSIONS

HIGHLIGHTS

Experience the welcoming hospitality and culture of Vietnam

Embrace the buzz of Ho Chi Minh City at leisure

Learn about the Viet Cong at the Củ Chi Tunnels

Enjoy 2 free days in the historic river city of Hoi An

Discover Vietnam's ancient capital of Hanoi

Drive through the rice paddy fields surrounding Hanoi

Sail among the limestone islands of Halong Bay

Visit a grotto of stalactites and stalagmites

Witness the incredible Sung Sot (Surprise) Cave in Halong Bay

Enjoy a Vietnamese cooking class onboard cruise

Visit a floating pearl farm on Halong Bay

FLIGHTS

2 x internal flights: Ho Chi Minh City to Da Nang, Da Nang to Hanoi

CRUISE

1 night cruising beautiful Halong Bay

Sail aboard a traditional Vietnamese junk boat

ACCOMMODATION

8 nights quality hotel accommodation (Standard or Premium Option)

DINING

Enjoy 12 meals including daily breakfast

TOUR ESSENTIALS

English speaking local tour guide (days 2, 8 & 9)

Airline taxes and surcharges

TRANSPORT

Transportation by A/C coach

TRANSFERS

Return airport transfers

13 DAYS WITH SAPA POST-TOUR EXTENSION

All of the above plus the following:

Walk among the beautiful rice terraces of Sapa

See the impressive Thac Bac Silver Waterfall

Walk through the Hoàng Liên Sơn Mountains

Visit the remote villages of the local indigenous people

3 nights quality hotel accommodation

Enjoy 3 additional meals

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.

*Book With Confidence

Cancel your holiday up until 65 days prior to your travel date and receive a TripADeal credit for the full value of your purchase to use on any product on the TripADeal website. For cancellations between 64-35 days prior to your departure date receive a TripADeal credit for the value of your purchase less a \$220 per person cancellation fee. Cancellations within 30 days of the departure date incur a 100% cancellation fee.

CANCELLATION POLICY

Covid-19 Booking Policy

- TripADeal Tour packages are non-refundable. If your Tour package is affected by Covid-19 related travel restrictions and you are unable to travel, you will receive an open credit less any non-recoverable supplier fees to the value of your original purchase for use on any other package available via the TripADeal website.

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 5th of December 2022.

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

Single Traveller Supplement

For solo travellers a mandatory single supplement of applies:

10 Day Standard Package: \$360

10 Day Premium Package: \$520

13 Day Standard Package: \$460

-13 Day Premium Package: \$660

Departure Dates

Please see the TripADeal website for current departure dates.

Surcharges

Please note: Dates/months with a ^ incur a land high season surcharge of \$100 per person.

FLIGHTS

Domestic Airline(s) Used

Vietnam Airlines and Vietjet Air (subject to availability).

ACCOMMODATION

Accommodation Used

11 Day Package

Standard Package

3 Star (self-rated)

- Ho Chi Minh City: Le Duy Grand Hotel, Cititel Ben Thanh Hotel, Le Duy Hotel, Ha Hien Hotel or similar
- Hoi An: Kim An Hotel, Rose Garden Hotel, Venus Hotel, Le Pavillon Boutique Hotel or similar
- Hanoi: Flower Hotel, May De Ville 2 Hotel, Hong Ngoc Cochinchine Hotel, Adamas Hotel, Moon View Hotel or similar

Premium Package

4 Star (self-rated)

- Ho Chi Minh City: Royal Hotel, Muong Thanh Saigon Centre Hotel, Northern Hotel, Golden Central Hotel or similar
- Hoi An: Rosemary Hotel, Silk Luxury Hotel, Phu Thinh Resort, Cocoriver Resort or

similar

- Hanoi: Flower Garden Hotel, Chalcedony Hotel, Babylon Grand, The Q Hotel or similar

Standard & Premium Package

No Star Rating

- Halong Bay: Majestic Cruises, Lavender Cruise or similar

13 Day Package with Sapa Extension

Standard Package

3 Star (self-rated)

- Sapa: Panorama Hotel, The Sapa Vista Hotel or similar

Premium Package

4 Star (self-rated)

- Sapa: The Highland Hotel or similar

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. If you wish to book additional nights, please wait until you receive your final travel documentation which will include the hotels you will be staying at. You are then welcome to contact the property directly to request additional nights.

Maximum Room Capacity

2 people.

Child Policy

No child discounts. Full price applies for 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 allowed.

Triple Share

Not available.

Bedding Configuration

2 x Single or 1 x Queen/King (subject to availability).

Adjoining / Interconnecting Rooms

Subject to availability and at the hotels

IMPORTANT INFORMATION

discretion. Please enquire on booking if you require this option.

GENERAL TOUR INFORMATION

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

Optional Tours / Activities

- Day 3: Mekong Delta Day Tour: \$70 per person
- Day 5: My Son Holy Land Tour: \$70 per person
- Day 6: Ba Na Hills, Golden Bridge & Da Nang Full Day Tour: \$150 per person

Please note:

- *Prices are based on 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 prior to submitting your passenger information form (subject to availability)*
- *Some tours require minimum numbers to operate.*

EXCLUSIONS

- International Flights
- Visa fees and requirements (A visa for Vietnam is a strict requirement if travelling on an Australian passport)
- Meals/beverages not stated in the itinerary
- Recommended gratuities/tipping: \$10 AUD per person per day where tour services are provided, collected on tour.
- Optional activities/tours
- Personal expenses
- 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

Vietnam

Vietnam's climate can be divided into a tropical and temperate zone. It is characterized by strong monsoon influences, has a considerable amount of sun, a high rate of rainfall, and high humidity. July is the hottest month in Hanoi with an average temperature of 29°C and the coldest is January at 17°C with the most daily sunshine hours at 8 in July.

COACH TOUR

Meals

Daily breakfast is 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 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.

Yellow Fever

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

Gratuities / Tipping

- Gratuities (tips) are not included in the tour price for services of the tour leader (when available) and driver throughout the tour. The recommended tip is \$10 AUD per person per day where tour services are provided.
- 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.

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 an similar activity will be offered in its place (subject to availability).

IMPORTANT INFORMATION

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

Vietnam

- Australian passport holders are eligible to apply online for a single entry electronic visa (e-visa), valid for up to a maximum of 30 days. Lodge your application online (for a non-refundable fee) with the Vietnamese National Web Portal of Immigration - <https://www.xuatnhapcanh.gov.vn/>. You will be given a unique code to track your visa application status. Once your visa is granted, you must print it out and present it at check in. Keep this e-visa print out with you at all times during your travel in Vietnam.
- Some private online visa services and travel agents have scammed travellers or been involved in the public disclosure of the personal information of applicants for visas and 'visa issued on arrival' approval letters. To avoid such scams, only use official Government of Vietnam services to arrange your visa.
- Visa and other entry and exit conditions (such as currency, customs and quarantine regulations) change regularly. Contact the nearest Embassy or Consulate of Vietnam for up-to-date information.

Important: Please start arranging your visa at least 3 weeks prior to departure to account for any delays due to consulate operating hours.

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, date/accommodation changes or a Purchase Confirmation reissue.

- Changes - \$100.00 per booking + any additional charges applied by the airline/accommodation/other travel provider.

Name Changes Due To Passenger Error

- If the incorrect name has been advised to TripADeal, charges of \$100 per booking + any additional charges applied by the airline/cruise company/accommodation/other travel provider.

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.