

VIETNAM FOODIE TOUR



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

THE OFFER

A moment on the lips, a lifetime of craving the same deliciousness again. The seductive flavours of Vietnam are yours to discover on this 12 day foodie tour ex Hanoi. From traditional street eats to French-inspired favourites, the fresh herbs, delicate sauces and exotic ingredients will tempt and tease your palate, while the amazing landscapes and culture will soon find a place in your heart.

Kicking off in vibrant Hanoi, delve into the highlights of the city on tour, taking in sights including the Ho Chi Minh Mausoleum, the beautiful Old Quarter and Hoa Lo Prison, better known as the Hanoi Hilton. Continue on to the emerald waters of Halong Bay, where you'll enjoy an overnight cruise aboard a traditional Vietnamese junk boat, followed by a free day in the riverside Ancient Town of Hoi An. Visits to Hue, a deeply historical area that resonates the imperial history of Vietnam; an exploration of the Mekong Delta and free time in fast-paced Ho Chi Minh City are just a few of the other incredible experiences. Along the way, you'll also get to immerse yourself in culinary delights of the country with three street food tours, together with a cooking class and a visit to the bustling Cai Rang Floating Market. Feeling hungry? This sensational tour also includes two internal flights, 10 nights premium hotel accommodation, 22 meals, local guides and so much more.

12 DAY CULTURAL ODYSSEY

FROM

\$1499

PER PERSON TWIN SHARE



12 DAY CULTURAL ODYSSEY | VIETNAM FOODIE TOUR

THE ITINERARY

Day 1 Arrive Hanoi, Vietnam

Today arrive in Hanoi, Vietnam and be picked up and transferred to your hotel accommodation (flight not included).

Overnight: Kurekateso Hotel, Hanoi

Meals included: None

Day 2 Hanoi City Tour - Street Food Dinner

After breakfast this morning, depart on a tour of Hanoi, an atmospheric and energetic city that blends together the classic elegance of Paris and the cosmopolitan style of modern Vietnam.

The tour will begin at the Ho Chi Minh Mausoleum Complex, where you will visit the Presidential Palace, built by the French colonialists in the early 20th century as the residence of the Governor-General of French Indochina. Also see Ho Chi Minh's house-on-stilts and the One Pillar Pagoda.

Afterwards continue to the Temple of Literature, which was built in the 10th century under the Ly Dynasty and greatly influenced by Confucianism. Enjoy your first lunch at Cha Ca Restaurant and some of the classic local dishes of Hanoi.

After lunch, continue the tour with a visit to Hoa Lo Prison, which was used by the French colonists in French Indochina for political prisoners, and later by North Vietnam for U.S. prisoners of war during the Vietnam War. During this later period, it was known to American POWs as the Hanoi Hilton. Stop at Nguyen Huu Huan, which is called café street to enjoy egg-milk coffee and Hanoi bread.

Continue walking along Old Quarter streets, where you will experience the daily life of Hanoians at the bustling and noisy Dong Xuan Market, one of the biggest and oldest markets in Hanoi. Enjoy a Water Puppet Performance – the unique form of Vietnamese art derived from the wet rice civilization of

South East Asia. Dinner this evening will be combined local food such as Madam Hanh's Banh Cuon (steamed rice noodle rolls), grilled pork and Bun Thang (typical Hanoi noodle soup). After dinner transfer back to the hotel for an evening at leisure.

Overnight: Kurekateso Hotel, Hanoi

Meals included: Breakfast;Lunch;Dinner

Day 3 Hanoi - Halong Bay Overnight Cruise

Meet your tour guide early this morning and travel to Hoan Kiem Lake – the symbol of the Hanoi capital, where you can watch hundreds of Hanoians enjoy their morning Tai Chi and perhaps take part in the exercising. The next destination is a very famous restaurant where you will have a traditional breakfast like a local. Here you can enjoy the famous Vietnamese noodle soup "Pho Bat Dan".

Afterwards travel back to the hotel, check out and transfer to Halong Bay for an overnight cruise. The wondrous Halong Bay is truly one of Vietnam's most impressive scenic sights. This exciting cruise will provide you with a fantastic view of the picturesque scenery blending with the sky and some 3,000 limestone islands rising amazingly from the clear and emerald water. The limestone karst formations are dotted with beaches, grottoes and beautiful caves.

Overnight: Traditional Junk Boat, Garden Bay Cruises, Halong Bay

Meals included: Breakfast;Lunch;Dinner

Day 4 Halong Bay - Hanoi - Da Nang - Hoi An

Rise to the sound of lapping bay waters and take part in an optional Tai Chi lesson or just find a spot on the upper deck, where you can relax while taking in the breathtaking beauty



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of the rocky islands rising from the emerald water of the bay. Cruise back to the pier where you will be met and transferred back to Hanoi and to the airport for your onwards flight to Da Nang. Upon arrival into Da Nang, you will be met and transferred onwards to Hoi An.

Graceful, historic Hoi An is Vietnam's most atmospheric and delightful old town. 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.

Overnight: Rosemary Boutique Hotel, Hoi An

Meals included: Breakfast;Lunch

Day 5 Hoi An Cooking Class - Ancient Town City Tour - Street Food Dinner

After breakfast, ride a bicycle to Hoi An's colourful central market. Here you will have the opportunity to interact with the local sellers and learn about the ingredients that will be used in the cooking lesson later, so make sure your camera is handy. Bike onwards to Tra Que vegetable village where you can enjoy a nice refreshing welcome drink then walk through the vegetable gardens where local farmers work on their fields, using the traditional methods they have been using for hundreds of years, no electrical machinery here.

Continue onwards to a nearby restaurant. Here a local chef will help you learn the traditional ways of preparing and cooking Vietnamese food like Tra Que Vegetable Salad, Tam Huu (spring onion rolls), Banh Xeo (Vietnamese pancake) & Hoi An fresh spring rolls. Finish off with a delicious lunch of traditional dishes you have prepared yourself!

In the afternoon, enjoy a tour of Hoi An's ancient town. Visit a local family chapel built by prominent merchants and/or

official families as the centre of ancestor worship. Also visit a Chinese style Pagoda or Assembly Hall, also the Japanese Covered Bridge Pagoda. The bridge was the first bridge in Hoi An and was constructed in 1593 by the Japanese community of Hoi An to link the town with the Chinese Quarter across the stream. Also visit the Fukien Association Temple, Ceramic Museum and Chua Ong Temple.

This evening for dinner you will enjoy some street food in Hoi An's ancient town where you may try some typical dishes like chicken rice, Hoàn Thánh (Chinese inspired won ton), Bánh Vạc (white rose cake) and Bánh bèo (waterfern cake). Then transfer to the hotel where you may enjoy the remainder of the evening at leisure.

Please note: For passengers who are not comfortable on a bicycle, a complimentary vehicle transfer can be arranged for this day, so you may still take part in the included market visit and cooking class.

Overnight: Rosemary Boutique Hotel, Hoi An

Meals included: Breakfast;Lunch;Dinner

Day 6 Hoi An Free Day

Today is free at leisure for you to either relax or explore in this charming city.

Overnight: Rosemary Boutique Hotel, Hoi An

Meals included: Breakfast

Day 7 Hoi An - Hue - Hue Street Food Dinner

Today check out and travel onwards to Hue by the hillside road of Hai Van Pass, which is considered to have the world's most beautiful beaches at its two ends. On sunny days, there is a panoramic view of Da Nang, Son Tra Peninsula and Cu Lao Cham with long golden sand beaches embracing the sea bays. Upon arrival in Hue enjoy lunch at leisure (not included) then



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check into the hotel.

This afternoon at approx. 4:00pm you will be picked up at the hotel to enjoy a street food dinner such as Bun Bo Hue (beef vermicelli soup), Nem Lui (Hue minced meat lemongrass skewers) & Che Hem (sweet soup).

Overnight: Moonlight Hotel, Hue

Meals included: Breakfast;Dinner

Day 8 Hue - Ho Chi Minh City (Saigon)

This morning is free at leisure in Hue before transferring to the airport and taking an afternoon flight to Ho Chi Minh City (Saigon). Upon arrival, you will be met and transferred to the hotel for an evening at leisure.

Overnight: Golden Central Hotel, Ho Chi Minh City

Meals included: Breakfast

Day 9 Ho Chi Minh City - Ben Tre - Can Tho

This morning travel from Ho Chi Minh City to the Mekong Delta. Upon arrival in Ben Tre, you will enjoy a boat ride on the Mekong River to explore the highlights of the Delta. Enjoy a stop at a brickwork factory to see how bricks are made in the traditional method. Afterwards, visit a coconut processing workshop located alongside the river then stop and take a short walk to a family workshop run by women making sleep mats. Here you may enjoy some local fruits and tea and chat with local people to learn more about their rural life on the delta.

Afterwards, take a motor cart ride past rice fields and vegetable plains before stopping for lunch at a local restaurant in Ben Tre. In the afternoon, take a boat to Can Tho, where you will transfer to the hotel and spend the rest of the day at leisure. This evening, enjoy dinner at a local restaurant where

you will enjoy some typical local dishes that can be found in Can Tho such as (Banh Tam Bi (rice spaghetti with pork skin), Cai Rang Nem Nuong (Cai Rang grilled meat roll) and Banh Xeo (sizzling rice batter pancake). Finish the day back at the hotel where you may enjoy the remainder of the evening at leisure.

Overnight: Ninh Kieu 2 Hotel, Can Tho

Meals included: Breakfast;Lunch;Dinner

Day 10 Cai Rang Floating Market - Ho Chi Minh City

Your morning in Can Tho will begin with a gentle trip through the picturesque canals and waterways in a small boat. Take in the sultry scenery and daily activities of the small boat vendors of the Cai Rang Floating Market who live along these Mekong canals, as well as stopping at the spectacular floating market – the largest in the entire Mekong Delta.

Afterwards, cruise back to land and enjoy tropical fruits at the famous Ba Cong Orchard Garden House, which provides fruit to markets and wholesalers in the Mekong Delta. After enjoying lunch at a local restaurant, you will be transferred to the hotel in Ho Chi Minh City.

Overnight: Golden Central Hotel, Ho Chi Minh City

Meals included: Breakfast;Lunch

Day 11 Ho Chi Minh City Free Day

Today is free at leisure in Ho Chi Minh City, alternatively, you may take part in an optional tour (not included).

Optional Tour: Ho Chi Minh City Tour & Cu Chi Tunnels Tour - \$60 per person

This morning enjoy a half day city tour of Ho Chi Minh City. The trip starts with a visit to the Independence Palace, also



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known as the Reunification Palace, which was built on the sight of the former Norodom Palace. The Independence Palace is a widely known landmark of Ho Chi Minh City and was designed by the architect Ngo Viet Thu. Continue the tour with more visits to sites that showcase the beautiful structures from the French Colonial times such as the Notre Dame Cathedral & the historic Central Post Office, followed by the remarkable site of the War Remnants Museum. The museum has a vast display showcasing both the Indochina wars.

Enjoy lunch at a local restaurant then depart for the Cu Chi tunnels (approx. 1.5 hours). Upon arrival, you will enjoy a short introduction including an introductory video about how the tunnels were constructed and how the people survived the harsh conditions of the war time. Afterwards, you will spend time exploring the remaining tunnel systems which include the specially constructed living areas inclusive of kitchens, bedrooms side by side with other martial facilities like storage, weapons factories, field hospitals, and command centres. During this tour, marvel at the many hidden trap doors and dangerous traps within the maze-like tunnels for security purposes during the war. Afterwards, enjoy a special tea and cassava which was a popular food for the guerrilla fighters during the war. After this tour return to the hotel and enjoy the remainder of the day at leisure.

Optional tour Includes: Transportation by A/C vehicle, English speaking tour guide, entrance fees and lunch.

Overnight: Golden Central Hotel, Ho Chi Minh City

Meals included: Breakfast

Day 12 Depart Ho Chi Minh City

Today transfer to Ho Chi Minh City Airport for your return flight back to Australia (flight not included).

Meals included: Breakfast



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TOUR INCLUSIONS

HIGHLIGHTS

- Discover the best of Vietnamese culture and cuisine
- Visit Hanoi, Halong Bay, Hoi An, Hue, Ho Chi Minh City and more
- Discover Vietnam's ancient capital of Hanoi on a guided tour
- See the Ho Chi Minh Mausoleum Complex, Presidential Palace and more
- Enjoy a unique Water Puppet Performance
- Taste local Hanoi street dishes: Madam Hanh's Banh Cuon and Grilled Pork and Bun Thang
- Travel to Hoan Kiem Lake - the symbol of Hanoi
- Try the famous Vietnamese noodle soup - Pho Bat Dan
- Sail among the limestone islands of Halong Bay
- Cycle to Hoi An's colourful Central Market
- Take part in a cooking class at Tre Que Vegetable Village in Hoi An
- Learn traditional Vietnamese cooking techniques and recipes
- Sample Tra Que Vegetable Salad, Tam Huu, Banh Xeo and Hoi An Spring Rolls
- Experience Hoi An's ancient Old Town on a guided tour
- See the Japanese Covered Bridge Pagoda and more
- Taste local Hoi An street dishes: Hoàng Thánh, Bánh Vạc and Bánh bèo
- Enjoy a free day in the historic river city of Hoi An
- Travel the scenic hillside road of Hai Van Pass
- Taste local Hue street dishes: Bun Bo Hue, Nem Lui & Che Hem
- Learn about the rural way of life from locals of the Mekong Delta
- Try local Can Tho fare such as Banh Tam Bi, Cai Rang Nem Nuong and Banh Xeo
- Visit the largest floating market in the Mekong Delta, Cai Rang Floating Market
- Experience the buzz of Ho Chi Minh City on a day free at leisure
- Discover UNESCO World Heritage Sites

FLIGHTS

2 x internal flights (economy class): Hanoi to Da Nang, Hue to Ho Chi Minh City

CRUISE

1 night cruising beautiful Halong Bay
Sail aboard a traditional Vietnamese junk boat

ACCOMMODATION

10 nights premium 4-star hotel accommodation

DINING

Enjoy 22 meals including 3 street food tours

TOUR ESSENTIALS

English speaking local tour guides
Airline taxes and surcharges

TRANSPORT

Transportation by private A/C vehicle

TRANSFERS

Return airport 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.

Please note: this tour requires a minimum of 4 passengers to operate and departures are not guaranteed until this minimum number is met. Please refrain from booking travel arrangements such as flights prior to receiving a confirmation email that your departure date has hit minimum numbers and is now guaranteed. This confirmation email will be sent at least 60 days prior to the departure date, and if minimum numbers are not met a date change or refund will be offered.

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 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 \$450 applies.

Departure Dates

Please see the TripADeal website for current departure dates.

FLIGHTS

Domestic Airline(s) Used

Vietnam Airlines and Vietjet Air (subject to availability).

ACCOMMODATION

Accommodation Used

4 Star (self-rated)

- Hanoi: Kurekateso Hotel
- Hoi An: Rosemary Boutique Hotel
- Hue: Moonlight Hotel
- Ho Chi Minh City: Golden Central Hotel
- Can Tho: Ninh Kieu 2 Hotel

No Star Rating

- Halong Bay Cruise: Garden Bay Cruises

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.

Maximum Room Capacity

2 people.

Child Policy

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

- Valid for Children/infants 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

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

Adjoining / Interconnecting Rooms

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

GENERAL TOUR INFORMATION

Minimum group size 4, maximum group size 16 per vehicle.

Optional Tours / Activities

- Day 11: Ho Chi Minh City Tour & Cu Chi Tunnels Tour - \$60 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

IMPORTANT INFORMATION

where tours or transfer services are included, which will be collected whilst 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

Hanoi

Hanoi features a warm humid subtropical climate with plentiful precipitation. The city experiences the typical climate of northern

Vietnam, with 4 distinct seasons. Summer, from May until August, is characterised by hot and humid weather with abundant rainfall usually falling in the afternoons. September to October is Autumn, characterised by a decrease in temperature and precipitation. Winter, from November to January, is dry and cool by national standards. The city is usually cloudy and foggy in winter, averaging only 1.5 hours of sunshine per day in February and March.

Ho Chi Minh City

The city has a tropical climate, specifically a tropical wet and dry climate, with an average humidity of 78–82%. The year is divided into two distinct seasons. The rainy season, with an average rainfall of about 1,800 millimetres annually (about 150 rainy days per year falling primarily in the afternoons), usually begins in May and ends in late October. The dry season lasts from December to April. The average temperature is 28°C, with little variation throughout the year.

FLIGHTS

Passport Validity

Customers are required to provide valid passport details either at the time of purchase, or no later than 45 days prior to 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.

COACH TOUR

Meals

22 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 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

Land

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 this covers the guide/leader and the driver, which will be collected whilst on tour.

Sightseeing

Please note: In the event entrance to a site is affected by changes in operating hours or public holiday closures, your itinerary will be adjusted to ensure you do not miss out on the experience.

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

IMPORTANT INFORMATION

your Tour Guide/Leader.

Please refer to our Terms and Conditions in regards to shopping for further information.

VISAS

Vietnam

- From December 2017, 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.

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.