



# 5 STAR TREASURES OF THE NILE

CAIRO • PYRAMIDS OF GIZA • LUXOR • NILE RIVER

## THE OFFER

More beautiful than a desert mirage, with thousands of years of history and culture waiting to be uncovered, Egypt is a destination that will leave you speechless - then turn you into a storyteller. This 12 day bucket list tour and cruise package is a chance to discover the ancient and modern wonders of this vast country, from bustling Cairo to the beautiful Nile, and so much in between.

Experience the first of many 'pinch me' moments as you marvel at the pyramids and Sphinx of Giza; feel like an explorer in the Valley of the Kings, an archaeological wonder where many of the pharaohs of Egypt were buried; and see the impressive Mortuary Temple of Queen Hatshepsut rising from the desert. Explore Memphis, the ancient capital of Lower Egypt; cruise along the Nile River aboard a five-star river cruise; admire the intricate carvings of Karnak Temple and its avenue of sphinxes; travel to the temples of Philae and Kom Ombo. Witness local Egyptian life and enjoy a day at leisure exploring Egypt's enchanting and fast-paced capital city, Cairo.

This once-in-a-lifetime trip also includes return international flights, two internal flights, 5 star accommodation, 15 meals, and an English-speaking Egyptologist guide.



## 12 DAY TOUR & CRUISE PACKAGE | 5 STAR TREASURES OF THE NILE

### THE ITINERARY

#### Day 1 Australia/New Zealand - Cairo, Egypt

Today depart for Cairo, Egypt.

*Please note: due to flight scheduling and availability, some departures may occur on day 2 and arrive on day 2. Flight times and accommodation will be indicated on your final documentation which you will receive prior to departure.*

**Meals included: In-Flight**

#### Day 2 Welcome to Cairo

Upon arrival in Cairo, you will be met by a representative at the airport and transferred to the hotel.

**Overnight: Concorde el Salam or similar, Cairo**

**Meals included: None**

#### Day 3 Pyramids, Sphinx, Sakkara & Memphis (approx. 40km)

After breakfast, join your Egyptologist guide for a visit to the enigmatic Sphinx and Pyramids of Giza. At 500 feet high and 750 feet wide at its base, the Great Pyramid of Khufu (Cheops), the only survivor of the Seven Great Wonders of the ancient world, it is a breathtaking structure built from enormous stone blocks with a white limestone covering. Along with the smaller pyramids, the sight of these huge structures is unforgettable.

Next, visit the pyramid of Chephren. The best preserved of the three main Giza Pyramids, the top part still retains the original facing of smoothly-finished stone, giving an idea of how the pyramids would originally have appeared. Beside the pyramid of Chephren, you will see the Great Sphinx, carved out of a natural rocky outcrop. The lion's body stretches 45 metres. Afterwards continue to the pyramid of Mycerinus, the smallest of the three pyramids and partly dressed with pink granite slabs.

Following the tour of the pyramids, you will visit Memphis, one of the most important cities in Egypt. From the 3rd millennium BC, this 'City of the Dead' was the capital of ancient Egypt when King Menes unified upper and lower Egypt. Then continue visiting the Pyramids of king Zoser in Saqqara. It was the first real pyramid to be constructed in ancient Egypt; it is the most ancient surviving monument and the oldest stone building in history.

**Overnight: Concorde El Salam or similar, Cairo**

**Meals included: Breakfast**

#### Day 4 Egyptian Museum, Salah El Deen Citadel, Muhammad Ali Mosque & Old Cairo

This morning enjoy a guided tour of the famous Egyptian Museum in Cairo. It's the richest museum of Egyptian antiquities in the whole world, it contains pharaonic treasures from over 5,000 years ago. The building is rectangular with a large rotunda on the ground floor containing massive exhibits including colossal statues of Ramses II and the gold and alabaster trappings from the tomb of Tutankhamun.

Afterwards proceed to visit the massive medieval Salah El-din citadel, a medieval Islamic-era fortification in Cairo against the Crusaders. Explore this ancient fortress and marvel at its brilliant domed ceilings, suspended lights, and commanding views of Cairo. The citadel houses the Alabaster mosque of Muhammad Ali.

Afterwards, drive to Old Cairo and visit the Coptic Cairo, a part of Old Cairo which encompasses the Babylon Fortress, the Hanging Church, The Greek Church of St. George and many other Coptic churches and historical sites. It is believed in the Christian tradition that the Holy Family visited this area and stayed at the site of Saints Sergius Church (Abu Serga). Enjoy the evening free at leisure.



## 12 DAY TOUR & CRUISE PACKAGE | 5 STAR TREASURES OF THE NILE

### THE ITINERARY

**Overnight:** Concorde El Salam or similar, Cairo  
**Meals included:** Breakfast

#### Day 5 Cairo - Aswan - Begin 3 Night 5 Star Nile Cruise

This morning check out and be transferred to Cairo Airport for your domestic flight to Aswan. Upon arrival, enjoy a guided tour of the "Aswan High Dam", an embankment dam built across the Nile in Aswan, between 1960 and 1970.

Later visit the beautiful Temple of Philae, dedicated to the worship of the Goddess of Love, the Goddess Isis. Take a short motorboat ride to visit the majestic Philae Temple on Philae Island. Philae Island is a rocky island in the middle of the River Nile and the Temple was an ancient pilgrimage centre for the cult of Isis. This sacred site was revered from the Pharaonic era up to the Greek, Roman, and Byzantine periods.

Afterwards, transfer to the ship to begin the three night 5-star cruise along the beautiful Nile River. Lunch will be enjoyed onboard. In the afternoon (if weather permitting) enjoy a sailing cruise around Elephantine Island aboard a traditional wooden Felucca sailing boat. Once back on board, enjoy a traditional dinner.

**Overnight:** MS Blue Shadow ship or similar  
**Meals included:** Breakfast;Lunch;Dinner

#### Day 6 Abu Simbel - Kom Ombo

After breakfast relax on board or join an optional tour to Abu Simbel, the two famous massive rock temples on the western bank of Lake Nasser. Here, travellers may recognise the four colossus statues of Ramses guarding the Great Temple. This outstanding archaeological area contains monuments such as the Temples of Ramses II at Abu Simbel and the Sanctuary of Isis at Philae, which were saved from the rising waters of the Nile thanks to an international campaign launched by

UNESCO.

Once back onboard enjoy lunch while your ship sails to Kom Ombo. Visit the Temples of the Gods Sobek and Haroeris dedicated to both the crocodile god Sobek, and the falcon-headed god Horus. Back to the cruise, and sail to Edfu.

**Overnight:** MS Blue Shadow ship or similar  
**Meals included:** Breakfast;Lunch;Dinner

#### Day 7 Edfu - Luxor

After breakfast, join the tour guide for a visit to the extraordinary Temple of Horus at Edfu, travelling by horse carriage. The Temple of Horus was the 'home' and cultural centre of the falcon god Horus of Behdet (the ancient name for Edfu).

Return onboard sail pass by Esna city and sail to Luxor. Lunch on board. Transfer to East bank of Luxor to visit the amazing Abu Hagag Mosque, Luxor Temple and the biggest temple in the world Karnak Temple, dedicated to the worship of Almighty God of the New Empire "god Amun."

**Overnight:** MS Blue Shadow ship or similar  
**Meals included:** Breakfast;Lunch;Dinner

#### Day 8 Luxor

After breakfast disembark and be transferred to the West Bank of Luxor for touring the Valley of the Kings, known as the 'Gateway to the Afterlife'. The ancient Egyptians built impressive tombs for their pharaohs, of which the most famous can be found in the Valley of the Kings. Rising out of the desert plain in a series of terraces you will also see the Temple of Hatshepsut - often referred to as the Pharaoh Queen. On the way back to the river Nile, the road passes by the famed Colossi of Memnon, two massive stone statues of



## 12 DAY TOUR & CRUISE PACKAGE | 5 STAR TREASURES OF THE NILE

### THE ITINERARY

the Pharaoh Amenhotep III.

**Overnight: Hotel Sonesta Luxor or similar**  
**Meals included: Breakfast**

#### Day 9 Luxor - Denndera - Abydos (approx. 200km)

Today discover the ancient sites of Dendera complex to visit the Temple of Hathor, goddess of love and joy. The temple is located in Dendera which is situated at the north of Luxor. Afterwards visit the Great Temple of Abydos, one of the main historical sites in Abydos. It was a necropolis for Egypt's earliest kings and later became a pilgrimage centre for the worship of the god Osiris.

In the afternoon transfer to Luxor for your overnight.

**Overnight: Hotel Sonesta or similar, Luxor**  
**Meals included: Breakfast**

#### Day 10 Luxor - Cairo Free Day

After breakfast you will be transferred to Luxor airport for your flight back to Cairo.

At your arrival be transferred to your Hotel. Enjoy the remainder of the day a day at leisure in the Egyptian capital city set on the Nile River.

This mega city's constant buzz and noise is a product of its 22-or-so million inhabitants. Tap into the energy of the place Egyptians call Umm Ad Dunya – the Mother of the World.

**Overnight: Concorde El Salam or similar, Cairo**  
**Meals included: Breakfast**

#### Day 11 Cairo, Egypt - Australia/New Zealand

Today at the appropriate time be transferred to the airport for the return flight back to Australia or New Zealand.

*Please note: If your flight departs early, breakfast will be arranged for pick up from the hotel reception the night before.*

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

#### Day 12 Arrive in Australia/New Zealand

*Please note: some flights may arrive +1 day later.*



## 12 DAY TOUR & CRUISE PACKAGE | 5 STAR TREASURES OF THE NILE

### TOUR INCLUSIONS

#### HIGHLIGHTS

- Discover the ancient wonders of Egypt on tour
- Visit Cairo, Aswan, Kom Ombo, Luxor and more
- Marvel at the mighty Sphinx and Pyramids at Giza
- Explore Memphis, the capital of ancient Egypt
- Discover Sakkara and the first real pyramid to be constructed in ancient Egypt
- Visit the Valley of the Kings, one of Egypt's most important archaeological sites
- Explore the Museum of Egyptian Antiquities in Cairo, home to the Tutankhamun exhibit
- See the medieval Salah El-din citadel and fortress
- Visit the best of the Old Cairo on a guided tour
- Explore the beauty of the Nile on a river cruise
- See the Temple of Luxor on the East Bank of the Nile
- Admire the beauty of Karnak Temple and its avenue of sphinxes
- See Deir el-Bahari, the Temple of Queen Hatshepsut
- Marvel at the seated statues of the Colossi of Memnon
- Visit the extraordinary Temple of Horus
- Travel by horse and carriage to the Temple of Edfu
- Visit the Temple of Philae, dedicated to the Egyptian goddess Isis
- See the famous Aswan High Dam
- Sail down the Nile and around Elephantine Island aboard a traditional felucca boat
- Witness local rural Egyptian life as you cruise the Nile
- Visit the temples of Kom Ombo, dedicated to the gods Horus and Sobek
- Witness the Great Temple of Abydos
- Enjoy a free day in Cairo

#### FLIGHTS

- Return international flights (economy flights)
- Return internal flight in Egypt: Cairo to Aswan/Luxor to Cairo

#### CRUISE

- 3 night 5-star Nile Cruise aboard the MS Blue Shadow
- Admire the changing view in a Deluxe Outside Cabin

#### ACCOMMODATION

- 6 nights 5-star luxurious hotel accommodation on tour

#### DINING

- Enjoy 15 meals including all meals while cruising

#### TOUR ESSENTIALS

- English-speaking Egyptologist Tour Leader and Guide
- Airline taxes and surcharges
- Entrance fees as per itinerary
- One water bottle during sightseeing only

#### TRANSPORT

- Transportation by A/C vehicles

#### TRANSFERS

- Return airport and cruise port 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.

## 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 either a free date change (credit that is specific to your original package and purchase value) or 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: Date change credits are subject to availability and not guaranteed until confirmed by TripADeal, not the property you are due to stay with.*

*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 20th November 2023 .

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

## Single Traveller Supplement

For solo travellers, a mandatory single supplement of \$650 applies.

## Departure Dates

See checkout for live dates and availability.

## Departure Cities

Sydney, Melbourne, Brisbane, Adelaide, Perth or Auckland

## Departure City Surcharges

For pricing, please refer to the payment cart upon checkout.

## FLIGHTS

### Full Service Airline(s) Used

Qatar Airways or Emirates and 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 Cairo, Egypt

If available, please refer to the payment cart upon checkout.

*Please note:*

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

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

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

### Stay behind in Cairo, Egypt

If available, please refer to the payment cart upon checkout.

*Please note:*

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

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

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

### Stopover Packages

If available, please refer to the payment cart upon checkout.

*Please note:*

- A pre and post-tour stopover may be chosen; however, the stopover location must be the

same each way, due to the airline used.

- Stopover packages are subject to availability.

## Flight Class Upgrades

If available, please refer to the payment cart upon checkout.

*Please note:*

- A pre and post-tour stopover may be chosen; however, the stopover location must be the same each way, due to the airline used.

- Stopover packages are subject to availability.

## Domestic Flight info:

Baggage allowance: 1 x 23kg bag + 1 x carry-on bag 7kg

## CRUISES

### Cabins

All cabins are subject to availability; some cabins may have restricted views.

### About The Ship - MS Blue Shadow

Nile Cruisers sail between Aswan and Luxor, a distance of 220 kilometres, the vessel sails through the pages of history.

MS Blue Shadow is a brand new, 5-star luxury Nile Cruises.

They consist of 54 Deluxe Outside Cabins and 3 Suites. All are modernly designed with all facilities of international deluxe hotels.

Onboard you will enjoy a stylish interior with excellent facilities. Enjoy freshly prepared traditional cuisine in a relaxed atmosphere in the elegant restaurant. Guests can select from the varied buffets of seafood, local and international cuisine. Relax by the pool on the large sun deck or enjoy a drink by the bar. With well-appointed fully equipped cabins and suites and first class service from friendly staff, all make for a special cruising experience for guests.

### Cabin Facilities

Fully air-conditioned cabins (individually controlled)

Marine satellite TV reception closed circuit video

LCD Television in all cabins

Cabins are equipped with private W/C, shower and hair dryer

Sound System, safety box & Mini bar in all cabins

# IMPORTANT INFORMATION

## ACCOMMODATION

### Accommodation Used

#### 5 Star (self-rated)

- Cairo: Concorde El Salam or similar
- Luxor: Sonesta Hotel Luxor or similar

#### 5 Star (self-rated)

- Nile Cruise: MS Blue Shadow 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 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

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

Twin or Double bedding (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 16, maximum group size 26 per vehicle.

### Optional Tours / Activities

Day 6: Abu Simbel by bus \$110 per person (Includes coach, guide & entrance fees)

#### *Please note:*

*- 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.*

*- Shore excursions can be booked whilst onboard (subject to availability).*

## EXCLUSIONS

- Visa fees and requirements (A visa is a strict requirement if travelling on an Australian passport)

- Meals/beverages not stated in the itinerary (including any specialty restaurants onboard cruise)

- Gratuities/tipping are at the customer's discretion. The recommended tip is \$10 USD per person, per day for guide, ship crew, and drivers

- Optional activities/tours (including any 'onshore' excursions as part of cruise)

- 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

### February/March/May:

- February is usually the second-coldest month of the year with only slightly higher temperatures than January, but it is generally warm by day, with an average daytime maximum temperature of 22°C, while on average the temperature falls to 14°C at night.

- March, as Spring gets underway the temperatures rise, but the day-to-day weather is rarely excessively hot. The daytime temperature typically reaches a high of 25°C around mid-March, though the average is a degree or two higher than that towards the end of the month.

- In May, the tourist season is in full swing in Cairo and the weather is already very warm. The average temperature reaches a high of 32°C during the day and at night only dips to a low of around 18°C.

### June/July/August:

The hot summer weather intensifies further in June and July, with an average daytime maximum temperature of 37°C, and an average minimum temperature of 22°C. Temperatures rarely fluctuate by more than a few degrees either side of the long-term average. You can expect no rain during this month and there are 13 hours of sunlight each day on average.

### September/October:

Temperatures begin to cool off a little during September though the daily weather is still hot. The daytime temperature reaches an average maximum of 35°C, and the temperature falls to an average minimum between 26 and 27°C overnight. October is slightly cooler than preceding months but remains hot. The average temperature still

# IMPORTANT INFORMATION

reaches a high of 30°C during the day and dips no lower than 18°C at night.

## November/December:

From November onwards, Egypt offers hot and sunny days which stay very dry. The average daily temperature during this month in Cairo is 20°C. This can reach highs of 25°C or drop to lows of 14°C. The average daily temperature during December in Cairo is 15°C. This can reach highs of 20°C or drop to lows of 10°C.

## 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.

## 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.*

### 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 USD per person per day this covers the guide/leader, ship crew and the driver, which will be collected whilst on tour.

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

### Shopping: (International)

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

A tourist visa is a strict requirement when travelling to Egypt on an Australian passport. The tourist visas' are available for purchase upon arrival.

## 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.*

## TRAVEL INSURANCE

Travel Insurance for this package is mandatory.

Refer to <https://www.tripadeal.com.au/travel-insurance> for more information.

## 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

# IMPORTANT INFORMATION

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.