

11 DAY CULTURAL TOUR

LUXURY MYANMAR

\$3299

PER
PERSON
TWIN
SHARE

BAGAN • YANGON • INLE LAKE • MANDALAY • SANCTUARY ANANDA

THE OFFER

A golden land of gilded pagodas, ancient temples and Buddhist icons; the allure of Myanmar is undeniable. It's a new era for this extraordinary country - and 2021 is the perfect time to explore it. Be captivated by the traditions, the stunning landscapes, the modern cities and more on this 11 day luxury tour featuring the stunning Sanctuary Ananda cruise ship.

Your trip begins in Yangon, where you'll have time to take in all of the sights and sounds on a walking tour before visiting the antique heirlooms market and the 70-metre Reclining Buddha Pagoda. Breathe in the beauty of Inle Lake on a scenic boat cruise, witnessing the floating gardens and stilt monastery of Nga Phe Chaung. Enjoy a half day tour of Bagan, known for its impressive expanse of more than 2,000 pagodas, and then embark on a three night cruise aboard the five-star Sanctuary Ananda. This luxurious all-suite ship is a perfect combination of luxury and local culture. While cruising, witness impressive views of the Irrawaddy River, villages along its shores, and countless temples stretching to the horizon. Discover the city of Mandalay; enjoy a spectacular sunset at U Bein Bridge, meet locals at a Monastic school and learn the teachings of Buddhism - and more.

BAGAN DECK SUITE

\$3299

BAGAN DECK DELUXE SUITE

\$3599

MANDALAY DECK DELUXE SUITE

\$3899

**Trip
aDeal**
Est. 2011

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

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THE ITINERARY

Day 1 Australia – Yangon, Myanmar

Today depart from either Sydney, Melbourne, Brisbane, *Adelaide or Perth for Yangon, Myanmar. Fly with airlines such as Singapore Airlines, Vietnam Airlines, Emirates and Virgin Australia to name a few (subject to availability). Upon arrival be met by the tour guide and transferred to the hotel for the evening.

Please note: due to flight scheduling and availability, some departures may occur on day 0. Affected customers must be at the airport the night before. Flight times will be indicated on your final documentation which you will receive prior to departure.

Overnight: Jasmine Palace Hotel, Yangon

Meals included: In-Flight

Day 2 Yangon

This morning after breakfast enjoy a walking tour with the tour guide of the city's colonial downtown area. Although no longer the capital, Yangon is home to approximately four million people and remains the largest city in Myanmar. Discover the city's interesting mix of cultural influences along the leafy boulevards lined with impressive colonial buildings. Continue past beautiful pagodas and parks on the way to the river to see City Hall and the Customs House. The walking tour will end at the Strand Hotel, an iconic three-story Victorian structure built in 1901. Afterwards, continue to Bogyoke Aung San Market (also known as Scott Market). This lively and atmospheric market has everything from antique heirlooms to fresh fruits and vegetables and everything in between.

Next, visit the Reclining Buddha Pagoda, an open-sided pavilion housing a 70-meter (230-foot) Buddha statue in the

reclining position. Within the enclosure is a centre devoted to the study of Buddhist manuscripts and a collection of Buddha effigies in the Buddha Shrine Hall. Then continue to Shwedagon Pagoda, an architectural masterpiece said to be over 2,500 years old and, according to legend, enshrines eight hairs of Buddha. The stupa is plated with 8,688 solid gold slabs and is set with over 7,000 diamonds, rubies, sapphires and topaz stones with a large emerald as the centrepiece.

As the tour concludes, return to the hotel for the evening.

Overnight: Jasmine Palace Hotel, Yangon

Meals included: Breakfast

Day 3 Yangon - Heho - Inle Lake

Today after breakfast, transfer to Yangon Domestic Airport for the internal flight to Heho, the gateway to Inle Lake. From Heho, enjoy a scenic drive to Nyaung Shwe (approximately 1 hour) and visit paper parasol making and the wooden Shwe Yan Pyay Monastery which features beautiful carvings and a collection of Buddha images. In the afternoon, embark on a scenic boat ride that journeys from the south-west corner of the lake along a densely forested river to the small village of Indein. This remote village offers a fascinating glimpse of life in a rural community, where the villagers maintain a slow-paced and traditional way of life. The village is also home to the Shwe Indein Pagoda complex, an impressive collection of ancient and unrestored Shan-style stupas clustered together at the top of a hill.

Accompanied by your guide, make your way up the beautiful stairway lined with wooden columns and market stalls selling exotic trinkets. At the peak, explore the intriguing assortment of stupas and admire the stunning views of the lake and surrounding area.

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Overnight: Amata Garden Resort, Inle Lake

Meals included: Breakfast

Day 4 Inle Lake

After breakfast, embark on a tour to discover important landmarks and floating gardens of Inle Lake. Visit Phaung Daw Oo Pagoda, an important religious site in the Shan State. The pagoda enshrines five golden Buddha images from the Malay Peninsula which were carried to Myanmar by the 12th century King Alaungsithu. The images were deposited in a cave near the lake and not rediscovered until centuries later.

Then enjoy a scenic journey by boat to observe the unique methods of farming and fishing on the lake. The “floating gardens” of Inle Lake are created from bundles of water hyacinths which, over time, develop a soil layer from the silt in the water and can be used to grow various fruits and vegetables.

Next, visit Ngaphechaung Monastery. This elegant wooden monastery is built on stilts and contains an impressive collection of Buddha images in Shan, Tibetan, Bagan and Inwa styles on a highly ornate wood and mosaic pedestal. The stilted village of Inn Paw Khon is known for its ikat-style silk weaving, which can be observed at a local workshop. See how the artisans create beautiful and unique textiles using this traditional style of weaving.

Proceed to Nampan Village to see a blacksmith in a stilted shop above the lake. The blacksmiths shape and mold metals the old fashioned way - with a hammer and anvil. Afterwards, explore a cheroot factory that produces Burmese cigars. Next, head to a boat builder’s workshop where watercraft, which

are essential in this region, are produced by hand.

As the tour concludes, return to the hotel for the evening.

Overnight: Amata Garden Resort, Inle Lake

Meals included: Breakfast

Day 5 Inle Lake - Heho - Bagan

After breakfast, transfer by private vehicle with the tour guide to Heho Airport for the flight to Bagan.

Bagan was the 11th century capital of Myanmar and provides one of Asia’s most extraordinary travel experiences. The flat plains that stretch out across Bagan are dotted with the remains of over 2,000 pagodas, temples and stupas which once stood in splendor before the sword of Kublai Khan. An inspirational destination, Bagan is evocative of a bygone era – a living history for all to see.

Upon arrival, be met and transferred to the hotel where the rest of the day is at leisure to enjoy the hotel facilities.

Overnight: Amata Garden Resort, Bagan

Meals included: Breakfast

Day 6 Bagan – Begin 3 Night Sanctuary Ananda Cruise – Departs 12:30pm

After breakfast, be transferred to Sanctuary Ananda Cruise and begin a half day tour in Bagan. Visit a local village in the heart of the Bagan plain to see the way of life of the local people. Next, visit a lacquerware workshop which has been in production in Bagan since the time of King Anawrahta around 1050 AD and where traditional methods are still used in the workshop today.



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After lunch, visit the Kayminga pagoda complex to see the different architecture of the stupas first-hand. Afterwards, visit the Ananda Temple, regarded by folklore as one of the most beautiful temples in Myanmar.

Enjoy the sunset over the Bagan plains and admire the light change on the pagodas as they exude antiquity and mystery. Finally the sun sets behind the hills on the far side of the Irrawaddy River, filling the sky with a reddish glow, a truly magical moment.

A welcome briefing and champagne reception will be hosted in the Kansai Panorama Lounge before a candlelit sandbank dinner is served with the backdrop of the twinkling lights of Bagan.

Overnight: Sanctuary Ananda Cruise - Suite Bagan Deck

Meals included: Breakfast;Lunch;Dinner

Day 7 Bagan - Cruising

This morning after breakfast, there is an option for an early morning balloon tour over Bagan (Optional, Subject to Weather) - Rise early for an enchanting sunrise experience that takes guests up into the skies of Bagan in a hot air balloon. As the balloon floats higher and higher above the ground, the true magnitude of the "Golden Land" is revealed and witness impressive views of the Irrawaddy River along with countless pagodas and temples stretching far across the horizon. Ballooning is considered an essential Bagan experience as the vast landscape is best appreciated from above.

An alternative option is to visit the bustling local market of Nyaung U. This daily market is where the farmers meet to buy and sell a variety of goods, ranging from fruit and vegetables

to china and lacquerware. Next, head to the great golden Shwezigon Pagoda which is said to contain important relics of the Gautama Buddha, two bones and a copy of a tooth.

Return to the ship and start sailing upstream towards Sagaing during which a variety of on-board activities will be offered including a longyi (sarong) and thanaka (traditional cosmetic) demonstration, and a talk on Myanmar.

A delicious dinner in the Talifoo Restaurant will then follow.

Overnight: Sanctuary Ananda Cruise - Suite Bagan Deck

Meals included: Breakfast;Lunch;Dinner

Day 8 Mandalay - Cruising

Today after breakfast on board, enjoy a back of house tour and cooking class with the award-winning executive chef as the cruise continues along the Irrawaddy.

In the afternoon visit the pagoda sprinkled Sagaing Hill, an important religious and monastic centre, home to some 554 monasteries and 6,000 monks and nuns. Here, visit a Monastic school where there will be an opportunity to meet some of the residents and understand the teachings of Buddhism. Afterwards, take in the views from the top of the hill on the terraces of the Soon U Ponya Shin Pagoda which are truly breathtaking.

Visit the U Bein Bridge, a spectacular place to enjoy the sunset. After sunset, return to the Sanctuary Ananda.

Overnight: Sanctuary Ananda Cruise - Suite Bagan Deck

Meals included: Breakfast;Lunch;Dinner

Day 9 Mandalay - Yangon

Enjoy an early breakfast on the final morning before check-out

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at 9am. Disembark the ship and join a post tour to Mahamuni Pagoda, one of Myanmar's most religious monuments housing the revered Mahamuni Image. Lastly a visit to Kuthodaw Pagoda (Maha Lawka Marazein) built by King Mindon in 1857, in effect a copy of the Shwezigon Pagoda in Bagan.

After, be transferred to Mandalay International Airport in time for the internal flight to Yangon. Upon arrival, be transferred to the hotel and the rest of the day is at leisure to enjoy the hotel facilities.

Overnight: Jasmine Palace Hotel, Yangon

Meals included: Breakfast

Day 10 Yangon, Myanmar - Australia

Today, be transferred to Yangon airport for the departure flight back to Australia.

Meals included: Breakfast;In-Flight

Day 11 Arrive in Australia

Please note some flights may arrive +1 days.

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TOUR INCLUSIONS

HIGHLIGHTS

Explore the mixture of British colonial and modern architecture of Yangon

Visit the impressive gilded Buddhist pagodas

Enjoy a scenic boat ride at Inle Lake

Visit the local markets filled with antique heirlooms

Enjoy a scenic boat cruise on the Irrawaddy River

Explore Bagan on a half day tour

Visit a lacquerware workshop

See the impressive, unrestored Shan Style stupas, home to Shwe Indein Pagoda

Visit the Ananda Temple, regarded as one of the most beautiful temples in Myanmar

Explore the Ngaphechaung Monastery - the ornate wooden monastery built on stilts

Immerse yourself in the culture and surrounds of Bagan

Enjoy a cooking class with award-winning Executive Chef of The Sanctuary Ananda

FLIGHTS

Return international flights (economy class) from SYD/MEL/BNE/*ADL/PER

3 x internal flights (economy class): Yangon to Heho, Heho to Bagan and Mandalay to Yangon

CRUISE

3 night river cruise from Bagan to Mandalay

Sail aboard the 5-star Luxury Cruise 'The Sanctuary Ananda'

Complimentary Wi-Fi onboard

Complimentary coffee, tea, soft drink, juices, local beer and water

onboard cruise

Complimentary house wine during meal times

ACCOMMODATION

6 nights quality 4 star hotel accommodation

DINING

Enjoy 15 meals including daily breakfast

TOUR ESSENTIALS

English speaking tour guides

Airline Taxes and surcharges

TRANSPORT

Private 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.

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 28th August 2021.

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

Single Traveller Supplement

For solo travellers a mandatory single supplement applies.

Bagan Deck Suite: \$750

Bagan Deck Deluxe Suite: \$930

Mandalay Deck Deluxe Suite: \$1240

Departure Dates

Please see TripADeal website for current departure dates.

Departure Cities

Sydney, Melbourne, Perth, Brisbane and *Adelaide.

Interstate Surcharges

*Adelaide: \$50 per person

FLIGHTS

Full Service Airline(s) Used

Singapore Airlines, Malaysia Airlines, Thai Airways, Vietnam Airlines, Cathay Pacific, Qantas Airways, Emirates, Virgin Australia, Malindo Air, Korean Airlines, Japan Airlines, Bangkok Airways and 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 Yangon, Myanmar

\$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.
- Arrive Early NOT permitted during and including the following dates:

26 June 2021 - 18 July 2021

17 September 2021 - 11 October 2021

1 November 2021 - 7 November 2021

6 December 2021 - 30 January 2022

Stay behind in Yangon, Myanmar

\$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.
- Stay Behind NOT permitted during and including the following dates:

26 June 2021 - 18 July 2021

17 September 2021 - 11 October 2021

1 November 2021 - 7 November 2021

6 December 2021 - 30 January 2022

Stopover Packages

Not available.

Flight Class Upgrades

- Premium Economy: Not available.
- Business Class: *Starting from \$2999 per person

Please note:

- *Starting from quotes will be processed and returned for your consideration.
- All Premium Economy and Business Class upgrades are subject to availability (if we are not able to fulfill your business class request the upgrade cost will be refunded).
- On any upgrade purchase, short haul flights and domestic flight sectors are not guaranteed in a Premium or Business cabin; subject to aircraft configuration.

CRUISES

Cabins

Bagan Deck Suite

Bagan Deck Deluxe Suite

Mandalay Deck Deluxe Suite

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

ACCOMMODATION

Accommodation Used

5 Star (Self-rated)

Sanctuary Ananda Cruise

4 Star (Self-rated)

Bagan: Jasmine Palace Hotel

Inle Lake: Amata Gardens Resort

Bagan: Amata Garden Resort

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 (subject to availability).

Child Policy

- No child discounts. Full price applies for all



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- children travelling with their parents.
- Valid for Children/infants 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

Double or Twin bedding (subject to availability).

Adjoining / Interconnecting Rooms

Not available.

GENERAL TOUR INFORMATION

Minimum group size 2, maximum group size 10 per vehicle.

Optional Tours / Activities

Balloon ride over Bagan: \$470 AUD Per person.

Please note:

This tour operates only between October – March and is subject to change and is also subject to weather conditions on the day.

Please note: Guests over 125 kilograms will be requested to pay a surcharge of (1) additional ticket.

- Pregnant women and children below eight years of age are not permitted.
- Transfers from/to the hotel are provided by the ballooning company.
- Balloon ride over Bagan service is not available between April and September.

Please note:

- Prices are based on per person, are subject to availability, time permitting and weather conditions.
- The optional tour listed above must be purchased at checkout or over the phone prior to submitting your passenger information form (subject to availability).

EXCLUSIONS

- Visa fees and requirements (A visa will be granted upon arrival if travelling on an Australian passport)
- Meals/beverages not stated in the itinerary (including any specialty restaurants onboard cruise)

- Gratuities/tipping
- 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

Myanmar - Burma

Myanmar is a large country and temperatures can vary significantly. As a general rule, temperatures and humidity becomes lower at higher altitudes. Average temperatures of

29 degrees can be experienced year round. The cool season is between the months of November - February, the hot season is between March - May, wet season starts in June through to August, those travelling between these months will find the weather to be quite mild.

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 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.

Meals:

15 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



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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 USD (approx \$14 AUD) per person per day, this covers the guide/leader and the driver, which will be collected whilst on tour.

Tipping is customary in Myanmar, and while it is certainly up to the discretion of each client, it is recommended in order to guarantee the best level of service.

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 in Myanmar 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

Gratuities (tips) are not included in the tour price for the services of the cruise staff throughout the cruise component of this tour. The Sanctuary Ananda is an internationally registered company & operates to US & European standards, both of which have an economy driven by a gratuities culture. Gratuities are expected on your cruise and

will be charged to your onboard account at \$27 USD per person per day. If you believe you are not receiving the standard of service expected on your cruise, you may reduce or remove the gratuities charged to your onboard account at the cruise reception desk. Although expected by The Sanctuary Ananda they are a discretionary payment.

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 your Tour Guide/Leader.

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

VISAS

A visa will be granted upon arrival at the delegated border gates if travelling on an Australian Passport. The Visa cost is \$50 USD (Approx. \$75 AUD).

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.

INSURANCE

We are proud to offer a range of travel insurance products - please ask your Travel Consultant 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.

- 1st Change - \$100.00 per person + any additional charges applied by the airline/cruise company/accommodation/other travel provider.
- 2nd Change - \$150.00 per person + any additional charges applied by the airline/cruise company/accommodation/other travel provider.
- Subsequent changes - \$250.00 per person + any additional charges applied by the airline/cruise company/accommodation/other travel provider.
- Changes within 30 days of departure \$350.00 person + any additional charges applied by the airline/cruise company/accommodation/other travel provider.
- Changes within 14 days of departure \$500.00 per person + any additional charges applied by the airline/cruise company/accommodation/other travel provider.

Name Changes Due To Passenger Error

- If the incorrect name has been advised to TripADeal, charges of \$150.00 per person + 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



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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.

