

SPAIN, PORTUGAL & MOROCCO

BARCELONA • LISBON • MARRAKECH • TANGIER • SEVILLE • MADRID

THE OFFER

Let yourself be swept away by the sights, sounds and colours of Spain, Portugal and Morocco on this incredible 21-day trip. From the bustling cities of Barcelona and Madrid to the colourful mosques and magical bazaars of Casablanca and Marrakech, this bucket-list journey will showcase the best of all three countries.

Start with guided tours of Barcelona, Lisbon and Madrid; wander through the charismatic city of Seville; witness the stunning beauty of Alhambra Palace rising above Granada; and then travel by ferry to Tangier in Morocco. From here, experience the blue-washed town of Chefchaouen, along the Roman ruins of Volubilis, the Hassan II Mosque in Casablanca, and so much more of the world's most incredible sights.

Your trip includes return international flights, 18 nights 4 or 5-star hotel accommodation, 24 meals, English-speaking tour leader and guides, and more.

21 DAY HIGHLIGHTS PACKAGE

FROM

\$4999

PER PERSON TWIN SHARE



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THE ITINERARY

Day 1 Australia - Barcelona, Spain

Today depart from Sydney, Melbourne, *Brisbane, or *Perth for Barcelona, Spain. Fly with either Emirates, British Airways, Lufthansa or Austrian Airlines to name a few (subject to availability).

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

Meals included: In-Flight

Day 2 Welcome to Barcelona

Welcome to Barcelona! Be met on arrival and transferred to the hotel for the night.

Overnight: Maria del Mar Hotel, Lloret del Mar, Costa Brava Barcelona or similar

Meals included: None

Day 3 Barcelona City Tour

After breakfast, enjoy a half day guided tour of the city (approx. 4 hours). Travel through the infamous Gothic Quarters, Plaça de Catalunya, Paseo de Gracia and Las Ramblas, Barcelona's most famous street! Also, see Gaudi's inspirational Sagrada Família (entrance not included). Once the tour finishes enjoy the afternoon at leisure to relax or continue exploring on your own.

Overnight: Maria del Mar Hotel, Lloret del Mar, Costa Brava Barcelona or similar

Meals included: Breakfast

Day 4 Barcelona - Zaragoza - Madrid (approx. 600km)

After breakfast travel to Madrid. On the way stop at Zaragoza.

See historical monuments such as Basilica del Pilar, Cathedral of San Salvador, and Aljafería Palace (entrances not included). The city also has renewed infrastructures from the 2008 International Exposition: Water Tower, Bridge Pavilion and river Aquarium. Continue your journey to Madrid for the night.

Overnight: Hotel Praga, Madrid, Spain or similar

Meals included: Breakfast

Day 5 Madrid Half Day City Tour

Enjoy breakfast at the hotel before departing on a half day guided city tour. Take in sights such as Gran Vía, known as the 'Spanish Broadway' and the street that never sleeps; Plaza España; Puerta del Sol, Paseo de Castellana; Puerta Toledo and the Puerta de Alcalá. You will also see the Royal Palace (entrance not included); official residence of the Spanish Royal Family and the historic Cathedral de Almudena (entrance not included).

Overnight: Hotel Praga, Madrid, Spain or similar

Meals included: Breakfast

Day 6 Madrid - Badajoz (approx. 400km day)

Continue your Spanish journey as you travel to Badajoz, which is situated on the left bank of the river Guadiana, close to the Portuguese border. Enjoy the remainder of the day at leisure. Perhaps take a stroll around the historic quarter, which will reveal Arab walls, interesting monuments, and picturesque streets.

Overnight: Hotel Badajoz Centre, Badajoz or similar

Meals included: Breakfast

Day 7 Badajoz - Lisbon, Portugal (approx. 230km day)

After breakfast depart for Lisbon, the capital of Portugal.



21 DAY HIGHLIGHTS PACKAGE | SPAIN, PORTUGAL & MOROCCO

THE ITINERARY

Enjoy the rest of the day at leisure in this beautiful city, which embraces modern culture whilst maintaining its unique heritage and traditions.

Overnight: Hotel Olissippo Oriente, Lisbon, Portugal or similar

Meals included: Breakfast

Day 8 Lisbon Half Day City Tour

Today enjoy a half-day guided tour of Lisbon. Wander through the maze-like streets to reach the main attractions. See Lisbon's Cathedral and Casa dos Bicos, the old city's pastel-coloured buildings, Tagus Estuary and the Ponte 25 de Abril suspension bridge. Afterwards enjoy the remainder of the day at leisure.

Overnight: Hotel Olissippo, Lisbon, Portugal or similar

Meals included: Breakfast

Day 9 Lisbon - Faro - Seville (approx. 470km day)

Today continue to Faro, the capital of southern Portugal's Algarve region. The city's neoclassical Arco da Vila is on the site of a gate that was part of the original Moorish wall. The monumental archway leads to the old town, with its cobbled streets.

Nearby is Faro Cathedral, built in the 13th century. The Municipal Museum, in a 16th-century convent, displays prehistoric and medieval artifacts, plus religious art. Faro is a fascinating city, which combines an extensive history, interesting tourist attractions and an abundance of Portuguese charm. Continue your journey to the capital of southern Spain's Andalusia region, Seville. It's famous for flamenco dancing particularly in its Triana neighbourhood.

Overnight: Hotel TRH Alcora, Seville, Spain or similar

Meals included: Breakfast

Day 10 Seville

Join your tour leader for a morning walking orientation tour of the city and a walk through the imposing Plaza de Espana. See the gothic Cathedral and the Giralda Tower, a former minaret converted to a bell tower (entrances not included). The rest of the day is free at leisure or to further explore the city. Tonight you might like to experience a fiery flamenco show (not included).

Overnight: Hotel TRH Alcora, Seville, Spain or similar

Meals included: Breakfast

Day 11 Seville - Granada (approx. 250km day)

Today depart for Granada, at the foothills of the Sierra Nevada mountains. Granada is a jewel of Hispano-Islamic art featuring striking arches and Byzantine mosaics, a place where serene Islamic architecture and Arab-flavoured street life go hand in hand with monumental churches, old-school tapas bars and counter-culture graffiti art. Enjoy the remainder of the day at leisure.

Overnight: Gran Hotel Luna de Granada, Granada, Spain or similar

Meals included: Breakfast

Day 12 Granada Free Day

Today enjoy the day at leisure to explore on your own. You might like to visit the UNESCO World Heritage Alhambra Palace (not included). Guests who are interested in doing this day trip are advised to book tickets online well in advance in order to secure their place. Please note: this tour cannot be booked whilst on tour with the operator.

Overnight: Gran Hotel Luna de Granada, Granada, Spain or similar

Meals included: Breakfast



21 DAY HIGHLIGHTS PACKAGE | SPAIN, PORTUGAL & MOROCCO

THE ITINERARY

Day 13 Granada - Algeciras, Spain - Tangier, Morocco (approx. 260km day)

After breakfast, you will be transferred to the cruise port of Algeciras, where you will board the ferry to Tangier, Morocco (approx. 1hour). Tangier is a Moroccan port city on the Strait of Gibraltar, which has been a strategic gateway between Africa and Europe since Phoenician times. Upon arrival, you will enjoy a guided tour of the Medina.

Overnight: El Oumnia Puerto, Tangier, Morocco or similar
Meals included: Breakfast;Dinner

Day 14 Tangier - Chefchaouen - Volubilis - Meknes - Fez (approx. 390km day)

Drive today to Chefchaouen, a hidden gem and one of the most beautiful cities on the planet. Tour Chefchaouen, the blue-washed old town (medina) by foot along with your guide, who will share stories of Chefchaouen's history. Start your tour with the Kasbah Museum in the medina. The Kasbah of Chefchaouen belongs to the early 18th century, and was built by the legendary ruler Moulay Ismail. It is fairly simple in design without architectural surprises, however it is surrounded by gardens on the interior and exterior. Inside the Kasbah you can visit the ethnographic museum, which contains antique weapons, musical instruments and photographs of the old town.

After exploring the medina, drive to the ruins of the ancient Roman city of Volubilis. Next head to Meknes, an imperial city under the protection of UNESCO since 1996. Explore the Bab el Khemis and the Jewish neighbourhood of the Medina. Discover the remains of a huge loft of the 17th Century and the mausoleum of Moulay Ismail. In the late afternoon, continue to Fez. Tonight you will enjoy dinner at the hotel.

Overnight: Les Merinides, Fez, Morocco or similar

Meals included: Breakfast;Dinner

Day 15 Fez Full Day Sightseeing Tour

Today enjoy a sightseeing tour of Fez. See Islamic Architecture, UNESCO World Heritage Sites, historic monuments and Jewish Heritage (Synagogue and Mellah). Begin the day in the oldest working medina in the world that many refer to as a living museum. Visit the 14th Century Palace Gates of the King. The Royal Palace in Fez is one of the oldest (14th Century) and largest in Morocco.

Next visit the Jewish Mellah. Witness the dyers souk of silk, wool and cotton. Cross the carpentry area and enter Attarine Street, filled with scents of spices and oils. Visit the tanneries and the Bou Inania Madrasa. The Bou Inania Madrasa was founded in 1351-56 by Abu Inan Faris, who also founded the Bou Inania Madrasa in Meknes.

Enjoy this evening at leisure or take the opportunity to join an optional dinner (not included). The dinner will be in a local family house in the heart of the medina of Fez - an opportunity to discover Moroccan cuisine, the lifestyle and learn about local traditions.

Overnight: Les Merinides, Fez, Morocco or similar
Meals included: Breakfast;Dinner

Day 16 Fez - Rabat (approx. 207km day)

This morning depart for Rabat. Upon arrival enjoy a guided tour of the main monuments of the medina. Visit the Royal Palace (Mechouar), the Kasbah des Oudayas, the Mausoleum of Mohammed V, and Hassan Tower (entrances included).

Overnight: Onomo Hotel, Rabat, Morocco or similar
Meals included: Breakfast;Dinner



21 DAY HIGHLIGHTS PACKAGE | SPAIN, PORTUGAL & MOROCCO

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Day 17 Rabat - Marrakech (approx. 320km day)

Following breakfast, travel to Marrakech. Enjoy the rest of the day at leisure to discover the Medina or visit the vibrant Jemaa El Fna, the famous square and market place.

Overnight: Hotel Essadi, Marrakech Morocco or similar
Meals included: Breakfast;Dinner

Day 18 Marrakech Morning Guided Tour

This morning after breakfast enjoy a guided tour to discover the spectacular sights of Marrakech. The city guide will take you to see the Bahia Palace, the 16th century Saadian tombs, and the Dar Si Said Museum (entrance not included). Next enjoy some free time to visit the largest mosque in Marrakech, Koutoubia, or perhaps venture through the old streets of the medina to the Koranic School and the Museum of Marrakech. This evening enjoy a traditional dinner at a restaurant.

Overnight: Hotel Essadi, Marrakech, Morocco or similar
Meals included: Breakfast;Dinner

Day 19 Marrakech - Casablanca (approx. 240km day)

Today depart Marrakech and journey on to the iconic city of Casablanca. The economic and financial capital, and the second largest port city in Morocco, Casablanca is endowed with a special charm. See the Hassan II Mosque, an important religious and cultural site built on the sea and dominated by its 210m high minaret (entrance not included). Enjoy the evening free at leisure.

Overnight: Hotel Odysee Center , Casablanca, Morocco or similar
Meals included: Breakfast

Day 20 Casablanca, Morocco - Australia

At the appropriate time you will be transferred to Casablanca

Airport for your return flight back to Australia. 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 21 Arrive in Australia

Please note, some flights may arrive in Australia +1 day later.



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TOUR INCLUSIONS

HIGHLIGHTS

- Discover the vibrant city of Barcelona on a guided city tour
- See the historical city of Zaragoza
- Explore the grand capital of Madrid on tour
- Admire the picturesque streets and porches of Badajoz
- Fall in love with the history & culture of Lisbon
- See Faro in southern Portugal's Algarve region
- Enjoy a walking tour of charismatic Seville
- Explore the Moorish city of Granada at leisure
- Travel by ferry from Spain to Morocco
- Explore Tangier's medina on a guided tour
- See the beautiful blue-washed town of Chefchaouen
- Visit the Roman ruins at Volubilis
- Discover the Ismaili capital of Meknès
- Enjoy a guided tour in the medieval medina of Fez
- Discover the Royal Palace, Hassan Tower on a guided tour of Rabat
- Enjoy a city tour of Marrakech and stroll through its wondrous souks
- See the Hassan II Mosque in Casablanca

FLIGHTS

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

ACCOMMODATION

18 nights 4/5* hotel accommodation

DINING

Enjoy 24 meals including daily breakfast

TOUR ESSENTIALS

- English speaking tour leader and guides
- Airline taxes and surcharges
- All parking and check point charges

TRANSPORT

- Transportation by A/C private vehicles
- Ferry from Spain to Morocco

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.

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 30th of November 2022.

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

Single Traveller Supplement

For solo travellers a mandatory single supplement of \$1650 applies.

Departure Dates

Please see the TripADeal website for current departure dates.

Surcharges

*Please note: dates/months with a * incur a flight high season surcharge of \$200 per person.*

Departure Cities

Sydney, Melbourne, *Brisbane or *Perth

Departure City Surcharges

*Brisbane or *Perth: \$100 per person

FLIGHTS

Full Service Airline(s) Used

Etihad Airways, Emirates, Qatar Airways, Singapore Airlines, Qantas Airways, Lufthansa, Swiss Airways, Austrian Airlines, Finnair, Cathay Pacific, Air France, KLM, Oman Air, British Airways, Thai Airways, Korean Airlines, Malaysia Airlines, Turkish Airlines, Royal Brunei, and airline 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 Barcelona, Spain

\$200 per person, subject to availability

Please note:

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

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

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

- Blackout dates

* 30 March 2022 - 28 April 2022

* 16 June 2022 - 31 July 2022

* 21 August 2022 - 3 September 2022

* 15 September 2022 - 15 October 2022

Stay behind in Casablanca, Morocco

\$200 per person, subject to availability

Please note:

- This fee does not include extra nights

accommodation, meals or airport transfers.

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

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

- Blackout dates

* 30 March 2022 - 28 April 2022

* 16 June 2022 - 31 July 2022

* 21 August 2022 - 3 September 2022

* 15 September 2022 - 15 October 2022

Stopover Packages

Twin share: \$500 per person/one way

Solo Traveller: \$700 one way

Locations:

* Dubai

Includes:

- 2 Nights in 4 star accommodation

- Daily breakfast

- Return airport transfers

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.

- Blackout dates

* Abu Dhabi Grand Prix - 8 Nov 2022 - 21 Nov 2022

* 30 March 2022 - 28 April 2022

* 16 June 2022 - 31 July 2022

* 21 August 2022 - 3 September 2022

* 15 September 2022 - 15 October 2022

Flight Class Upgrades

- Premium Economy: Not Available

- Business Class (International Sectors Only): Buy now for \$5599 per person

Please note:

- 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

IMPORTANT INFORMATION

Premium or Business cabin; subject to aircraft configuration.

- If Abu Dhabi, Dubai or Doha stopovers are offered, Premium Economy upgrades will not be available

ACCOMMODATION

Accommodation Used

4 - 5 Star (self-rated)

- Barcelona area: Hotel Maria del Mar, Lloret del Mar, Costa Brava or similar
- Madrid, Spain: Hotel Praga or similar
- Badajoz, Spain: Hotel Badajoz Centre or similar
- Lisbon, Portugal: Olissippo Hotel or similar
- Seville, Spain: Hotel TRH Alcora or similar
- Granada, Spain: Sercotel Gran Hotel Luna de Granada or similar
- Tangier, Morocco: El Oumnia Puerto or similar
- Fez, Morocco: Les Merinides or similar
- Rabat, Morocco: Onomo Hotel or similar
- Marrakech, Morocco: Hotel Essadi or similar
- Casablanca, Morocco: Hotel Odysee Center 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

- Barcelona (Pre Tour): \$255 per room
- Casablanca (Post Tour): \$250 per room

Please note: extra nights are based on room only and subject to availability until the time of booking. Airport transfers are not included if you wish to arrive early or stay behind.

Maximum Room Capacity

2 people (subject to availability).

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

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 20, maximum group size 24 per vehicle.

EXCLUSIONS

- Visa fees and requirements (A tourist visa is not required for Europe and Morocco if travelling on an Australian passport)
- Meals/beverages not stated in the itinerary
- Recommended gratuities/tipping:
 - * Spain/Portugal: €5 per person, per day
 - * Morocco: \$5 USD per person, per day
- Optional activities/tours
- Personal expenses
- City Tax:
 - * Barcelona Area. approx. €2 per person / night
 - * Lisbon approx. €2 per person / night
 - * 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

Portugal is classified as a warm temperate forest climate, with wet winters, dry summers and the warmest month above 22°C on average. The best time to visit Portugal is spring (March to June) when dazzling flowers carpet hillsides and the almond blossom lights up the countryside – or early autumn, (September to November) when the weather is warm but not too hot and the summer crowds have thinned out.

In Spain, August is the hottest month with an average temperature of 24°C with the most daily sunshine hours. Spain enjoys a warm Spring and Autumn.

Morocco's climate is moderate and subtropical, cooled by breezes off the Atlantic and Mediterranean. In the interior the temperatures are more extreme, winters can be fairly cold and the summers very hot. The country is at its most beautiful in spring when the landscape is green and lush, making for spectacular mountain hiking. Morocco is also lovely in Autumn (September to November) and Spring (March to June) when temperatures are very pleasant.

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.

IMPORTANT INFORMATION

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.

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:

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 in Spain and Portugal is €5 per person, per day. The recommended tip in

Morocco is \$5 USD per person, per day. This covers the guide/leader 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 a similar activity will be offered in its place (subject to availability).

Shopping:

Shopping overseas can be a daunting and confusing experience, especially when there is a language barrier. Please be very cautious when foreign currencies and prices are involved. If paying by credit card, please pay close attention to the amount you are being charged and keep all of your receipts.

Do not make any purchases you are not comfortable with or feel pressured into. If you are uncertain or need assistance with the language barrier, please seek assistance from your Tour Guide/Leader.

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

VISAS

A tourist visa for Europe and Morocco is not required if travelling on an Australian passport.

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, 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.