

16 DAY FLY, TOUR & CRUISE

ITALY, CROATIA & GREEK ISLANDS

\$4999

PER
PERSON
TWIN
SHARE

VENICE • SANTORINI • DUBROVNIK • ROME • MYKONOS • SPLIT

THE OFFER

If you ever need a reminder of how beautiful the world can be, look no further than Italy, Croatia and the Greek Islands. Three awe-inspiring destinations blessed with dramatic coastlines, picturesque islands, grand cities and plenty of opportunities to just sit back, relax and soak in the view.

On this 16 day fly, tour and cruise package, you have a chance to do just that - plus a whole lot more. Marvel at the iconic Colosseum, Palatine Hill and Arch of Constantine in Rome; and journey through the sun-kissed landscape of Tuscany, stopping to visit the Renaissance city of Florence. Admire the gorgeous bays and cliffside houses of the Cinque Terre, stroll the romantic canals of Venice, and then embark on a seven-night Mediterranean cruise aboard the fabulous MSC Opera ship. Be enchanted by the dramatic coastline of Croatia; gaze upon the white-washed houses of Santorini and Mykonos in the Greek Islands; soak up the buzzing and lively spirit of Split; discover the living history housed within the medieval walls of Dubrovnik; explore the vibrant port city of Ancona and much more! This incredible package includes also return flights, six nights staying in quality hotel accommodation on tour, and a seven night 4-star MSC cruise.

INSIDE CABIN

\$4999

FANTASTICA OCEAN VIEW

\$5599

FANTASTICA BALCONY

\$5999

**Trip
a Deal**
Est. 2011

Offer available for a limited time or until sold out. TRIPA DEAL (NZ) LIMITED: 6844434

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THE ITINERARY

Day 1 New Zealand - Rome, Italy

Today, depart from either Auckland, *Wellington or *Christchurch for Rome, Italy! Fly with airlines such as Etihad Airways, Emirates, Qatar Airways, Lufthansa, Swiss Airways, Austrian Airlines, Singapore Airlines, Air France, KLM, Finnair, Cathay Pacific, to name a few (subject to availability).

Please note: Due to flight scheduling and availability, some customers may be required to depart on day 2, to arrive on day 2. Flight times will be indicated on your final documentation, which you will receive 4-6 weeks prior to departure.

Meals included: In-Flight

Day 2 Welcome to Rome

Upon arrival in Rome, be met by a representative and transferred to the hotel.

Please note: Some customers may arrive early in the morning, and check-in will not be available until 2pm. Affected customers may make use of the hotel common areas and luggage storage so they may either relax or explore the city at leisure until check-in.

Overnight Rome: Grand Hotel Fleming or similar, Rome

Meals included: None

Day 3 Rome City Tour

This morning after breakfast, enjoy a half-day tour of Ancient Rome with a local guide (approx. 3 hours). See some of Rome's most iconic sights, visit the Piazza Venezia (central hub of Rome), the Campidoglio and the Via dei Fori Imperiali, a road that runs in a straight line from the Piazza Venezia to the Roman Forum.

See the great former centre of political, commercial and legal

life of Ancient Rome and famous arena of gladiators; the Colosseum (exterior). Continue to the Arch of Constantine, a monument dedicated to Emperor Constantine in 315AD by the Senate and the people of Rome. You will also see Palatine Hill, where former emperors and ancient influencers once lived and the exterior of the gigantic Circus Maximus, an ancient chariot-racing stadium and mass entertainment venue.

This afternoon, enjoy time at leisure in the eternal city of Rome.

Please note: If you have your sights set on visiting the famous Colosseum or Vatican Museum during your free time, we strongly advise pre-purchasing tickets online to avoid excessive queue times.

Overnight: Grand Hotel Fleming or similar, Rome

Meals included: Breakfast

Day 4 Rome - Florence - La Spezia (approx. 420km)

After breakfast depart for Florence, home to a wealth of renaissance art and architecture. Upon arrival, enjoy a walking tour of the city with the tour leader. See the Piazza Santa Croce, the beautiful Piazza Signoria, the Palazzo (town hall) and Ponte Vecchio (segmental arch bridge over the Arno River). You will also see the magnificent Piazza del Duomo and its iconic cathedral (entrance not included). Afterwards, enjoy some free time for lunch (not included) before heading onwards to La Spezia, one of Italy's most picturesque port cities. Upon arrival, check into the hotel and take the remainder of the day at leisure.

Overnight: Hotel NH La Spezia or similar, La Spezia

Meals included: Breakfast

Day 5 La Spezia - Cinque Terre

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THE ITINERARY

After breakfast, take a boat to the iconic Cinque Terre. Cinque Terre is a string of centuries-old seaside villages situated on the rugged Italian Riviera. Enjoy a half-day boat tour with your tour leader to discover the beautiful villages of Monterosso, Vernazza, Rio Maggiore, Manarola and Corniglia (3 stops included). Take in the unique atmosphere of colourful houses and vineyards that cling to steep terraces, nestled within sleek harbours filled with fishing boats and "trattorie" (Italian restaurant). The area is renowned for its seafood specialties along with the Liguria region's famous sauce, pesto.

Enjoy this afternoon at leisure in La Spezia.

Overnight: Hotel NH La Spezia or similar, La Spezia

Meals included: Breakfast

Day 6 La Spezia - Venice (approx. 350km)

After breakfast at the hotel, depart for Venice. Relax and enjoy the scenic landscapes as you travel across mainland Italy.

Upon arrival, check into the hotel and spend the remainder of the day at leisure.

Overnight: Sport Hotel All'Ancora, or similar, Venice Area

Meals included: Breakfast

Day 7 Venice Full Day

This morning, enjoy a full day in Venice. You will be transferred to Tronchetto Pier where you will board a water bus to the city centre. Take the time to admire the beautiful buildings and architecture as you cruise the waters of Venice. Upon arrival, begin your walking tour with your tour-leader. See the iconic St Mark's Square, one of the most beautiful squares in the world and the hub of Venetian life. Surrounding the square, you will see the famous St Mark's Basilica, the Doge's Palace,

and the Bell Tower (entrances not included). The church (St Mark's Basilica) was built to house the body of St. Mark, transported from Alexandria in 828AD. Inside the Basilica, you can admire glittering Byzantine Mosaics. Continue onwards to Rialto Bridge, one of the oldest and most beautiful canal bridges in Venice.

Overnight: Sport Hotel All'Ancora or similar, Venice Area

Meals included: Breakfast

Day 8 Begin 7 Night MSC Italy, Croatia & Greek Islands Cruise – Departs at 8pm

After breakfast, enjoy a morning at leisure before being transferred to Venice cruise port for embarkation. The cruise departs this evening at 8pm.

Overnight: MSC Cruises - 'MSC Opera' ship

Meals included: Breakfast;Dinner

Day 9 Split, Croatia – 12pm - 7pm

Croatia's second-largest city, Split provides an insight into Dalmatian life, how it's really lived. Always buzzing, this exuberant city has a bountiful mixture of tradition and modernity. The antiquity of Split harbour is testified by the presence of the UNESCO listed Diocletian's Palace built by Emperor Diocletian 295 BC. Split's harbour is undoubtedly one of the most beautiful, but also one of the oldest in the Adriatic: it is over 1,700 years old, and is surrounded by an extraordinary historical heritage. You can easily reach the nearby islands from here.

Overnight: MSC Cruises - 'MSC Opera' ship

Meals included: Breakfast;Lunch;Dinner

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THE ITINERARY

Day 10 At Sea

Overnight: MSC Cruises - 'MSC Opera' ship

Meals included: Breakfast;Lunch;Dinner

Day 11 Santorini, Greece – 8am - 3pm - Mykonos, Greece – 8pm - 4am

Whitewashed villages clinging to the rugged sea cliffs have made the volcanic island of Santorini one of the most widely photographed places in the world. The island's charm and subtle mystery have even made it a target of speculation as to the location of the lost city of Atlantis. After exploring Santorini, depart for Mykonos tonight. Mykonos is the most glamorous of the Greek Isles - well known for its cosmopolitan atmosphere, beautiful beaches and incredible nightlife. The old town has many tantalising dining options to choose from.

Overnight: MSC Cruises - 'MSC Opera' ship

Meals included: Breakfast;Lunch;Dinner

Day 12 Mykonos, Greece – Depart at 4am - At Sea

Overnight: MSC Cruises - 'MSC Opera' ship

Meals included: Breakfast;Lunch;Dinner

Day 13 Dubrovnik, Croatia – 2pm - 8pm

The walled enclave of Dubrovnik is one of Croatia's most popular cruise destinations, and it's easy to see why. Grand architecture, narrow laneways to explore, and colourful cafes and bars to while away the hours... all framed by the shimmering waters of the Adriatic Sea. It's truly magical.

Overnight: MSC Cruises - 'MSC Opera' ship

Meals included: Breakfast;Lunch;Dinner

Day 14 Ancona, Italy – 9am - 4pm

Ancona is an intriguing port city just steps away from the Mediterranean Sea, a grand place to set out and explore on foot. Ancona's large, three-storey Archaeological Museum in the old quarter is a great place to while away an hour or two - it's wacky, moulded ceilings vaulting over a collection of rare finds from red and black-figure Greek kraters (mixing vessels) to a stunning Celtic crown.

Overnight: MSC Cruises - 'MSC Opera' ship

Meals included: Breakfast;Lunch;Dinner

Day 15 Venice, Italy – Arrive at 7:30am - New Zealand

Today, return back to the port of Venice. Once you have disembarked, make your own way to the airport for the return flight to New Zealand.

Meals included: Breakfast;In-Flight

Day 16 Arrive in New Zealand

Please note: some flights may arrive in New Zealand +1 day later.

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TOUR INCLUSIONS

HIGHLIGHTS

Explore the grand cities of Rome, Florence, Venice and more

Cruise to Santorini, Mykonos, Split, Dubrovnik and Ancona

See the Italian port city of La Spezia

Admire the stunning Cinque Terre coastline on a boat tour

Journey through the sun-kissed Tuscan landscape

Discover a wealth of renaissance art and architecture in Florence

Unlock the secrets of Rome on a guided tour

See the Colosseum, Roman Forum and more

Wander through the romantic streets of Venice

Experience the mythical Greek Islands

Step back in time in historic Dubrovnik

Dock in Split the pearl of the Adriatic Sea

Discover the whitewashed beauty of Santorini

Feel like a movie star in vibrant Mykonos

Experience the old quarter of Ancona

FLIGHTS

Return international flights (economy class) ex AKL/*WLG/*CHC

CRUISE

7 night MSC cruise through the Mediterranean

Sail aboard the spectacular 4-star 'MSC Opera' ship

Ocean View and Balcony Cabins receive MSC's 'Fantastica' cabin experience

ACCOMMODATION

6 nights quality 4-star hotel accommodation on tour

DINING

Enjoy 26 meals including all meals while cruising

TOUR ESSENTIALS

Parking and check point fees

Audio earphones for hearing guides (guided tours only)

English-speaking tour leader and guides

Airline and cruise taxes and surcharges

TRANSPORT

Transportation by private A/C vehicles

Water bus to Venice city centre

TRANSFERS

Transfer: Rome airport to hotel (day 2)

Transfer: Venice hotel to cruise port (day 6)

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 NZD (unless otherwise stated).

OFFER ESSENTIALS

Travel offer is valid for travel on selected dates until the 1st of October 2021.

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

Single Traveller Supplement

For solo travellers a mandatory single supplement applies:

- Interior Cabin: \$1800
- Ocean View Cabin: \$2150
- Balcony Cabin: \$2600

Departure Dates (2021)

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.
- Dates/months with a ^ incur a cruise high season surcharge of \$200 per person.

Departure Cities

Auckland, *Christchurch or *Wellington

Departure City Surcharges

*Christchurch or *Wellington: \$100 per person.

FLIGHTS

Full Service Airline(s) Used

Etihad Airways, Emirates, Qatar Airways, Singapore Airlines, Lufthansa, Swiss Airways, Austrian Airlines, Finnair, Cathay Pacific, Air France, KLM, Oman Air, British Airways, Scandinavian Airlines, Virgin Australia, Thai Airways, Virgin Atlantic, Korean Airlines, Malaysia Airlines, Turkish Airlines, Royal Brunei, Garuda Indonesia, Vietnam Airlines 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 Rome

\$220 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

* 1 April 2021 - 25 April 2021

* 20 June 2021 - 22 July 2021

* 30 July 2021 - 06 August 2021

* 24 August 2021 - 04 September 2021

* 17 September 2021 - 11 October 2021

* 6 December 2021 - 30 January 2022

Stay behind in Venice, Italy

\$220 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

* 1 April 2021 - 25 April 2021

* 20 June 2021 - 22 July 2021

* 30 July 2021 - 06 August 2021

* 24 August 2021 - 04 September 2021

* 17 September 2021 - 11 October 2021

* 6 December 2021 - 30 January 2022

Stopover Packages

Twin share: \$550 per person/one way

Solo Traveller: \$800 one way

Locations:

* Doha

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



IMPORTANT INFORMATION

* 30 March 2021 - 28 April 2021

* 20 June 2021 - 22 July 2021

* 14 August 2021 - 30 August 2021

* 30 September 2021 - 17 September 2021

* 6 December 2021 - 30 January 2022

Flight Class Upgrades

- Premium Economy: Not Available
- Business Class (International Sectors Only): *Starting from \$5499 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, Trans-Tasman, and domestic flight sectors are not guaranteed in a Premium or Business cabin; subject to aircraft configuration.

CRUISES

Cabins

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

Cabin Experience

Fantastica (Oceanview & Balcony Cabins only)

- Cabins on the upper decks and in the most convenient positions on the ship.
- Wide variety of superb, freshly prepared cuisine.
- Classic dining style with priority in choice of dinner sitting. Seating preference is subject to availability and reconfirmation on board.
- Gourmet buffet with over 13 different areas, open 20 hours a day.
- Broadway-style theatre shows.

- Swimming pool, scenic gym and open-air sports facilities.

- Packed program of daily activities.
- Turndown service to prepare your bed each night.
- Cabin service 24 hours a day.

ACCOMMODATION

Accommodation Used

4 Star (self-rated)

- Rome: Grand Hotel Fleming or similar
- La Spezia: Hotel NH La Spezia or similar
- Venice Area: Sport Hotel All'ancora or similar

4 Star (self-rated)

- Cruise: MSC Cruises: 'MSC Opera' Ship

Please note: 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

- Rome (Pre Tour): \$200 per room including breakfast.
- Venice (Post Tour): Not Available.

Please note: extra nights are 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 / 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 30 per vehicle.

Optional Tours / Activities

- Some tours require minimum numbers to operate.
- Shore excursions can be booked/reserved directly with the cruise line prior to travel (subject to availability)
- Shore excursions can also be booked whilst onboard (subject to availability).

EXCLUSIONS

- Visa fees and requirements (A tourist visa is not required for Europe for stays up to 90 days if travelling on a New Zealand Passport)
- Meals/beverages not stated in the itinerary (including any specialty restaurants onboard cruise)
- Gratuities/tipping
- Recommended land: €5 Euro per person/day payable on tour
- Recommended cruise: €10 Euro per person, per day, payable onboard at the end of the cruise.
- Optional activities/tours (including any 'onshore' excursions as part of cruise)
- Personal expenses
- Post cruise transfer (day 15)
- Travel insurance (Mandatory)

Please note: A comprehensive travel Insurance policy must be organised



IMPORTANT INFORMATION

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

Italy:

The weather in Italy over summer heats up in May with temperatures in the low

to mid 20's with the peak of summer in July/August where temps can reach in the high 20's. Daylight hours are long and sunny and there is wonderful energy and life in the streets this time of the year!

Greek Islands:

The best time to visit the Greek Islands begins in May, when the mean temperature is 21 °C degrees and rainfall is minimal and continues on through to October with average temperatures ranging from 21-29 °C. Days are sunny and clear!

Croatia:

- May in Croatia is when temperatures really begin to climb and the summer season truly begins. The town and ports are filling up with tourists, restaurants and bars are alive, museums open and extend their hours and the weather triumphs it all by warming up considerably. Average temperatures reach a very pleasant high of around 23°C and reach a low of a very manageable 16°C.

- The weather in June is one of the warmest you'll experience. Daily average temperatures in June are about 24°C, highs reaching up to 27°C, the hours of sunshine remain pretty constant, with an average of about 15 hours per day.

- September is still very warm, with the average daily temperature ranging from 18-25°C, the highest still a lovely 25°C and the lowest temperature is only around 18°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 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.

CRUISE

Disembarkation:

- Begins approximately 2 hours after docking.
- Due to security reasons, all guests must be on board 2 hours before sailing.
- Itineraries are subject to change at any time without notice.
- Check your specific sailing for exact departure and arrival times. All times are local to the port.

Cruise Loyalty Discounts:

Please note: Travellers booked via TripADeal will not be entitled to receive any cruise line customer loyalty discounts. Similar to airline frequent flyer programs, this is outside of the TripADeal booking process. However, customers may contact the cruise line direct upon receiving their TripADeal travel documents to request any membership benefits they are entitled to.

COACH TOUR

Meals:

26 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



IMPORTANT INFORMATION

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 €5 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.

Cruise

Gratuities (tips) are not included in the tour price for the services of the cruise staff throughout the cruise component of this tour. MSC Cruises 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 €10 per person per day. If you have any questions in regards to the gratuities on your cruise please speak to the guest services staff onboard the ship.

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 is not required if travelling on a New Zealand Passport.

Please note: Passengers who are not New Zealand 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

Post-Purchase Change

This includes booking changes requested by you, including but not limited to those changes requiring an airline ticket or a Purchase Confirmation reissue.

- \$50 NZD per change request post-purchase + any additional charges applied by the travel partners associated with the order.

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.

