TUI

Discover your smile



LAPLAND

NOVEMBER EDITION DECEMBER 2019

DAYTRIPS AND SHORT BREAKS IN SANTA'S HOMELAND

Featuring snowmobiles, sleigh rides and visits to Santa. Plus, our new **Arctic Adventurer trip** to winter sports hotspot, **Kuusamo**.

WE PUT 'U' IN THE MIDDLE

As the number one travel company, we're on a mission to help you 'discover your smile'. Here's how we're doing it...

PERSONAL SERVICE

Our global team of experts are here whenever you need us – you've got our high street TUI Holiday Stores in the UK, and our friendly reps in resort, along with the 24/7 Holidayline and TUI app.

TAILOR-MADE EXPERIENCES

With city breaks, tours and Multi-Centre trips, plus loads of different flight options, you can design your perfect holiday – one that's as flexible as you.

HANDPICKED HOTELS

We whisk you away to resorts which we've designed from start to finish and hotels that we've carefully chosen, including family-friendly bases, romantic retreats, luxury options, and more.

BEST HOLIDAY AIRLINE

Fly from your local airport with our award-winning airline. Plus, thanks to our state-of-the-art 787 Dreamliners*, you can fly to lots of exotic destinations without any stopovers.

*Not available on all flights

ALL INCLUSIVE CRUISES

Our fleet is growing, as we add more modern ships to our collection. What's more, all tips and service charges are taken care of. And, with all of our ships going All Inclusive from summer 2019, your drinks are sorted, too.

BETTER HOLIDAYS, BETTER WORLD

We do our bit to protect the planet, by actively looking out for the environment, local people and wildlife in the places you love to visit – via our hotels, excursions, airline, cruise ships and the TUI Care Foundation.





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WHAT'S **NEW**

However old you are, a trip to **Lapland** is a magical experience. From meeting Santa to racing through the wilderness on a **husky-pulled sleigh**, you'll create memories to treasure forever.

And it takes less time than you'd think to explore Mr Claus' homeland, with flights for our **Lapland daytrips** departing from lots of regional airports. See page 12 for more.

If you have a bit longer to spare, we can put you up anywhere from **picture-perfect log cabins** to **All Inclusive hotels**. Keep an eye out for our new **Arctic Adventurer trip**, which whisks you to the tucked-away town of Kuusamo to see Santa's secret cottage.

Flick through our brochure and you'll find everything you need to start planning your trip to Finland's famous region. We've got the lowdown on **what to pack**, an **interview** with the big man himself, and a round-up of our **top excursions**.

For more information, photos, holiday durations and full room and board options, visit **tui.co.uk**.

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travel aware

TRAVEL AWARE
STAYING SAFE & HEALTHY ABROAD

THE FOREIGN & COMMONWEALTH OFFICE AND NATIONAL TRAVEL HEALTH NETWORK AND CENTRE HAVE UP-TO-DATE ADVICE ON STAYING SAFE AND HEALTHY ABROAD.

- For the latest travel advice from the Foreign & Commonwealth Office including security and local laws, plus passport and visa information check **www.gov.uk/travelaware** and follow **@FCOtravel** and **Facebook.com/FCOtravel.**
- More information is available by checking **www.tui.co.uk/destinations/info/travel-aware.**
- Keep informed of current travel health news by visiting **www.travelhealthpro.org.uk.**

The advice can change so check regularly for updates.

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UNIQUE HOLIDAY EXPERIENCES

DESIGNED FOR YOU

Everyone has their own idea of the perfect break. That's why we've tailored every aspect of these holidays – which are designed exclusively by TUI – so you can find something just right.

TUI SENSATORI

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

TUI SENSATORI is all about finding your balance in five-star surroundings. Every aspect is designed to fuel the senses, and leave you feeling relaxed and rejuvenated in equal measure.

- Luxurious resorts featuring family and adult zones
- Gourmet dining, with à la carte meals included
- Professionally produced shows
- Lots of ways to wind down, from spa treatments to swim-up rooms

Find out more at tui.co.uk/holidays/sensatori

BLUE
TUI BLUE

EXPLORE THE MORE

TUI BLUE lets you experience the best of the destination you're in, among modern, high-quality surroundings.

- Authentic local cuisine and live cooking
- Tailor-made BLUEf!t workout plans
- Modern tech and the BLUE app for service that suits you
- BLUE Guides with insider tips

Find out more at tui.co.uk/holidays/tui-blue

ROBINSON

A NEW EXPERIENCE EVERY DAY

These high-end, club-style resorts offer a full roster of both energising and relaxing sports and activities, and tasty yet nutritious dining, all served up by an attentive team of Robins.

- Scenic, standout locations
- Over 60 professional sports and activities
- Fresh, wholesome food
- Multi-talented, expert team

Find out more at tui.co.uk/holidays/robinson-club



TUI FAMILY LIFE

FAMILY MOMENTS TOGETHER

Each of these hotels is geared up to cater for every generation – from tots to grandparents – while also offering facilities where the whole family can create lasting memories.

- Spacious family rooms with all the essentials
- Meals made for sharing
- Activities and entertainment for everyone – day and night
- Thoughtful facilities for families with under-3s

Find out more at tui.co.uk/holidays/family-life

TUI SENSIMAR

STYLISH HOLIDAYS JUST FOR ADULTS

We've created this range exclusively for adults, whether you're a honeymooning couple, a mum-and-daughter duo, or a group of friends with a connection that spans a lifetime.

- Carefully selected, peaceful settings
- Soothing spa treatments
- Sophisticated dining
- Low-key bars with music

Find out more at tui.co.uk/holidays/sensimar

TUI MAGIC LIFE

TAKING ALL INCLUSIVE TO THE NEXT LEVEL

TUI MAGIC LIFE pushes All Inclusive to the max. Drinks and snacks are available 24/7, alongside a host of activities at no extra cost. The teams are guaranteed to make your holiday memorable, too.

- All Inclusive around the clock
- Packed sports and activity programme
- Parties, DJ nights, local acts and outdoor cinema
- Beachfront clubs

Find out more at tui.co.uk/holidays/magic-life

RIU HOTELS & RESORTS

AS YOU LIKE IT

RIU started life as one family-run hotel in the Fifties, and seamless personal service is still at the forefront of what they do – whether it's at a family-friendly Fun4All hotel or an extravagant Riu Palace.

- Customer service with a personal touch
- Prime locations
- Range of entertainment
- Around-the-world cuisine

Find out more at tui.co.uk/holidays/riu



DISCOVER THE MAGIC OF **LAPLAND**

WHERE WE GO IN **LAPLAND**





1. SAARISELKÄ

You can't get much further north than Saariselkä – it's 250 kilometres above the Arctic Circle, making it one of the best places to see the Northern Lights. Unbeatable scenery and winter sports are in large supply, too.





2. ROVANIEMI

Rovaniemi's the heart of Finnish Lapland. It's a place where lively bars and restaurants light up against the Arctic landscape. Plus, Santa Claus Village, where it's Christmas all year round, is nearby.



5. KITTILÄ

Whether you opt for the fun-loving town of Levi, the laid back village of Ylläs or Narnia-like Pallas, the Kittilä area promises dramatic scenery and adrenaline-pumping snow sports in heaps.



3. LUOSTO

Luosto's a cute-as-a-button village made up of cosy log cabins scattered between snow-dusted pine forests. Its frozen lakes and rivers are primed and ready for winter sports, like cross-country skiing.



6. KUUSAMO

Kuusamo serves up some stellar, snow-blanketed scenery. This peaceful town's a great spot to see the best of Finland's natural beauty, with walking trails weaving between forests and frozen-over rivers.



4. HETTA

Hetta's untouched wintry landscapes make the perfect playground for snowmobile safaris where you can zoom across polar-like plateaus, and ride husky-pulled sleds over the fresh drifts.

INSTAGUIDE























1 SNOW VILLAGE
Kittila's Snow Village is home to a hotel, a restaurant, a bar, and a chapel. Not too interesting, until you consider the fact they're all made out of ice, and have to be rebuilt from scratch each year.

2 SNOW
Over the winter, Lapland's covered in the stuff. Treetops are dusted with white powder, and roads and pathways give way to snowy tracks carved out for sleigh-riders and skiers. Ruka, in Kuusamo, is one of the country's biggest ski resorts, with plenty of freshly sprinkled runs.

3 ROVANIEMI
Lapland's capital bears all the hallmarks of a modern European city – massive shopping centres, fine dining restaurants, and a cosmopolitan night-time scene.

4 HUSKIES
As well as reindeer, you'll also spot husky dogs tugging sleds across the snow. Taster activities, including husky rides, are part of your holiday package, and you can pay a bit more to get a longer experience.

5 REINDEER
In this part of the world, these antlered creatures outnumber humans, and are really important to the local people. Reindeer meat features heavily in Lappish cuisine.

6 SAUNAS
Most of the hotels in Lapland have their own saunas for warming up after a day on the snow. Some accommodation types come with the added bonus of an in-room sauna, as well.

7 SANTA CLAUS
Kris Kringle. Father Christmas. Saint Nick. Whatever you call him, no visit to Lapland is complete without meeting the man in red, along with his trusty elves.

8 SNOWMOBILES
Hopping on the back of a snowmobile is the best – and fastest – way to explore Lapland's icy wilderness. You'll zoom over frozen lakes and through snowy fields.

9 NORTHERN LIGHTS
Thanks to its remote location and lack of light pollution, the little village of Luosto is one of the best places in the world to try and spot the elusive Northern Lights.

FIND OUT MORE

twitter.com/TUIUK

facebook.com/TUIUnitedKingdom

#TUIUK



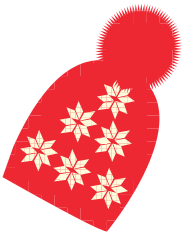
GET PACKING

Temperatures in Lapland can plummet to a teeth-chattering -40 degrees during the winter months, so you're going to want to wrap up well. If you're staying for a few days, it's worth bringing along these bits and pieces...



WHAT TO **PACK**

If you're coming to Lapland for the day, it's best not to haul a sleigh-load of stuff with you. Wear warm clothes and only take hand luggage on the plane. When you touch down in Lapland, you'll have a **cosy all-in-one thermal suit** waiting for you, as well as boots, gloves, socks and a hat. Wrapping up warm is just as important as wrapping presents around here – especially if you're sticking around for a few days.



BRIGHTLY-COLOURED HAT

Everyone looks the same in a snowsuit, so it's a good idea to get a brightly-coloured hat for your kids – it makes it a lot easier to keep an eye on them.



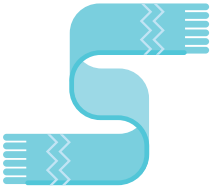
SWIMSUIT

Most hotels in Lapland have a sauna, and there's no better way to thaw out after a day in the snow.



LOUNGEWEAR

Jogging bottoms, t-shirts and hoodies are great for evenings spent hanging out at your hotel.



SCARF

Pretty self-explanatory, this one. The thicker, the better.



CHRISTMAS JUMPER

Dig out your favourite festive top – the louder the better – in preparation for our Best Christmas Jumper competition.



WARM CLOTHES

You might want to bring along your own ski jacket and trousers if you have them. Also, if you're on a stay trip, you'll have to give your snowsuit back on your last day, so it's a good idea to have a thick winter coat to hand.



SOCKS

To keep your tootsies nice and toasty, add an extra pair of socks under the ones we give you.

INCLUDED IN YOUR LAPLAND PACKAGE

We'll loan you all of this for the duration of your holiday, so you don't have to worry about squeezing it into your suitcase.

- ✓ All-in-one thermal snowsuit
- ✓ Snow boots
- ✓ Gloves
- ✓ Hat
- ✓ Woolly socks

If you're packing enough stuff to slow down the sturdiest reindeer, it might be worth buying some extra suitcase weight before you go. Pre-booked kilos are much cheaper than the charges you'll face at the airport.

Call **0203 636 1790*** or visit **tui.co.uk/holiday-extras.html**. See the A-Z for details.

*Calls cost the standard rate from UK landlines, but calls from mobiles may be higher.



WINTER WONDERLAND

Santa's homeland is the stuff of fairy tales. Snow-dusted pine forests, cosy log cabins and more reindeer than people, all add to the magic. Here's what's on offer...

DAYTRIPS

Only got a day to spare? We've got two trips to help you fit in as much as possible. Whether you want to join Elf School, decorate cookies with Mrs Claus, or zoom down ice slides, you'll find it on these trips. Here's the full agenda for each...

SEARCH FOR SANTA
KITTILÄ DAYTRIP

FLY TO KITTILÄ You'll land around midday and slip on your super-snug snowsuit before heading to the Snow Village, which is home to an ice hotel, ice bar and ice chapel.

REINDEER SLEIGH RIDE Harnessed to a sleigh just like Santa's, Rudolph and co will guide you past frozen lakes and through forests with snowflake-loaded trees.

HUSKY ADVENTURE Find out how husky dogs are trained before taking a sleigh ride through the Lappish countryside. You'll even discover how huskies saved Christmas, thanks to Santa's talkative elves.

MEET SANTA No trip to Lapland is complete without meeting Santa Claus. Don't forget to bring along your letter.

SNOWMOBILING Learn how to manoeuvre your snowmobile before going full-throttle as you whizz through the winter wilderness.

ARCTIC STORYTELLING Listen to age-old Finnish legends as you meet with a local and tour a traditional Lappish tent.

SNOW-JOKE You can't visit Lapland without at least one snowball fight. You'll also have the chance to try snowshoeing and drive a mini-skidoo before warming up by the campfire with a hot berry juice.

HOME TIME Santa's elves will take you back to the airport for your flight home.

WE FLY TO KITTILÄ FROM
- Bournemouth
- Bristol
- Edinburgh
- East Midlands
- Glasgow
- London Gatwick
- London Stansted
- Manchester

See **page 65** for full flight details.

SANTA'S SECRET GROTTO
ROVANIEMI DAYTRIP

FLY TO ROVANIEMI Santa's elves will meet you at the airport and whisk you off to the Santa Park where you'll pick up your Lappish passport.

TRAIN RIDE Hop onboard the Santa Park's train and head behind-the-scenes at the Toy Factory. Ever wondered what an elf gets up to in summer? You'll soon find out.

ELF SCHOOL See if you've got what it takes to make the grade as one of Santa's faithful assistants. Graduate and you'll get a special certificate.

BISCUIT DECORATING Nothing beats putting the finishing touches to freshly-baked biscuits with Mrs Claus and the elves.

SANTA'S POST OFFICE Bring a few extra euros to send a postcard from Santa's own Post Office.

THE GREAT OUTDOORS Slip on your snowsuit and hit the white stuff. You'll get taster sessions of reindeer and husky sleigh rides, as well as snowmobiling, sledging and mini-skidoo rides.

ARCTIC STORYTELLING Step inside a traditional Lappish tent as a local guide shares age-old legends about the region.

MEET SANTA You'll meet the big man himself. Remember to bring along your letter so he knows what you'd love for Christmas.

HOME TIME The elves will join you on the journey back to the airport, ready for your flight home.

WE FLY TO ROVANIEMI FROM
- Birmingham
- Bristol
- Exeter
- London Gatwick
- London Stansted
- Manchester
- Newcastle

See **page 65** for full flight details.



STAY TRIPS

Lapland pulls out all of the stops over Christmas period. Max out the festive cheer with a three- or four-night stay.

THE HOME OF CHRISTMAS

There's no better place than Lapland to get in the Christmas spirit. Even the biggest bah humbugs will thaw out after story-telling around crackling fires, reindeer-pulled sleigh rides, and meeting Santa.

EXPLORE MORE

With one of our three or four-night stays, you can soak up the bright lights in Rovaniemi, check out the winter sports in Kittilä, Luosto or Kuusamo, or experience the traditional atmosphere of Saariselkä – one of the best places in the world to spot the Northern Lights.

'TIS THE SEASON

We fly to Kittilä on dates over Christmas and New Year. Stay over December 25th and you'll get to meet Santa fresh from his round-the-world gift deliveries. Then, ring in the New Year with a snowmobile ride and a gala dinner.



THEMED HOTELS

If you're looking for an extra-special stay, why not check into one of our properties with these labels...

SANTA-CLUSIVE

At the Snowy Wilderness Lodge, in Pallas, you'll get everything from unlimited beer, to tea, berry juice, and snacks. The great-value Santa-Clusive package you get here also includes tobogganing, a meet-and-greet with Santa, tea with Mrs Claus, carols around the campfire, film afternoons, and marshmallow toasting.

SANTA SPORT RESORT

This sports-themed Rovaniemi Hotel is the perfect base for adrenaline junkies.
The Santasport Hotel offers snowshoeing, mountain biking and ski jumping, as well as ice hockey and play areas. There's also a spa and a swimming pool to help you recharge after an action-packed day.

SNOWCLUB

Captain T will be hanging out at our seven hotels – Winter Wonderland Hotel & Log Cabins in Rovaniemi, Holiday Club in Kuusamo, Luosto Hotel in Luosto, Snow Elf Hotel & Apartments in Yllas, Snow Princess Hotel in Yllas, Lapland Hotel Hetta in Hetta, and Crazy & White Reindeer Complex in Levi.

He'll be joining in with snowdog-building and tobogganing, and hosting special Christmas parties, story times and sing-alongs. Don't worry if you're a little old to be in Captain T's gang, there'll also be quizzes and games for the whole family.

LITTLE KIDS' **WISHLIST**

As you'd expect, Lapland has all the ingredients for every child's dream Christmas getaway. As well as Santa, reindeers and elves, here are some of the activities you can book for little ones...



RIDE WITH RUDOLPH ON A REINDEER SAFARI

Kids will feel like Santa on this safari. You'll take a ride in a reindeer-pulled sleigh, stopping at a reindeer farm to see how these creatures are looked after. There'll be time for a hot berry juice and snack around the fire, before you're presented with your very own reindeer driving licence.



VISIT THE FAMOUS SNOW VILLAGE

This tour from Kittilä takes you to a real winter wonderland. Finland's Snow Village is made entirely from snow and ice, and it's rebuilt from scratch every year. You can snoop around the rooms and suites, where you'll find walls made from snow and huge slabs of ice for beds. There's also a restaurant, bar, slide and corridors full of ice art. Later, head outside for some playtime in the snow, with a few of Santa's helpers.



ZOOM ACROSS THE SNOW WITH A HUSKY

Hold on tight as you climb aboard a sleigh pulled by huskies. You'll get behind the reins and drive your own sleigh, before stopping at a farm. Here, there's time to learn all about these speedy Arctic dogs, while warming up around the campfire.

BIG KIDS' **WISHLIST**

There's more to Lapland than the big man in red, it's also a playground for big kids. Here are some of the trips you can book...

SNOWMOBILE ADVENTURE

Once you've wrapped up in snow gear and climbed onboard your snowmobile, you'll speed off into the night. On the way, stop-off for fire-building and drinks under the moonlit sky.



NORTHERN LIGHTS HUNT

This trip takes you far away from any street lights or hotels, as you head out on snowmobiles in search of the elusive Aurora Borealis. If you succeed, expect the night sky to glow shades of green, yellow and pink.



Take a look at our full range of excursions at **excursion.tui.co.uk**



GAZE UP AT THE STARS ON A SLEIGH RIDE

This trip lets you see Lapland in a different light. You'll head out after dark, and hop into a snowmobile-drawn sleigh for a ride through Ruka's snowy, starlit landscapes. Once you reach the heart of the forest, you'll stop for a snack around a traditional campfire.



EXPLORE IN STYLE WITH OUR SNOWMOBILE ADVENTURE

If you're in need of an adrenaline kick, this is it. Kids over 10 can sit back and enjoy the ride while parents take the controls. Kids under 10 can ride in a sleigh, pulled by the snowmobile. It's the best way to get off the beaten track to take in the sights.



MEET SANTA'S LITTLE HELPERS ON THE ELF ADVENTURE

Mrs Claus is on hand here to show the kids how Christmas is done in Lapland. As you make your way into a magical forest, you'll meet your guides – Santa's elves. Head outside to tackle snow slides, snow tubing, quads and cross-country skiing. Then help make decorations for the Christmas tree, before a traditional meal.





TRIPS TO LAPLAND DEFINITELY MAKE IT ONTO THE NICE LIST.





SANTA'S GUIDE TO LAPLAND

To help you prepare for your wintry getaway, who better than the big man himself? We caught up with him over a cup of cocoa to get the full lowdown...

WHAT'S THE WEATHER LIKE?

In December, daytime temperatures can be anywhere between 0 and -20 degrees celsius, but it can fall as low as -40. That even gives my pal Frosty the Snowman the chills. We get four to five hours of what's called 'grey light' from 10am to 3pm. The rest of the time it's dark, but still quite bright because of the snow. All the activity areas are well lit, so you'll still be able to see even if – unlike Rudolph – you haven't been eating lots of carrots this year.

WHAT'S THE FOOD LIKE?

Mince pies, cookies, and candy canes make up most of my diet, much to Mrs Claus' disapproval. She says I should sign up for Slimming World.

You'll be pleased to hear there's a bit more variety in the hotels. Most of them put on international buffets, with meat, fish, pasta and vegetables. You'll also find children's favourites, such as meatballs, chips and chicken nuggets.

IS LAPLAND SUITABLE FOR YOUNG CHILDREN?

Of course, I'd love for all the little boys and girls in the world to be able to visit me here. But it's not a trip that's suitable for kiddies under four years old. The chilly temperatures and activities tend to be a bit much for them. If you do bring toddlers along, you'll need to provide their own thermal clothing.

DO I NEED INSURANCE?

Insurance is important for any trip. Just last Christmas Eve, my Santa-Nav system conked out as we were flying over France. I got completely lost and it meant I was an hour late crossing the border into Spain. Rudolph was not amused. Just goes to show, you need to be prepared for the unexpected. Make sure you talk to the guys at TUI about insurance – especially if you think you might take part in any snow sports while you're here.

IS THERE ANY SKIING?

Skiing isn't included in the Lapland packages, but it's still easy to arrange some time on the slopes. You can do cross country and downhill skiing in most of the destinations in this brochure, but my elves tell me Levi and Yllas in Kittilä are best.

CAN I DRIVE A SNOWMOBILE?

If you fancy having a go on a snowmobile, make sure you pack your full UK driving licence. As long as local guides agree, children aged 12 and over can ride with you as a passenger. Younger children under 10 will need to travel in a sleigh pulled by one instead.

Or you can take one that's reindeer-powered. Rudolph and the gang are always more than happy to lend a hoof.



DO YOU HAVE ANY PHOTOGRAPHY TIPS?

Lapland is a magical place, so do make sure you take lots of photos while you're here. I'm always snapping pics with my North Pole-aroid.

Your camera needs to work in low-light conditions, or you might find that they don't turn out too well. The cold weather makes your camera battery run out quicker, too, so pack an extra one to be safe.

HOW DO YOUR REINDEER FLY?

Most people think it's Christmas spirit that makes my reindeer fly. While that helps, it doesn't end there. I'm going to let you in on a secret. Flying for reindeer is like singing for humans, it's only a select few that are able to do it right.

So, back in the day, I set up an X-Factor style boot camp to find the most talented flying reindeer in all of Lapland. As you know, Dasher, Dancer, Prancer, Vixen, Comet, Cupid, Donner and Blitzen, plus Rudolph, made the cut. And they've been flying for me ever since.

WHY DOES RUDOLPH HAVE A RED NOSE?

Because he forgot to put suncream on when he was holidaying in Magaluf. Ok, not really. Truth is, Rudolph's always had a glowing red nose, and nobody really knows why.

WHICH DAYTRIP SHOULD I CHOOSE?

The Rovaniemi trip is best for younger children, because you spend more time inside. But if your kids are energetic, outdoorsy types, head to Kittilä where you'll have more time in the open air.

Either way, you'll be able to take part in similar types of activities, and get to meet me. Don't forget to bring your list of what you want for Christmas.



It does come in useful, though, especially when I'm flying across the globe on Christmas Eve, or when I've lost the keys to my grotto.

DO YOU EVER GO ON HOLIDAY?

Well, yes of course. Making toys for all the boys and girls in the world is a hard job. So every year I whisk Mrs Claus and the elves off for a bit of summer sun. We've booked an All Inclusive resort in Cuba for this year. So if you're there, keep an eye out for us. We'll be on the beach in our cozzies drinking eggnog cocktails. Ah, bliss!

And what about the reindeer you ask? Cuba's a bit too warm for them, so they're flying over to Iceland for a few days instead.

WHAT IF I NEED SOME EXTRA HELP?

If you've got a disability and need some help getting around, give the **TUI Special Assistance line** a call before you book your holiday. They're really friendly and have lots of information to help you make the most of your trip.
The number is **0203 451 2585***.

*Calls cost the standard rate from UK landlines, but calls from mobiles may be higher.

SAARISELKÄ

Set alone in northern Finland and circled by miles of untouched countryside, Saariselkä offers up a traditional taste of the Arctic.

You can't get much further north than Saariselkä. Hidden away at the top of Finland, the small town is buried deep inside the Arctic Circle. The Arctic Ocean is just a two-hour drive away and the border with Russia is even closer.

What's more, Saariselkä is the nearest holiday resort to the Korvatunturi fell – said to be the very spot Santa Claus himself is from. So, if you're looking for an authentic winter wonderland, there's nowhere better.

The town itself is tucked between two rolling fells – Kaunispaa and Lisakkipaa – and surrounded by snowy countryside so, unsurprisingly, winter sports are big business here. You can get to grips with out-of-the-ordinary activities like snowmobiling, husky safaris and reindeer sleigh rides, and try your hand at skiing and tobogganing.

In the town centre, meanwhile, you'll find souvenir shops stacked with Christmas goodies and a good mix of restaurants serving everything from pizza and burgers to Lappish specialities like reindeer steak.

There's also an indoor pool complex with a wave machine and slide, for those times you fancy a break from the snow.

Finally, because Saariselkä is so far north, it's one of the best places in Lapland for catching a glimpse of the famous Northern Lights. These dazzling natural flares light up the sky some 200 nights a year, so keep an eye out when the weather's good.



LAPLAND

WE FLY TO SAARISELKÄ FROM...

London Gatwick and Manchester on Sundays and Wednesdays in December.

See page 65 for full flight details.

travel aware

TRAVEL AWARE
STAYING SAFE & HEALTHY ABROAD

THE FOREIGN & COMMONWEALTH OFFICE AND NATIONAL TRAVEL HEALTH NETWORK AND CENTRE HAVE UP-TO-DATE ADVICE ON STAYING SAFE AND HEALTHY ABROAD.

- For the latest travel advice from the Foreign & Commonwealth Office including security and local laws, plus passport and visa information check **www.gov.uk/travelaware** and follow **@FCOtravel** and **Facebook.com/FCOtravel.**
- More information is available by checking **www.tui.co.uk/destinations/info/travel-aware.**
- Keep informed of current travel health news by visiting **www.travelhealthpro.org.uk.**

The advice can change so check regularly for updates.





SANTA'S WONDERLAND

3 OR 4-NIGHT TRIP

FLY TO IVALO STAY IN SAARISELKÄ

DAY 1: After landing at Ivalo Airport, you'll be given some thermal clothing and all the information needed for your Lapland experience, and then it's off to your Saariselkä hotel. You can spend the rest of the day settling in and getting to know the area.

DAY 2: A Taste Of Lapland – you can try a taster session of snowmobiling and husky and reindeer sleigh rides today. Afterwards, your elf guide can give you a tour of the traditional Sami homes. There's plenty of free time, too, so you can book yourself on to an excursion* and experience your favourite taster from earlier. Alternatively, keep warm in the café, where little ones can pen their letters to Santa.

DAY 3: It's time to meet the big man in red. You'll head to a secluded spot in the woods – one of the most beautiful places in Lapland. As you make your way down to Santa's Creek, you'll bump into reindeers, elves and a Lappish shaman, before sitting down with Father Christmas himself. Come evening, you can tuck into a gala buffet accompanied by festive-themed fireworks.

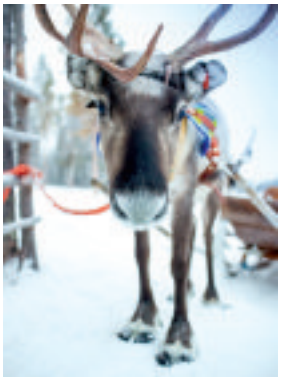
DAY 4: Those of you on 4-night trips will enjoy Day 3's activities today. On Day 3, you'll have some free time to play in the snow, or book onto an excursion*.

*Extra charge

SANTA'S WONDERLAND Can be teamed with any of our Saariselkä accommodation. The order of events may change slightly from trip to trip, but all included activities will be available at some point during your holiday. If you want to celebrate Christmas Day in Saariselkä, book our 4-night trip on the 23rd December.









HOTEL SNOWFLAKE AND APARTMENTS

TTTT

- ✔ Close to the village centre
- ✔ Northern Lights viewing room
- ✔ A la carte dining

9.1 HOLIDAY OVERALL

7.8 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating

BASED ON 449 REVIEWS

SELF CATERING

FREE Wi-Fi

WE ALSO OFFER

■ Bed & Breakfast ■ Full Board ■ Half Board

Transfer time: 25 minutes by coach

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£1009† pp	£1145† pp	£709† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Half Board**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:

■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

A SNAPSHOT

This place puts you within walking distance of the action. Stroll for a few minutes past the frost-covered trees on the hotel's frozen forecourt, and you'll reach a toboggan hill.

Accommodation here comes in two forms – rooms and apartments. Both are dressed in warm colour schemes of copper and brown. Plus, apartments have the added luxury of a sauna and kitchen area.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ A la carte dining* ■ Wi-Fi

LOCATION

■ 200m from the village centre with shops, bars and restaurants

■ Please note: The official name of this hotel is Lapland Hotel Riekonlinna

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, SnowClub entertainment programme and activity tasters included. And that's not forgetting a visit to Santa's Creek, meeting Santa himself and getting a present too.

FOOD & DRINK

The hotel's restaurant features a mixed buffet at dinner, or you can pay a bit more to choose from an à la carte menu*.

SPORTS & ACTIVITIES

There's a network of cross-country ski routes just two minutes' walk from the hotel's entrance. You can also hop on to reindeer or husky sleigh rides, or race down a toboggan run.

EVENING ENTERTAINMENT

In the lobby bar, stools and tables are dotted around a stone-built fireplace. Elsewhere, the hotel has a special viewing room where you can keep watch for the Northern Lights.

ROOMS: 196

OFFICIAL RATING: ★★★★

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.









SNOWCLUB

This is one of our SnowClub properties, which means Captain T will be on hand for plenty of festive fun. He'll entertain little guests with activities like snowdog-building, Christmas-themed storytelling and arts and crafts. Plus, he'll be hosting special festive parties and singalongs. Family-friendly quizzes and games are part of the line-up, too.





Twin room

ROOM OVERVIEW

All rooms here provide a warm, cosy base with heating, a hairdryer, mini-fridge, and satellite TV. Plus all rooms have a balcony outside where you might be lucky enought to spot the Northern Lights. For a little bit more - swap your twin room to a **superior twin with a sauna** or try a **1-bedroom apartment** - they'll have a **sauna** too. And if there are a few more of you opt for a **2-bedroom apartment** with a kitchen and a **private sauna.**

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available



SANTA'S HOTEL TUNTURI AND TUNTURI GIELAS

TTTT+

- ✔ Ski routes nearby
- ✔ Fine dining restaurant
- ✔ Contemporary décor

8.8 HOLIDAY OVERALL

7.4 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating
BASED ON 451 REVIEWS

BED & BREAKFAST

FREE Wi-Fi

WE ALSO OFFER

- Half Board

Transfer time: 25 minutes by coach

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£879† pp	£985† pp	£695† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Bed & Breakfast**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:
- Taster husky, reindeer and snowmobile rides
- Meeting with Santa
- Thermal clothing
- Festive Finale meal

A SNAPSHOT

This place is right in the heart of Saariselka. It means you've got snow sports like snowshoeing and cross-country skiing on your doorstep. Plus, there's a huge toboggan run a short walk from the grounds.

The Tunturi Gielas block is the newest addition to the Santa's Hotel Tunturi complex. It's fairly contemporary inside, although exposed brickwork and wood-panelling put a traditional spin on things.

KEY FACILITIES

- 4 bars
- 4 restaurants
- A la carte dining*
- Free Wi-Fi in rooms

LOCATION

- 200m from resort centre
- 800m from the ski slopes

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal at the hotel, and activity tasters included. And that's not forgetting a visit to Santa's Creek, meeting Santa himself and getting a present too.

FOOD & DRINK

Dinner is served in the main building's buffet restaurant. There's a special section for little ones here, as well.

Around the complex, you'll find an à la carte bar and grill*, where you can tuck into the likes of steak and pizza, plus a high-end eatery* that has a world-class menu of gourmet Lappish cuisine.

SPORTS & ACTIVITIES

Saariselka's popular toboggan run is a 10-minute walk from the hotel. The pick-up point for husky sledges and reindeer safaris is nearby, too.

You can book up the hotel's VIP sauna* to warm up in after a day in the snow. It holds up to 12 people, and comes with a whirlpool, a lounge area, and a TV and games console.

EVENING ENTERTAINMENT

The hotel's snug lobby bar is a great place to sink a hot berry juice in front of the fire. There's a traditional pub, too – it's really rustic, with wooden beams and old skis hung up on the walls.

ROOMS: 260

OFFICIAL RATING: ★★★

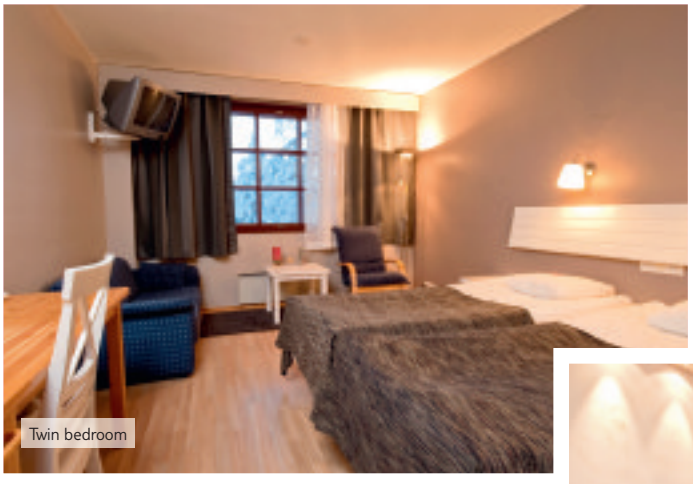
*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.




Kaltio Scandinavian restaurant, Tunturi Gielas


Siula Scandinavian restaurant

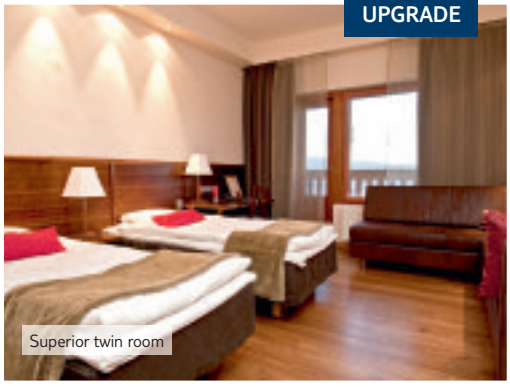



Twin bedroom

ROOM OVERVIEW

Twin rooms here come with 1 sofa bed if there's more than 2 of you staying. For that bit extra you can have a **superior room** with a **balcony** and **sauna.** Or for more space- **1 bedroom family rooms** also come with a sauna plus a **lounge area** and **kitchenette** too.

UPGRADE


Superior twin room

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available



HOLIDAY CLUB SAARISELKA ⓉⓉⓉ

- ✔ Central location
- ✔ Big pool
- ✔ Angry Birds Activity Park

9.3 HOLIDAY OVERALL

8.7 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating

BASED ON 622 REVIEWS

BED & BREAKFAST

FREE Wi-Fi

WE ALSO OFFER

■ Half Board

Transfer time: 30 minutes by coach

A SNAPSHOT

This hotel is in the heart of Saariselka, with shops, restaurants and a big toboggan run nearby. Its convenient setting makes it great for families. Plus, it's got an impressive swimming pool.

KEY FACILITIES

■ 1 pool ■ 1 kids' pool ■ 1 bar ■ 2 restaurants ■ A la carte dining* ■ Free Wi-Fi zones ■ Spa*

LOCATION

■ In the centre of Saariselka close to shops, bars and restaurants

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal at the hotel, and activity tasters included. And that's not forgetting a visit to Santa's Creek, meeting Santa himself and getting a present too.

FOOD & DRINK

The buffet restaurant offers an international spread for breakfast and dinner. There's an à la carte place*, too, where you can order local specialities like sautéed reindeer served with lingonberry jam.

SPORTS & ACTIVITIES

There's a huge pool* here, which comes with a slide, a river, a separate section for little ones, and two whirlpools. You'll find a relaxing spa* set-up, too, complete with a traditional Finnish sauna.

EVENING ENTERTAINMENT

You can curl up with a nightcap in front of an open fire in the lobby bar.

ROOMS: 139

OFFICIAL RATING: ★★★

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£889† pp	£1005† pp	£675† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Bed & Breakfast**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

ROOM OVERVIEW

Rooms here are all provided with satellite TV, internet access, a hairdryer and bathrobes - plus there's a kettle for preparing warm drinks. If you're travelling solo - single rooms are available or try a twin if there's a few of you.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**


Twin room

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



Tunturituuli A

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

A SNAPSHOT

These 4 log cabins put you right in the middle of Lapland's snowy, tree-cloaked wilderness. They're within walking distance of cross-country skiing tracks, and a half-hour walk from the centre of Saariselka.

KEY FACILITIES

LOCATION

- 3km from Saariselka resort

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal at the hotel, and activity tasters included. And that's not forgetting a visit to Santa's Creek, meeting Santa himself and getting a present too.

FOOD & DRINK

Each cabin comes with a kitchen for preparing meals. You'll find a handy breakfast pack waiting for you when you arrive – it contains things like tea and coffee, fresh milk, bread, butter, ham, eggs and juice.

SPORTS & ACTIVITIES

This is a great base for trying out Lapland's winter activities. You've got ski* tracks on your doorstep, and a toboggan hill* about a 5-minute taxi ride away.

EVENING ENTERTAINMENT

Head into Saariselka, and you'll come across a few small bars and pubs, where you can often catch live music and karaoke.

ROOMS: 12

OFFICIAL RATING: ★★★★

SAARISELKA CABINS

TTT

- ✔ Traditional log cabins
- ✔ Forest setting
- ✔ Private saunas

8.5 HOLIDAY OVERALL

9.3 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating
BASED ON 72 REVIEWS

SELF CATERING

Transfer time: 30 minutes by coach

ROOM OVERVIEW

These bungalows come with a kitchen and lounge area. You can choose between twin and double bedrooms. Plus there's a choice of different sleeping arrangements with extra beds and child beds to suit different groups.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**



Kuksatie 7A

PRICES FROM

THREE-NIGHT HOLIDAY
£979† pp

FOUR-NIGHT HOLIDAY
£1085† pp

CHILD PRICES FROM
£905† pp

Adult prices based on a 3 or 4 night holiday for 6 sharing a Bungalow With Sauna. **Board: Self Catering**

Season dates: December 2019

WHAT'S INCLUDED
All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.

ROVANIEMI

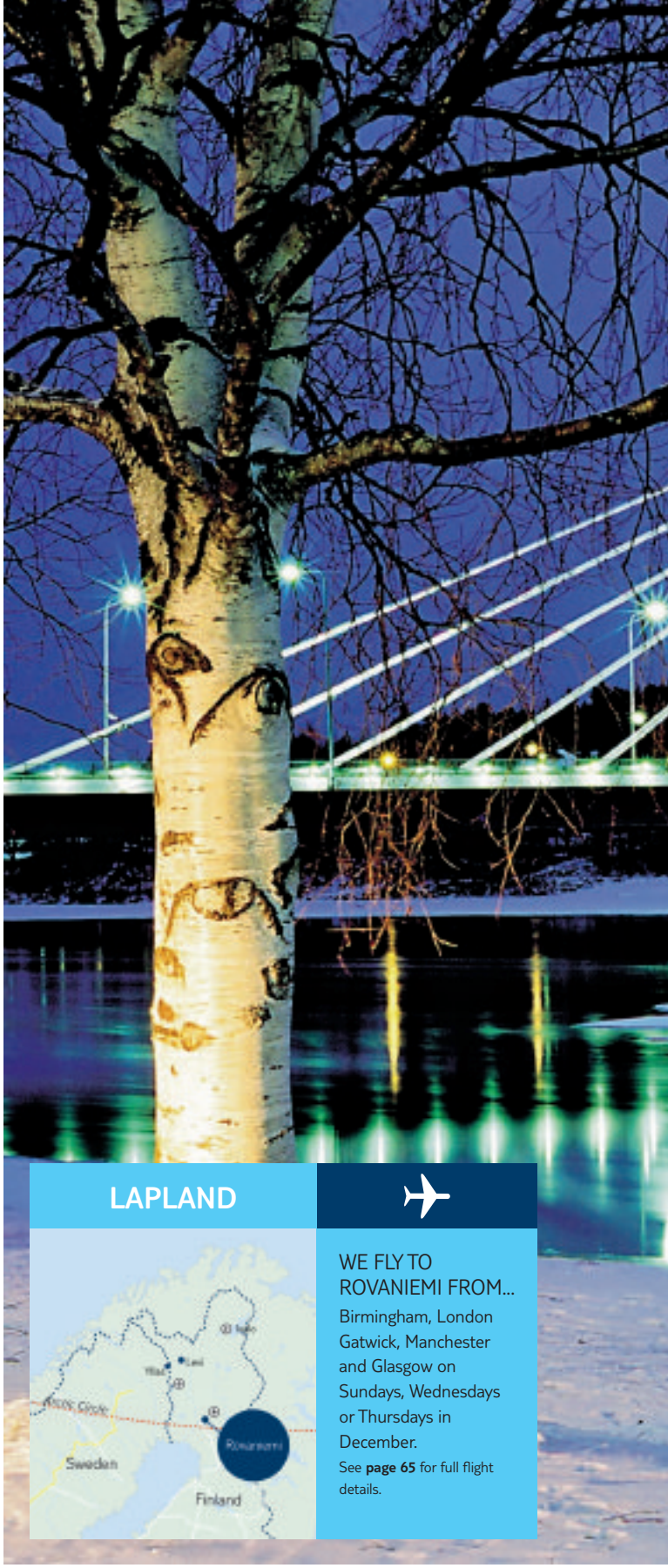
Combining Lappish charm with a capital city's worth of shops, restaurants and bars, Rovaniemi delivers across the board.

Lapland's capital, Rovaniemi, plays by its own rules. While the rest of the region enjoys the relaxed Lappish pace of life, this lively metropolis is a city that never sleeps. Holidaymakers flock here as much for the snow sports and the after-dark offerings as they do for the scenery and the chance to meet Santa, and locals and university students keep the place ticking over long after the tourists have left.

The city centre itself is fairly compact, with everything centred around a few main streets. Here, shopping malls are home to big department stores and stylish fashion boutiques. Smart restaurants serve everything from traditional Lappish fare to modern French cuisine. And funky nightclubs play the latest tunes until the early hours. All that said, wherever you go in the city, brightly-lit Christmas trees and out-of-the-ordinary ice sculptures remind you you're in Lapland.

What's more, head just five minutes outside the city, and the dramatic scenery and snowy wilderness this part of the world is synonymous with stretches out in every direction. And there's no end of ways to explore it.

Zoom through the forest on a snowmobile, or take a seat in a sleigh pulled by reindeer or huskies.



LAPLAND

WE FLY TO ROVANIEMI FROM...

Birmingham, London Gatwick, Manchester and Glasgow on Sundays, Wednesdays or Thursdays in December.

See **page 65** for full flight details.

travel aware

TRAVEL AWARE

STAYING SAFE & HEALTHY ABROAD

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- More information is available by checking **www.tui.co.uk/destinations/info/travel-aware.**
- Keep informed of current travel health news by visiting **www.travelhealthpro.org.uk.**

The advice can change so check regularly for updates.



CLASSIC LAPLAND

3 OR 4-NIGHT TRIP

FLY TO ROVANIEMI STAY IN ROVANIEMI

DAY 1: After touching down in Lapland's capital, you'll be kitted out with all your snow clothes. Then, Santa's elves will take you to your accommodation and you'll have the rest of the day to explore. Head to the city centre to browse the shops and grab a bite to eat, or just relax at your hotel.

DAY 2: Today sees you visiting the fun-filled Santa Park, where you can graduate from Elf School, decorate gingerbread with the elves, and meet Santa himself. You can try your hand at a snowmobile sleigh ride, enjoy a short husky sleigh ride, and meet some reindeer. Plus, one of Santa's elves will share a traditional Lappish tale as you warm up by the fire with a hot berry juice.

DAY 3: Spend the morning at your leisure, or book onto an excursion*. In the evening, you'll be treated to turkey with all the trimmings at a gala dinner. The dinner is held in a huge dining room, decked out with traditional log fires, banquet tables and Christmas decorations, so it'll really get you feeling festive.

DAY 4: You'll head home today, but not before we've made one last stop – Santa Claus Village. Stock up on souvenirs at the artisan and handicraft shops, then pay a visit to Santa's Main Post Office. It's filled with letters from children around the world – send one of your own, or order an official letter for Santa to post out before Christmas. Guests on 4 night trips will have extra free time to spend. Take it easy at your hotel, get to know more of the city, or explore Lapland further by booking an excursion*.

*Extra charge

CLASSIC LAPLAND can be teamed with any of our Rovaniemi accommodation. The order of events may change slightly from trip to trip, but all included activities will be available at some point during your holiday. If you want to celebrate Christmas Day in Rovaniemi, book our 4-night trip on the 22nd December.





SANTA PARK

Only from TUI

In the UK, only holidays from TUI include a day at Santa's Park. This grotto is where you'll find Santa's Office, Mrs Claus' Gingerbread Kitchen, the Elf Workshop, and much, much more.



WINTER WONDERLAND HOTEL AND LOG CABINS

- ✔ Traditional log cabins
- ✔ Woodland setting
- ✔ Lakeside sauna

8.4 HOLIDAY OVERALL

8.5 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating

BASED ON 283 REVIEWS

HALF BOARD

FREE Wi-Fi

Transfer time: 30 minutes by coach

A SNAPSHOT

This property is set on the edge of a frozen lake, and is surrounded by fields and snow-dusted woodland. It's also just metres from the starting points for snowmobiling sessions and reindeer safaris.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ Free Wi-Fi

LOCATION

■ Secluded woodland setting 30km outside of Rovaniemi ■ Snowmobile safaris depart just a few steps from the hotel ■ Excellent areas for trekking nearby

■ Please note: The official name of this hotel is Lapland Hotel Bear's Lodge.

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a visit to Santa Park, SnowClub entertainment programme and activity tasters included. And that's not forgetting meeting Santa himself at the gala meal and getting a present, too.

FOOD & DRINK

The buffet restaurant serves warming dishes like sausages and mash. There's also a children's menu, which offers everything from chicken nuggets to meatballs. Packed lunches of Lappish goodies are on offer, too.

SPORTS & ACTIVITIES

As one of our SnowClub properties, this place has plenty of activities on offer, from games and quizzes to snowman-building and Christmas-themed storytelling.

EVENING ENTERTAINMENT

Evenings are low-key here, with a cosy bar* and marshmallow-toasting around the campfire.

ROOMS: 58

OFFICIAL RATING: ★★★

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£909† pp	£1045† pp	£605† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Half Board**

Season dates: December 2019

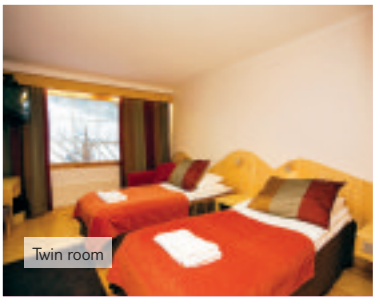
WHAT'S INCLUDED

All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

ROOM OVERVIEW

There's twin rooms here which can come with extra beds for larger groups. If you'd like a bit more space there's **log cabins** with a **terrace** or you can opt for a **superior honeymoon log cabin** with **Jacuzzi®.**

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**


Twin room

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



Forest Heights cottages

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

A SNAPSHOT

The hilltop Forest Heights looks out over Rovaniemi and its surrounding countryside, so the views are great.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ A la carte dining* ■ Wi-Fi*

LOCATION

■ 3km from Rovaniemi city centre ■ 1.5km from Santasport Institute with spa services and indoor facilities

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, activity tasters and a visit to Santa Park included. And that's not forgetting meeting Santa himself, and getting a present

FOOD & DRINK

A stylish, award-winning restaurant offers up panoramic views through its floor-to-ceiling windows. The à la carte menu* is one of the best in Rovaniemi, and features Lappish favourites.

EVENING ENTERTAINMENT

Rovaniemi's cosmopolitan city centre is less than 5 minutes away in a taxi. Lively bars and eclectic clubs can be found in the Sampokeskus area.

ROOMS: 71

OFFICIAL RATING: ★★★

FOREST HEIGHTS TTT

- ✔ Hilltop location
- ✔ Spectacular views
- ✔ Northern Lights viewing platform

8.2 HOLIDAY OVERALL

7.8 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating
BASED ON 278 REVIEWS

HALF BOARD

Wi-Fi*

WE ALSO OFFER

■ Full Board ■ Self Catering ■ Bed & Breakfast

Transfer time: 15 minutes by coach

ROOM OVERVIEW

Superior twin rooms are available here, or for a bit more space, you can opt for a **1-bedroom family room with a sauna** and a lounge area. And if you fancy something a little different, cosy **log cabins** come complete with a **kitchen**.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**



PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£919† pp	£1065† pp	£635† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Half Board**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



SANTASPORT HOTEL

TTT+

- ✔ Fantastic sports facilities
- ✔ Indoor pool
- ✔ Saunas and hot tubs

7.9 HOLIDAY OVERALL

7.8 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating

BASED ON 145 REVIEWS

BED & BREAKFAST

FREE Wi-Fi

Transfer time: 15 minutes by coach

A SNAPSHOT

Set in the heart of Ounasvaara, on the edge of Rovaniemi, the Santasport specialises in active holidays and wellbeing breaks. There's something for all ages and fitness levels, so it's a great choice for families.

KEY FACILITIES

■ 1 pool ■ 1 kids' pool ■ 2 restaurants ■ Free Wi-Fi zones

LOCATION

■ 2km from Rovaniemi

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, activity tasters and a Christmas activity event included. And that's not forgetting meeting Santa himself, and getting a present.

FOOD & DRINK

The restaurant* goes down the healthy route, serving nutritious dishes and plenty of vegetarian choices. There's also a café* where you can get light bites like sandwiches and pastries, and they also have hot food on offer such as burgers and fries.

SPORTS & ACTIVITIES

Activities here are offered up by the Santa Sport Institute*, which includes a sports hall, a bowling alley and fitness suite. There are a couple of indoor pools at the hotel, including one with a waterslide.

ROOMS: 77

OFFICIAL RATING: ★★★

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£779† pp	£879† pp	£709† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a 1 Bedroom Family Room.
Board: Bed & Breakfast

Season dates: December 2019

WHAT'S INCLUDED
All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

ROOM OVERVIEW

You can expect a kitchenette in all of these rooms. There's twin rooms available or if you want a bit more room- you can opt for a **2 bedroom family room** which comes with a **lounge**.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**


Standard room

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

A SNAPSHOT

The Scandic Rovaniemi Hotel has a postcode that's right in the heart of town. It's a five-minute walk to the nearest shops, and the same distance from a clutch of the city's most-fancied bars and restaurants.

KEY FACILITIES

■ 1 bar ■ 2 restaurants ■ A la carte dining*

LOCATION

■ Central city location ■ 3km to Ounasvaara's ski facilities ■ 8km to Arctic Circle and Santa Claus' Village

FOOD & DRINK

Breakfast and dinner are served in the hotel restaurant. In the evenings, you can choose from a buffet selection or the à la carte menu, which features Lappish and Scandinavian cuisine. Think grilled reindeer burgers, beetroot carpaccio, and local cheeses baked with cinnamon cream.

SPORTS & ACTIVITIES

Children can blow off any leftover steam in the hotel's play area, or settle down for activities like jigsaws and drawing.

EVENING ENTERTAINMENT

The bar's ideal for kicking back after a full day out. It's kitted out with slick jet-black furniture and a big screen showing the latest sports fixtures.

HEALTH & BEAUTY

The hotel has a gym and a traditional Finnish sauna – ideal for warming up after a day in the snow.

ROOMS: 167

OFFICIAL RATING: ★★★★

SCANDIC ROVANIEMI HOTEL TTT

- ✔ Great sightseeing location
- ✔ Lappish and Scandinavian cuisine
- ✔ Stylish interiors

FEATURED NEW FOR WINTER 2018/19

TripAdvisor rating
BASED ON 53 REVIEWS

BED & BREAKFAST

WE ALSO OFFER

■ Half Board

Transfer time: 15 minutes by coach

ROOM OVERVIEW

Rooms sleep up to 4 and have a contemporary look, with laminate flooring and smart furnishings. You'll also have a safe, a hairdryer and free Wi-Fi.


Standard room

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£905† pp	£1045† pp	£635† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Bed & Breakfast**

Season dates: December 2019

WHAT'S INCLUDED
All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



CHRISTMAS COTTAGES

TTT+

- ✔ Close to the slopes
- ✔ Private sauna
- ✔ Restaurant with log fire

8.1 HOLIDAY OVERALL

8.3 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating
BASED ON 334 REVIEWS

BED & BREAKFAST

FREE Wi-Fi

WE ALSO OFFER

■ Half Board

Transfer time: 15 minutes by coach

A SNAPSHOT

The Christmas Cottages have been built so you can make the most of the great outdoors. Each property is less than a 5-minute walk from the slopes.

After a day in the snow, the cottages offer a warm welcome home. Each one comes with its own sauna, where you can thaw out. They're all decorated cosily, too, with soft sofas and thickly-blanketed beds.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ Free Wi-Fi

LOCATION

■ 300m from the slopes ■ Short taxi journey to city centre ■ Family Snow Park and cross-country skiing nearby ■ A 15-minute walk to the mini-market

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a visit to Santa Park and activity tasters included. And that's not forgetting meeting Santa himself at the gala meal and getting a present, too.

FOOD & DRINK

Restaurant Thulia* is heated by log fires and the menu includes warming Lappish dishes like reindeer and salmon. You can round off your meal with a hot chocolate at the bar*.

Each cottage has a kitchenette with a fridge, cooking plates and a kettle, so you can easily eat in. The mini-market is around a 15-minute walk away.

SPORTS & ACTIVITIES

Downhill ski* slopes sculpt the hills.

EVENING ENTERTAINMENT

Rovaniemi is a 10-minute drive away. It lives up to its reputation as the capital of Lapland with its collection of lively bars and clubs.

OFFICIAL RATING: No official rating

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£859† pp	£975† pp	£665† pp

Adult prices based on a 3 or 4 night holiday for 4 Adults sharing a Cottage With Sauna. **Board: Bed & Breakfast**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



2-bedroom cottage



Thulia restaurant







ROOM OVERVIEW

You can expect all cottages here to come with a kitchenette and sauna.
1-bedroom cottages are available, or bigger groups can opt for a 2-bedroom cottage.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available



HOTEL SANTA CLAUS

TTTT

- ✔ Central location
- ✔ Sauna
- ✔ Restaurant

8.6 HOLIDAY OVERALL

8.4 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating

BASED ON 672 REVIEWS

BED & BREAKFAST

FREE Wi-Fi

WE ALSO OFFER

■ Half Board

Transfer time: 20 minutes by coach

A SNAPSHOT

Hotel Santa Claus is in the thick of Rovaniemi's action, with restaurants, shops and bars on the doorstep. What's more, you're a 5-minute drive from attractions like Santa Park and Santa Claus Village.

KEY FACILITIES

■ 2 bars ■ 3 restaurants ■ A la carte dining* ■ Free Wi-Fi

LOCATION

■ City centre ■ Close to Rovaniemi's main attractions ■ Shopping mall, restaurants and bars nearby ■ 5km to Arctic Golf's 18-hole course

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, activity tasters and a visit to Santa Park included. And that's not forgetting meeting Santa himself, and getting a present at the gala meal.

FOOD & DRINK

The Gaissa restaurant lays on a breakfast spread that includes DIY waffles. A Lappish-themed menu* is on offer in the evenings, while a grill bar* serves things like burgers and smoked reindeer pasta.

SPORTS & ACTIVITIES

There's a traditional Finnish sauna here, plus a small play area for children.

EVENING ENTERTAINMENT

The hotel offers up a couple of bars*, plus you've got Rovaniemi's nightlife within a 5-minute walk.

ROOMS: 167

OFFICIAL RATING: ★★★★

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£895† pp	£1029† pp	£635† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Superior Twin Room. **Board: Bed & Breakfast**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

ROOM OVERVIEW

There's superior twin rooms here which for a bit extra can come as a **deluxe** with a **sauna.** You can have a double room with an interconnecting room. Or if you'd like a bit more space- **junior suites** are also available with a **king-size bed** and sauna.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**


Twin room

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Platinum

Holidays in premium hotels

SELECT YOUR SEAT SERVICE
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TAXI TRANSFER
Taxi transfers available

A SNAPSHOT

These all-new igloos have been set up away from Rovaniemi's bright lights, at the famous Santa Claus Village. You've got everything you need on your doorstep, plus it's a 10-minute drive into the city centre.

KEY FACILITIES

■ 1 bar ■ 3 restaurants

LOCATION

■ Short drive from the centre of Rovaniemi ■ Close to attractions of Santa Claus Village

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, and activity tasters included. And that's not forgetting a visit to Santa's Creek, meeting Santa himself and getting a present too.

FOOD & DRINK

The restaurant count takes in ones specialising in traditional Lappish dishes, a gourmet eatery with live music, and an ice bar and restaurant.

SPORTS & ACTIVITIES

Thanks to a setting at the Santa Claus Village, the igloos put all sorts of activities at your fingertips. You can hop on husky sleds*, snowmobiles* or visit the reindeer farm. And there are shops to browse, too.

ROOMS: 71

OFFICIAL RATING: ★★★★

SANTA'S IGLOOS ARCTIC CIRCLE TTTT

- ✔ Spectacular views
- ✔ Glass-roofed ceilings
- ✔ 10-minute drive to Rovaniemi

9.4 HOLIDAY OVERALL

9.3 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating
BASED ON 30 REVIEWS

BED & BREAKFAST

Transfer time: 10 minutes by coach

ROOM OVERVIEW

Rooms here are igloo-style with pitched glass roofs and panoramic windows looking out over the spectacular Finnish scenery. Each one comes with free Wi-Fi, a shower, and tea and coffee facilities.



For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£1599† pp	£1945† pp	£775† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Bed & Breakfast**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.

LUOSTO

Picture traditional log cabins, snow-dusted landscapes and forest-coated fells and you've got the straight-off-a-postcard village of Luosto.

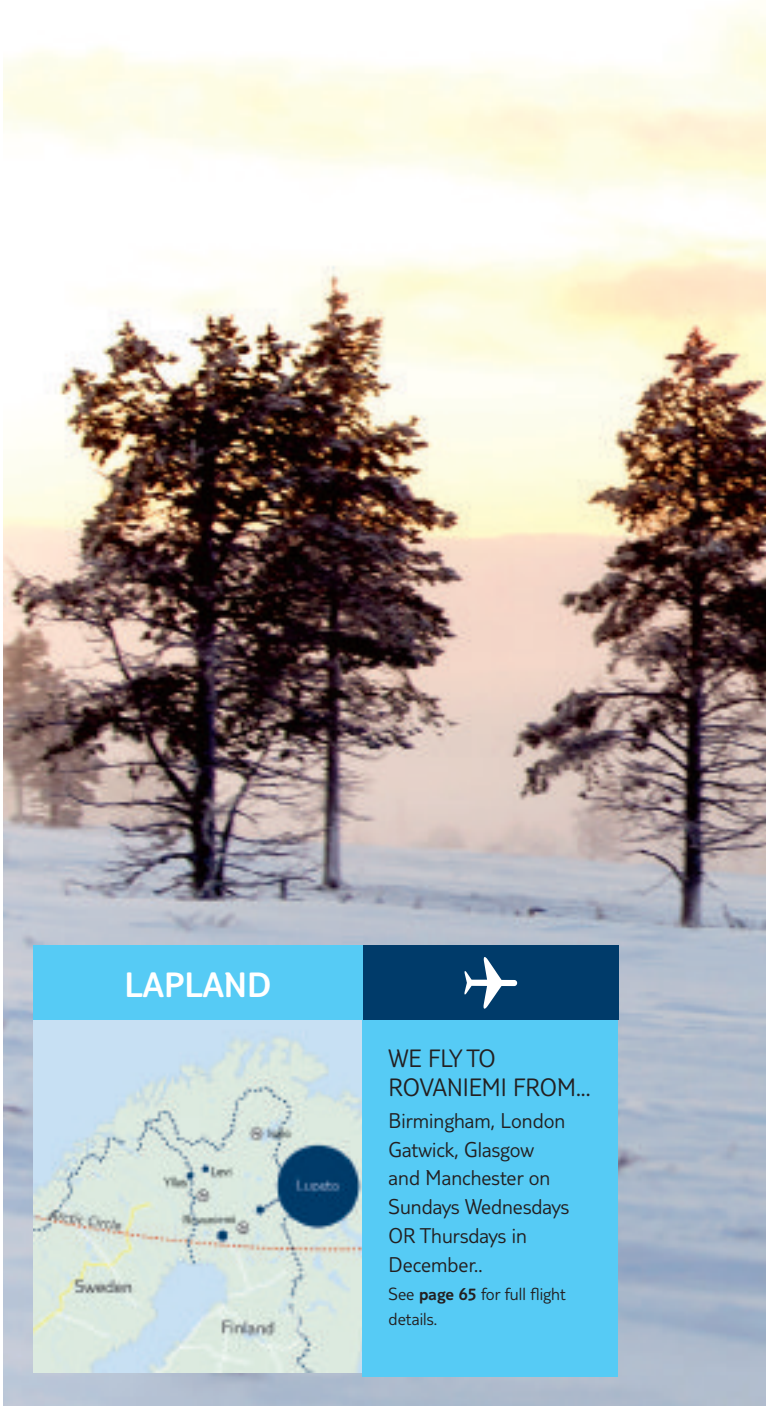
'Winter wonderland' describes Luosto to a T. This button-cute village is made up of cosy log cabins scattered across a snowy fell. The scenery is textbook Lapland, with frozen lakes and rivers, wintry woodland and rolling hills blanketed in snow.

The village has a secluded setting in the heart of the Pyhä-Luosto National Park, which is studded with 200-year-old pine forests and a chain of picture-perfect fells. Days here are filled with once-in-a-lifetime activities, like snowmobiling or riding a sleigh pulled by reindeer or huskies. Walking and cross-country skiing trails snake through the surrounding landscape, and the hills are carved with a handful of powdery downhill ski runs.

Although the village is pretty small, you'll find a handful of bars and restaurants edging the main road, as well as a sprinkling of gift shops.

The skies above Lapland are often striped with the glowing Northern Lights, and Luosto is no exception.

And thanks to the remote location and lack of light pollution – the village only has 200-odd residents – the conditions here are near-perfect for spotting this natural light show.



LAPLAND

WE FLY TO ROVANIEMI FROM...

Birmingham, London Gatwick, Glasgow and Manchester on Sundays Wednesdays OR Thursdays in December..

See **page 65** for full flight details.





travel aware

TRAVEL AWARE

STAYING SAFE & HEALTHY ABROAD

THE FOREIGN & COMMONWEALTH OFFICE AND NATIONAL TRAVEL HEALTH NETWORK AND CENTRE HAVE UP-TO-DATE ADVICE ON STAYING SAFE AND HEALTHY ABROAD.

- For the latest travel advice from the Foreign & Commonwealth Office including security and local laws, plus passport and visa information check **www.gov.uk/travelaware** and follow **@FCOtravel** and **Facebook.com/FCOtravel.**
- More information is available by checking **www.tui.co.uk/destinations/info/travel-aware.**
- Keep informed of current travel health news by visiting **www.travelhealthpro.org.uk.**

The advice can change so check regularly for updates.

LAPLAND DISCOVERY

3 OR 4-NIGHT TRIP

FLY TO ROVANIEMI STAY IN LUOSTO

DAY 1: After landing in Rovaniemi, you'll make tracks north to Luosto where you'll collect your thermal kit. The rest of the day is yours to explore the village and the surrounding snowy landscape.

DAY 2: This action-packed day kicks off with tasters of snowmobiling and husky and reindeer sleigh rides. You can then meet Santa's elves, and try out activities like tobogganing and lasso casting. There's also the opportunity to celebrate the crossing of the Arctic Circle with a local shaman. Later on, you've got the option of joining a full snowmobile adventure*. If you go for the evening trip*, you might spot the Northern Lights as you travel through the snow.

DAY 3: It's up to you what you get up to today. Strap on a pair of skis* and try out the downhill or cross-country routes, race on the toboggan slope, or build snowmen in the frosty fields. You can also book reindeer safaris and husky ride excursions*. After a special festive dinner in the evening, we'll take you for your private meeting with the man himself – Santa Claus.

DAY 4: You'll head home today, but not before we've made one last stop – Santa Claus Village. Stock up on souvenirs at the artisan and handicraft shops, then pay a visit to Santa's Main Post Office. It's filled with letters from children around the world – send one of your own, or order an official letter for Santa to post out before Christmas. Guests on 4 night trips will have extra free time to explore Luosto and its snowy surroundings.

*Extra charge

LAPLAND DISCOVERY trip can be teamed with a stay in the Hotel Luosto. The order of events can change slightly from trip to trip, but all included activities will be available at some point during your holiday. If you want to celebrate Christmas Day in Luosto, book our 4-night trip on the 22nd December.









LUOSTO HOTEL TTTT

✔ Next to Luosto Ski Resort
✔ Log cabins available

8.5 HOLIDAY OVERALL

8.4 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating
BASED ON 426 REVIEWS

BED & BREAKFAST

FREE Wi-Fi

WE ALSO OFFER

■ Half Board ■ Full Board

Transfer time: 80 minutes by coach

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£835† pp	£945† pp	£619† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Bed & Breakfast**

Season dates: December 2019

WHAT'S INCLUDED
All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

A SNAPSHOT

The Luosto Hotel is nestled in the log cabin village of Luosto and cloaked in forested parkland. A neighbouring ski resort finishes the scene off with a flourish.

The hotel offers a collection of log cabins that specialises in homely décor with a Nordic twist. A lounge area, stone fireplace, and dining room are thrown in for good measure.

KEY FACILITIES

■ 1 pool ■ 1 bar ■ 2 restaurants ■ A la carte dining*
■ Free Wi-Fi ■ Amethyst spa

LOCATION

■ Situated in Pyhä-Luosto National Park ■ In Luosto village close to the ski slopes ■ 117km from Rovaniemi

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, SnowClub entertainment programme and activity tasters included. And that's not forgetting a visit to Santa Claus Village, meeting Santa himself and getting a present, too.

FOOD & DRINK

Come evening, the spotlight turns on the hotel's restaurants*. The Tunturi à la carte restaurant offers widescreen views over the snowy fells.

SPORTS & ACTIVITIES

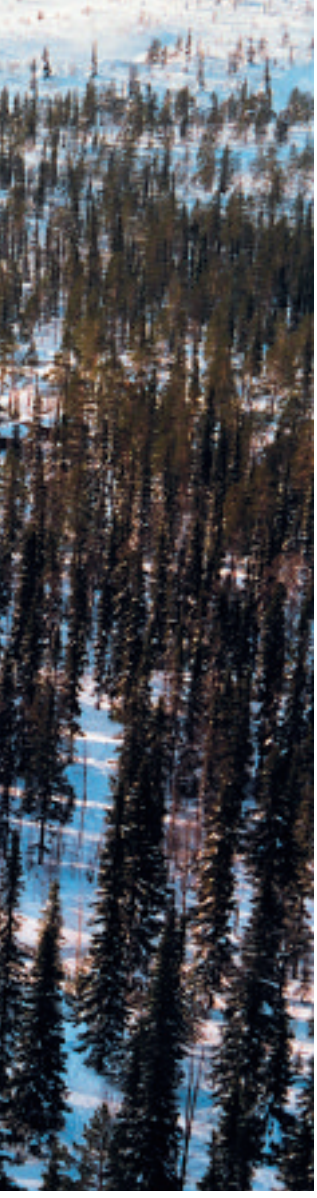
The hotel's Amethyst Spa* has a pool heated to a toasty 30°C. The spa is also the go-to place for body massages and facials that use top-shelf skin care products. There's a Finnish sauna on hand, too.

The Luosto Hotel has bagged a spot next to the Luosto Ski Resort*, so downhill slopes, children's tobogganing runs, and cross country trails are all just minutes away on foot.

ROOMS: 176

OFFICIAL RATING: ★★★½

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



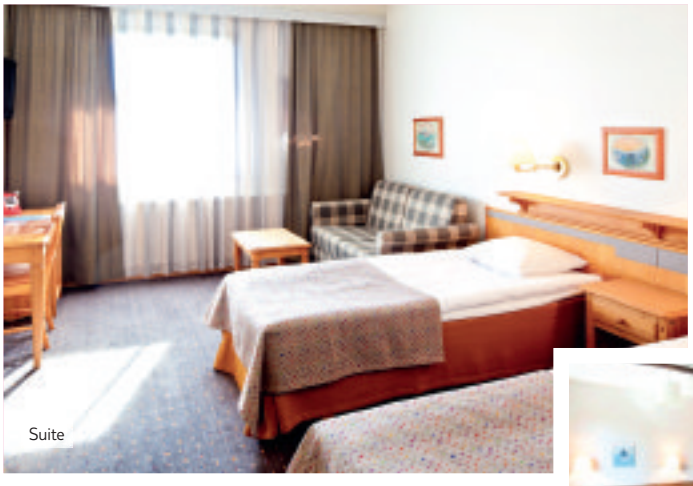


Bistro international à la carte restaurant





Tunturi restaurant

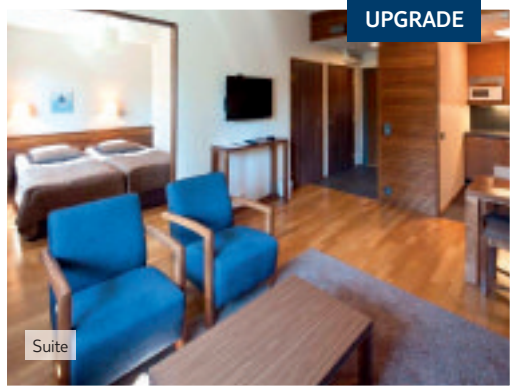


Suite

ROOM OVERVIEW

You can expect a balcony or terrace in all rooms. There's twin rooms which for a bit extra can be upgraded to a **superior**. If you'd like a bit more space- there's 1 bedroom family rooms. Plus **suites** and **log cabins** come complete with a **sauna, kitchenette** and **lounge area**.

UPGRADE



Suite

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

HETTA

Empty snowscapes, cute wooden villages and thrilling winter sports give you a taste of true Lapland in Hetta.

Hidden away on the north-western arm of Finland, Hetta looks like a Christmas card come to life. It's about as far north as you can get in Europe, just 50 kilometres or so from the Arctic Ocean. In other words, it's seriously remote – think flat-topped mountains, tiny wooden huts and a huge frozen lake.

It probably goes without saying, it's the snow that really draws visitors here. Hetta's untouched wintry landscapes make the perfect playground for all manner of adventures. Cue snowmobile safaris that zoom across polar-like plateaus, reindeer sleigh rides through glittering glades, and husky-pulled sleds that sweep you over the fresh drifts. Plus, there are hundreds of kilometres of tracks nearby for a spot of cross-country skiing.

Being so far north, this is one of Finland's prime places for spotting the elusive Northern Lights. Your best chance comes on crystal-clear nights between 9.30pm and 11pm, so keep your eyes to the skies when the time and conditions are right. If you're lucky enough to see the dazzling solar flares, legend has it you'll be happy for the rest of your days.



LAPLAND

WE FLY TO KITTILÄ FROM...

Birmingham, Bristol, London Gatwick, Manchester and Newcastle on Sundays, Mondays, Wednesdays or Thursdays in December.

See **page 65** for full flight details.





TRAVEL AWARE

STAYING SAFE & HEALTHY ABROAD

THE FOREIGN & COMMONWEALTH OFFICE AND NATIONAL TRAVEL HEALTH NETWORK AND CENTRE HAVE UP-TO-DATE ADVICE ON STAYING SAFE AND HEALTHY ABROAD.

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- More information is available by checking **www.tui.co.uk/destinations/info/travel-aware.**
- Keep informed of current travel health news by visiting **www.travelhealthpro.org.uk.**

The advice can change so check regularly for updates.

LAPLAND ADVENTURE

3 OR 4-NIGHT TRIP

FLY TO KITTILÄ STAY IN HETTA

DAY 1: After landing at Kittila Airport - where you'll collect your thermal snow clothes - you'll be whisked off to your hotel in Hetta. The rest of the day is yours to suss out your snowy surroundings.

DAY 2: This morning is packed-full of taster sessions – pick from the likes of husky-sled rides and snowmobiling. Afterwards, there's a toboggan run to tackle. Or you can head inside the Kota tent– a teepee-style hut – for a traditional Lappish ceremony. Come afternoon, you've got the option of spending some free time in the snow or booking onto one of our full excursions*.

DAY 3: Snow fights, reindeer sleigh rides and snowmobiling are all on the cards on Day 3. Just so you know, those of you on a 3-night trip will enjoy Day 4's activities today instead.

DAY 4: You'll head into the heart of a frozen forest for today's finale. Here, you can hop in a reindeer-pulled sleigh, whizz downhill on a toboggan and decorate Christmas cookies with the elves. What's more, there'll also be a chance to sit down with the man in red himself – Santa Claus. After all that excitement, you'll finish the day with a festive feast.

*Extra charge

LAPLAND ADVENTURE can be teamed with a stay at the Lapland Hotel Hetta. The order of events may change slightly from trip to trip, but all included activities will be available at some point during your holiday. If you want to celebrate Christmas Day in Lapland, book our 4-night trip on 22nd December or 3-night trip on 23rd December.









LAPLAND HOTEL HETTA TTTT

- ✔ Indoor pool
- ✔ Lake scenery
- ✔ Sauna

8.9 HOLIDAY OVERALL

8.5 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating

BASED ON 111 REVIEWS

HALF BOARD

FREE Wi-Fi

WE ALSO OFFER

■ Full Board

Transfer time: 120 minutes by coach

A SNAPSHOT

This place is in a picturesque part of town, snuggled up to the shores of Lake Ounasjärvi. It's right in the heart of Lapland's snow-dusted wilderness, so it's a popular base for hikers and skiers.

Inside, things are just as Lappish – you'll be met by a crackling fire in the lobby, and the restaurant puts traditional fare on the menu. An indoor pool and Finnish sauna are also part of the scene.

KEY FACILITIES

■ 1 pool ■ 1 bar ■ 1 restaurant ■ Free Wi-Fi in lobby bar and restaurant

LOCATION

■ On the banks of Ounasjärvi Lake

POOL SCENE

As you'd expect, you won't find an outdoor pool here. Instead, it's tucked away inside, along with a Finnish sauna to warm up in.

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, activity tasters and a Christmas activity event included. And that's not forgetting meeting Santa himself, and getting a present.

FOOD & DRINK

The hotel's restaurant serves up a mix of international favourites and Lappish specialities, so you can try the likes of reindeer and arctic char. Make sure to grab a window seat for the wide-open lake views.

ROOMS: 51

OFFICIAL RATING: ★★★

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£879† pp	£955† pp	£625† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Half Board**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:

■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.




Lobby bar




Restaurant

SNOWCLUB

This is one of our SnowClub properties, which means Captain T will be on hand for plenty of festive fun. He'll entertain little guests with activities like snowdog-building, Christmas-themed storytelling and arts and crafts. Plus, he'll be hosting special festive parties and singalongs. Family-friendly quizzes and games are part of the line-up, too.




Twin room

ROOM OVERVIEW

Twin rooms sleeping two and three people and suites for four are in the main building of the hotel. They all feature a shower, hairdryer and TV, while suites come with a double bed, double sofa bed kitchenette and sauna. Bungalow rooms are in separate buildings. Bungalows for 2 have a kitchenette and lounge area, while 1 bedroom bungalows for 4 and 2 bedroom bungalows for 6 have a separate lounge and kitchen.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

KITTILÄ

Whether you opt for the fun-loving town of Levi, the laid-back village of Yllas or Narnia-like Pallas, the Kittilä area promises dramatic scenery and exciting snow sports in grand proportions.

A couple of hours north of Rovaniemi, more than 100 kilometres inside the Arctic Circle, the Kittilä region showcases the best of Lapland's snow-coated scenery. White hills plunge into frozen rivers, forests give way to frosty marches and fields play host to wild reindeer.

With all this on the doorstep, it's no wonder snow sports are a big deal here. In fact, with more than 300 kilometres of slopes and cross-country tracks to its name, Kittilä is home to Lapland's largest ski network.

One of the main hubs here is Levi, a compact town with a European ski resort feel. Its lively centre is lined with shops, restaurants and hotels, all framed by huge slopes dotted with ski lifts and log cabins. There's a huge spa and pool complex, too.

For something a bit quieter, consider Yllas. This small village has a handful of shops and restaurants, but that's where the appeal lies. Spare time here is best spent taking walks through snowy woodland and zooming across frozen lakes on a snowmobile.

Snow-quilted firs set the magical scene in Pallas. It sits inside Finland's third-biggest national park, so it's prime hiking territory. Plus, reindeer, red squirrels and brown bears all call this place home. And when you want to relax, saunas are ten-a-penny.

Another draw of the Kittilä area is the Snow Village. This icy piece of architecture is re-built every year, and it counts an ice hotel and bar among its credentials.



LAPLAND

WE FLY TO KITTILÄ FROM...

Birmingham, Bristol, London Gatwick, and Manchester on Sundays, Mondays, Wednesdays or Thursdays in December.

See **page 65** for full flight details.

travel aware

TRAVEL AWARE

STAYING SAFE & HEALTHY ABROAD

THE FOREIGN & COMMONWEALTH OFFICE AND NATIONAL TRAVEL HEALTH NETWORK AND CENTRE HAVE UP-TO-DATE ADVICE ON STAYING SAFE AND HEALTHY ABROAD.

- For the latest travel advice from the Foreign & Commonwealth Office including security and local laws, plus passport and visa information check **www.gov.uk/travelaware** and follow **@FCOtravel** and **Facebook.com/FCOtravel.**
- More information is available by checking **www.tui.co.uk/destinations/info/travel-aware.**
- Keep informed of current travel health news by visiting **www.travelhealthpro.org.uk.**

The advice can change so check regularly for updates.





LAPLAND EXPLORER*

3 OR 4-NIGHT TRIP

FLY TO KITTILÄ STAY IN LEVI, YLLAS OR PALLAS

DAY 1: After being given your snow clothes at the airport, Santa's elves will take you to your hotel in Levi, Yllas or Pallas. Then, you've got the afternoon free to get a feel for your surroundings. Grab a toboggan and head for the slopes or take a walk through the snowy countryside.

DAY 2: Today you'll head to Santa's activity area for a day of festive fun. You can take a short husky sleigh ride, and take a seat in a sleigh behind a snowmobile. Or you can head inside the Kota tent– a teepee-style hut – for a traditional Lappish ceremony. One of Santa's elves will tell you a story around the fire, too. Then meet some reindeer, before topping your day off with a face-to-face meeting with Santa himself.

DAY 3: Today's the day you get to choose your Lapland experience. You can book onto one of our excursions**, like snowmobiling, husky rides or visiting the Snow Village. Alternatively you can send the day at your leisure. Guests on 4-night trips will enjoy an extra day to take part in activities of your choice, too.

DAY 4: The morning is yours to spend how you fancy – wrap up and play in the snow, or relax in the warmth of your hotel. Later, you'll tuck into a traditional Christmas dinner at the festive finale gala meal.

**Extra charge

*The running order of this itinerary may change, depending on where you're staying.

CHRISTMAS BREAKS

If you want to be in Lapland for the most festive day of the year, you'll need to book a 4-night trip. Flights leave on the 22nd December, and the break includes the chance to meet Santa. We also offer a 3-night break between Christmas and New Year – flights leave on the 23rd December. There's also a 4-night New Year trip where you can enjoy a gala dinner on New Year's Eve. Flights leave on the 29th December.





CAPTAIN T

Only from TUI

In the UK, only holidays from the TUI Group come with the added bonus of Captain T. This popular mascot will be on hand at least one morning or afternoon in our hotels with Snowclubs for games and photos with little ones.



SNOWY WILDERNESS LODGE TTT

- ✔ All Inclusive activities
- ✔ Cosy interior with log fire
- ✔ In a snowy national park

9.5 HOLIDAY OVERALL

8.9 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating

BASED ON 236 REVIEWS

FULL BOARD

FREE Wi-Fi

TRAVELLERS' CHOICE tripadvisor

Transfer time: 60 minutes by coach

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£965† pp	£1195† pp	£469† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Full Board**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:

■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

A SNAPSHOT

The Snowy Wilderness Lodge is tucked away in the heart of the Pallas-Yllästunturi National Park, surrounded by mile after mile of pine forests and hills.

Log fires set the scene, so the hotel is warm and cosy inside. The rooms, meanwhile, are basic with modern décor and come with great views over the snowy countryside.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ Free Wi-Fi

LOCATION

■ Set in the Pallas-Yllastuntari National Park and has stunning views ■ The fells are surrounded by forests and snow-capped trees - a real winter wonderland

Please note the official name of this hotel is Lapland Hotel Pallas.

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal at the hotel, activity tasters and a Christmas activity event included. And that's not forgetting meeting Santa himself, and getting a present at the gala meal.

FOOD & DRINK

A wood-beamed buffet restaurant serves big international and local selections, including warming soups and fluffy fresh bread. As for afternoon tea, it's occasionally hosted by a VIP – Mrs Claus.

SPORTS & ACTIVITIES

An All Inclusive activity programme is laid on by the hotel's Elf Academy, where cookie decorating classes and snow football are run by Santa's little helpers.

The surrounding fells are perfect for snowballing, sledging and snowshoeing.

EVENING ENTERTAINMENT

Evening entertainment goes traditional, so you'll be singing carols around a flickering campfire.

ROOMS: 52

OFFICIAL RATING: ★★★

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.





Buffet restaurant







Twin room

ROOM OVERVIEW

All rooms here are twin rooms and come complete with a TV and a hairdryer. If there's more than 2 of you staying- rooms are available with **1 extra bed** for either 1 adult or 2 children.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available



THE SNOW ELF HOTEL & APARTMENTS

- ✔ Woodland setting
- ✔ Indoor swimming pool
- ✔ Outdoor activities

8.6 HOLIDAY OVERALL

8.2 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating
BASED ON 311 REVIEWS

FULL BOARD

Wi-Fi*

Transfer time: 50 minutes by coach

A SNAPSHOT

This resort-style complex has a real fairytale setting – it's bordered on all sides by snow-dusted pine forests. It's a family-friendly spot, with an indoor pool and lots of activities on offer.

KEY FACILITIES

■ 1 pool ■ 1 bar ■ 1 restaurant ■ Wi-Fi* ■ Evening entertainment programme

LOCATION

■ In the centre of Äkäslompolo village, with the nearest restaurants and shops 300m away ■ Near cross-country ski tracks ■ Ski lifts, ski equipment rental and a ski school just 3.2km away

Please note the official name of this hotel is Lapland Hotel Akashotelli.

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, our SnowClub entertainment programme, a Christmas activity event and activity tasters included. And that's not forgetting regular visits from Captain T, meeting Santa himself at activity time and getting a present, too.

FOOD & DRINK

A huge breakfast spread is laid on in the buffet restaurant, and includes everything from eggs and sausages to Lappish bread and DIY waffles. For lunch and dinner, a mix of meat, fish and salad is on offer.

SPORTS & ACTIVITIES

The hotel makes the most of its surroundings – cross-country skiing* tracks cut through the grounds, and there's a toboggan* run for little ones. Inside, meanwhile, you'll find a pool and a sauna*.

EVENING ENTERTAINMENT

As well as a bar* and a nightclub*, the hotel puts on the occasional show, with live music and traditional Finnish dancing.

ROOMS: 88

OFFICIAL RATING: ★★★

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£895† pp	£1045† pp	£549† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Full Board**

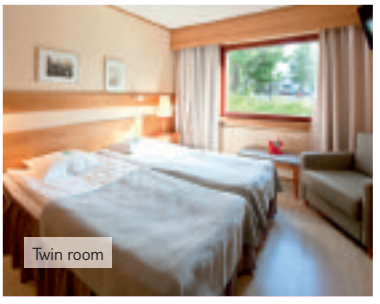
Season dates: December 2019

WHAT'S INCLUDED
All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

ROOM OVERVIEW

There's twin rooms here or for a bit extra you can opt for a **log cabin** which comes with a **kitchenette** and **sauna**. For a bit more space- **1 bedroom apartments** are available in the annexe with a lounge, kitchenette and sauna and can be upgraded to a **superior** for a **sauna, kitchenette** and **lounge**.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**


Twin room

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

A SNAPSHOT

This place looks out over a pine-cloaked fell, so wintery views are a permanent fixture. It's in a handy location, too, with slopes nearby, and ski tracks leading from the doorstep to Äkäslompolo village, 5 minutes away.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ Wi-Fi* zones

LOCATION

■ 500m from the village centre with its small selection of bars and shops ■ A ski bus 20m from the hotel will take you to the slopes 3.2km away

Official name of this hotel is Lapland Hotel Yllaskaltio.

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, SnowClub entertainment programme, a Christmas activity event and activity tasters included. And that's not forgetting regular visits from Captain T, meeting Santa himself at activity time and getting a present, too.

FOOD & DRINK

The buffet restaurant is set behind floor-to-ceiling windows that open up panoramic views of the fells. The menu features Finnish dishes, as well as home-from-home favourites like chips and burgers.

SPORTS & ACTIVITIES

Cross-country skiing and snowmobile tracks start pretty much from the front door of the hotel. Yllas ski resort is nearby, too. Of the huge selection of slopes here, the longest runs for three kilometres downhill.

EVENING ENTERTAINMENT

In the lobby bar*, you can set your drink down on chunks of log that act as tables. Alternatively, make your way to the bars in nearby Äkäslompolo village.

ROOMS: 72

OFFICIAL RATING: ★★★

HOTEL SNOW PRINCESS TTT

- ✔ Pine forest setting
- ✔ Close to town centre
- ✔ Private sauna in rooms

8.5 HOLIDAY OVERALL

7.4 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating
BASED ON 183 REVIEWS

FULL BOARD

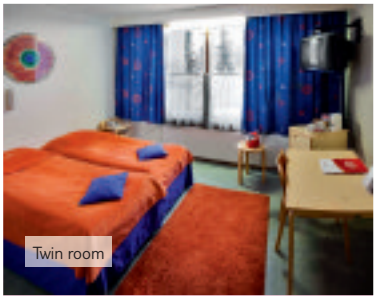
Wi-Fi*

Transfer time: 60 minutes by coach

ROOM OVERVIEW

You can expect a child bed in all rooms here. There's twin rooms or for a bit more space you can opt for a **duplex 2 bedroom family room** which comes with a **lounge** and has a mezzanine floor.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**


Twin room

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£945† pp	£1105† pp	£619† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Full Board**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



LAPLAND HOTEL SAAGA

- ✔ Spectacular mountain scenery
- ✔ Wellness suite
- ✔ Indoor pool

7.5 HOLIDAY OVERALL

7.8 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating

BASED ON 538 REVIEWS

BED & BREAKFAST

FREE Wi-Fi

WE ALSO OFFER

■ Half Board

Transfer time: 60 minutes by coach

A SNAPSHOT

You'll find it hard to beat the mountain scenery that surrounds the Lapland Hotel Saaga – drift-drenched slopes, frozen lakes and pine forests all put in appearances.

KEY FACILITIES

■ 1 pool ■ 2 bars ■ 3 restaurants ■ Free Wi-Fi ■ Spa*

LOCATION

■ 4km from Yllásjärvi village and 14km from Äkäslompolo village ■ Nearest ski lift* 50m and main ski lift* just 200m away ■ Kindergarten and ski school 200m away

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal at the hotel, and activity tasters included. And that's not forgetting meeting Santa himself at activity time and getting a present, too.

FOOD & DRINK

When it comes to dining, you can take your pick from the buffet restaurant*, which serves hearty dishes like soup, stews and pasta, and the bistro*, with its menu of snacks and burgers. There is also an à la carte restaurant* with a menu of Reindeer Roasts and fresh fish available*.

SPORTS & ACTIVITIES

The wellness suite* features a good-sized pool, which is made from natural stone and bathed in dusky lighting. It's surrounded by pampering facilities like a rock-cave whirlpool and male and female saunas, too.

EVENING ENTERTAINMENT

Evenings here are fairly mellow – there's a bar* with an open fireplace and a laid-back lounge.

ROOMS: 84

OFFICIAL RATING: ★★★★

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£815† pp	£929† pp	£595† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Bed & Breakfast**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

ROOM OVERVIEW

Twin rooms here have 1 extra bed if there's more than 2 of you staying. Or if you'd prefer a bit more space- there's **1 and 2 bedroom apartments** which come with a **kitchenette, lounge area and sauna**.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**


Twin room

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



Platinum

Holidays in premium hotels

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

A SNAPSHOT

If you haven't already guessed by the name, cinematic views are what this place majors in. Everything from the restaurants to the seventh-floor saunas look out over the snow-dusted landscape.

KEY FACILITIES

■ 1 bar ■ 3 restaurants

LOCATION

■ Close to world-class ski runs

WHAT'S INCLUDED

Santa's elves and TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, activity tasters and a Christmas activity event included. And that's not forgetting meeting Santa himself, and getting a present.

FOOD & DRINK

There's a trio of restaurants that all offer up dining with a side-order of snowy views. You've got a buffet place, and a couple of à la cartes* that serve Lappish specialities, like reindeer stew.

SPORTS & ACTIVITIES

Step outside the front doors, and you'll find yourself at the peak of Levi's world-renowned ski slopes. Head back indoors, and you can warm up in the panoramic-view saunas, while children mess around in a soft-play zone.

ROOMS: 170

OFFICIAL RATING: ★★★★

LEVI PANORAMA TTTT

- ✔ Widescreen views of Levi
- ✔ Cable car down to the village
- ✔ Close to world-class ski runs

9 HOLIDAY OVERALL

8.9 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating
BASED ON 378 REVIEWS

BED & BREAKFAST

WE ALSO OFFER

■ Half Board

Transfer time: 20 minutes by coach

ROOM OVERVIEW

Rooms have free Wi-Fi, shower and an LCD TV. **Twin rooms** sleep 3 adults or 2 adults and 2 children, while **superior twin rooms** are more spacious. **Junior suites** come with a lounge area and a bath with a shower, or a **private sauna** and a walk-in shower. **Suites** have a twin bedroom, and a separate lounge with an extra bed for one adult or two children.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**


Junior suite

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£895† pp	£1005† pp	£655† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Bed & Breakfast**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



CRAZY AND WHITE REINDEER COMPLEX

TTT+

- ✔ 10 minutes from Levi centre
- ✔ Wellness centre
- ✔ Top-floor speciality restaurant

8.3 HOLIDAY OVERALL

7.5 ACCOMMODATION OVERALL

Customers rating out of 10. May 17 to Oct 17

TripAdvisor rating

BASED ON 589 REVIEWS

HALF BOARD

FREE Wi-Fi

TRAVELLERS' CHOICE tripadvisor

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£955† pp	£1095† pp	£545† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Half Board**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:

■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

A SNAPSHOT

You'll find this cosy retreat about 10 minutes' walk from Levi. It's well geared up for thawing out, and comes with communal snugs with crackling log fires and plump leather sofas.

There's a choice of bedrooms. Stay in the White Reindeer accommodation in the main building, or the Crazy Reindeer rooms in a separate one. And, if you've got the whole family in tow, suites sleep up to eight.

KEY FACILITIES

■ 2 bars ■ 4 restaurants ■ A la carte dining* ■ Free Wi-Fi zones

LOCATION

■ 300m to bars and restaurants in the village centre ■ 500m to ski lifts, slopes and a ski school ■ Facilities listed are shared between Crazy Reindeer and White Reindeer 1 and 2 hotels

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal at the hotel, activity tasters and a Christmas activity event included. And that's not forgetting meeting Santa himself, and getting a present at the activity morning.

FOOD & DRINK

For dinner with a view, try the Sky restaurant on the top floor of the hotel. Here, you can choose from a buffet of Northern specialities and dine under a canopy of LED stars

SPORTS & ACTIVITIES

When it comes to daytime activities, this place is your ticket to everything from reindeer and husky safaris to snowmobile adventures and snowshoeing. It's also just a few minutes' walk from the nearest ski slopes.

Swap your snow boots for your swimsuit and head to the wellness centre to do the rounds of familiar facilities such as a solarium. Alternatively, treat yourself to a massage* or body treatment* in the beauty salon.

EVENING ENTERTAINMENT

There's Rock Café nightclub here, plus a chic lobby bar.

ROOMS: 157

OFFICIAL RATING: ★★★★

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



Main building







SNOWCLUB

This is one of our SnowClub properties, which means Captain T will be on hand for plenty of festive fun. He'll entertain little guests with activities like snowdog-building, Christmas-themed storytelling and arts and crafts. Plus, he'll be hosting special festive parties and singalongs. Family-friendly quizzes and games are part of the line-up, too.



ROOM OVERVIEW

There's twin rooms and family rooms available at both the Crazy Reindeer and White Reindeer. You can choose twin rooms at the White Reindeer to have an interconnecting room. For a bit more space**, suites** are also available at the White Reindeer and come with a **lounge**.



Twin room, Crazy Reindeer Hotel

UPGRADE



For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available



BEST WESTERN LEVI GOLD APARTMENTS

TTTT

- ✔ Next to the slopes
- ✔ In-room saunas
- ✔ Bowling alley

8.5 HOLIDAY OVERALL

8.5 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating

BASED ON 54 REVIEWS

SELF CATERING

Transfer time: 20 minutes by coach

A SNAPSHOT

Balanced between the Chapel of St Mary and Levi Square, Best Western Levi Gold Apartments couldn't get much more central. They neighbour the slopes, and are close to a selection of restaurants and bars.

KEY FACILITIES

■ 1 bar ■ Bowling alley*

LOCATION

■ In the centre of Levi Ski Resort ■ 50m to ski slopes

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, activity tasters and a Christmas activity event included. And that's not forgetting meeting Santa himself, and getting a present.

FOOD & DRINK

High-spec kitchens kit out the apartments, and come with gloss cabinets and chrome appliances. If you fancy heading out for a drink, make a beeline for the bar at the bowling alley.

SPORTS & ACTIVITIES

This hotel is a matter of metres from the gondola station, which gives you access to a network of 48 ski slopes. Plus, it's within grabbing distance of a number of snowmobile trails.

EVENING ENTERTAINMENT

The in-house entertainment centre, with its 8-lane bowling alley and bar, is open until late.

ROOMS: 37

OFFICIAL RATING: ★★★

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£819† pp	£925† pp	£809† pp

Adult prices based on a 3 or 4 night holiday for 3 sharing a Studio With Sauna. **Board: Self Catering**

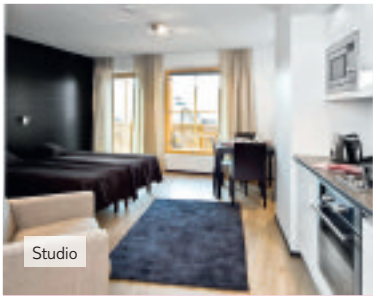
Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

ROOM OVERVIEW

You can expect to find a private sauna, flatscreen TV, kitchenette, dining area and lounge in all of these studios - which for a bit extra - can also come with a **balcony**.


Studio

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.



SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

A SNAPSHOT

'Idyllic' is the best word to describe the Levi Cabins. These wooden huts are set on the outskirts of Levi, and are surrounded by snow drift-deluged countryside and dense woodland.

KEY FACILITIES

LOCATION

- Set in woodland on the edge of Levi
- 200m from the ski bus stop and close to the slopes, with runs for all abilities
- Levi village is 2.5km away with a selection of bars, shops and restaurants easily reachable by taxi

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, activity tasters and a Santa's Workshop event included. And that's not forgetting meeting Santa himself and getting a present.

FOOD & DRINK

When you arrive at your cabin, there'll be a food starter pack waiting for you. It's full of tasty breakfast treats like bacon, eggs, jam and breads, which you can prepare in the kitchenette.

SPORTS & ACTIVITIES

Levi, with its ski slopes, cross country trails, shopping malls, husky park and spa, is only a 5-minute taxi drive away.

EVENING ENTERTAINMENT

From the Levi Cabins, it's a 5-minute taxi journey to the centre of Levi, where you'll find a cinema and a horde of après-ski bars.

Please Note You'll be asked to provide your credit card details when you arrive, as security against your room.

OFFICIAL RATING: ★★★★

LEVI CABINS TTTT

- ✔ Traditional décor
- ✔ Private sauna
- ✔ Food starter pack

9 HOLIDAY OVERALL

9.7 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 17 to Apr 18

TripAdvisor rating
BASED ON 49 REVIEWS

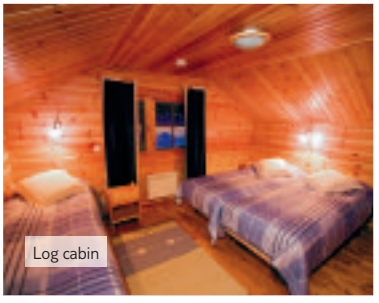
SELF CATERING

Transfer time: 25 minutes by coach

ROOM OVERVIEW

All of these log cabins come with a kitchenette, lounge and free Wi-Fi. There's log cabins which come with twin bedrooms and extra beds. Or if you prefer- you can opt for one with an extra **double bedroom** for that little bit of more space.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**


Log cabin

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£875† pp	£975† pp	£825† pp

Adult prices based on a 3 or 4 night holiday for 6 sharing a Log Cabin. **Board: Self Catering**

Season dates: December 2019

WHAT'S INCLUDED
All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.

KUUSAMO

Holidays to Kuusamo serve up some stellar, snow-blanketed scenery – this peaceful town's a great spot to see the best of Finland's natural beauty, and lively Ruka's just around the corner.

Kuusamo is nearby Ruka's more peaceful sibling – nature takes a front seat in this place, whether you're talking scenery or activities. Walking trails weave through forests of snow-smothered pines and vast frozen lakes. Or, if you want to spend some time indoors, you can visit the Hannu Hautala Nature Photography Centre. This exhibition hall's the first of its kind in Finland, and showcases some seriously impressive pictures.

Ruka and Kuusamo are blanketed in snow for 200 days of the year, giving them a fairytale feel. And Ruka really takes advantage of this – the ski resort's first slope was opened back in 1954, and it now boasts a grand total of 29 runs. Plus, the floodlit slopes mean that you don't have to limit your skiing to daylight hours. It has plenty more feathers in its cap, too. Ruka's après-ski credentials are top-notch – you can take your pick of heated terraces and bars.

Finland's famous Bear Trail hiking route cuts through Ruka. The town's a popular resting spot for travellers taking on the Oulanka National Park's 80-kilometre challenge. It takes about four days to tackle the whole thing. But if you've not packed your hiking boots, giving a section of the trail a go is a great way to see some of Ruka's Arctic countryside. Think deep ravines, dense forests and rushing rivers.



LAPLAND

WE FLY TO KUUSAMO FROM...

London Gatwick and Manchester on Wednesdays or Sundays in December.

See **page 65** for full flight details.



TRAVEL AWARE

STAYING SAFE & HEALTHY ABROAD

THE FOREIGN & COMMONWEALTH OFFICE AND NATIONAL TRAVEL HEALTH NETWORK AND CENTRE HAVE UP-TO-DATE ADVICE ON STAYING SAFE AND HEALTHY ABROAD.

- For the latest travel advice from the Foreign & Commonwealth Office including security and local laws, plus passport and visa information check **www.gov.uk/travelaware** and follow **@FCOtravel** and **Facebook.com/FCOtravel.**
- More information is available by checking **www.tui.co.uk/destinations/info/travel-aware.**
- Keep informed of current travel health news by visiting **www.travelhealthpro.org.uk.**

The advice can change so check regularly for updates.

LAPLAND EXPLORER

3 OR 4-NIGHT TRIP

FLY TO KUUSAMO STAY IN KUUSAMO AND RUKA

DAY 1: Once you've landed at Kuusamo Airport, you'll be handed your thermal gear, before being whisked off to your hotel. You'll have the he rest of the day to explore – you could opt to grab a toboggan and hit the slopes, or take a stroll through snowy fields and forests.

DAY 2: Your morning's all about experiencing the landscape. You'll kick things off with a husky-pulled sleigh ride, so you can sit back and take in the snow-dusted views. Then, have a go at the likes of tobogganing, or help the elves make some snow sculptures. You'll also get to pet the dogs. There's also the chance to try curling and snowmobiling – adults get to drive, while kids get pulled along behind on a sledge. Next, you'll warm up around a roaring campfire with some snacks and hot drinks, listening to Lappish stories.

DAY 3: It's time for the main event – a trip to meet the man in red. You'll listen to Santa tell tales about his life, before he gives you a festive gift. After that, you'll have some free time to fill with your choice of activities*, before being whisked off to a Festive Finale in the evening. Here, you'll dine on a traditional Christmas dinner and watch some glitzy entertainment. This is a great time to wear your Christmas jumper to join in the festivities and keep warm. There'll be a cash bar for adults.

DAY 4: It's time to say farewell to Lapland for those on a three-night holiday – you'll be taken to the airport for your flight home. Those of you on a four-night trip have a full day of free time today. You can opt to spend it playing in the snow, or choose to book a place on one of our excursions. Visit excursion.tui.co.uk to find out more..

*Extra charge

Lapland Explorer

The order of events may change slightly from trip to trip, but all included activities will be available at some point during your holiday.





CAPTAIN T

Only from TUI

In the UK, only holidays from TUI come with the added bonus of Captain T. This popular mascot will be on hand at least one morning or afternoon for games and photos with little ones.



HOLIDAY CLUB KUUSAMO

- ✔ Peaceful setting
- ✔ Indoor pool
- ✔ Children's activity park

FEATURED NEW FOR WINTER 2018/19

TripAdvisor rating
BASED ON 212 REVIEWS

BED & BREAKFAST

WE ALSO OFFER

■ Full Board ■ Half Board

Transfer time: 15 minutes by coach

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£859† pp	£959† pp	£655† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Family Room. **Board: Bed & Breakfast**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

A SNAPSHOT

Surrounded by lakes and pine trees, this place is on the outskirts of Kuusamo – a winter sports hub. Skiing, fishing and kayaking all take place right outside. And it's a 10-minute drive into the centre of town.

There are plenty of places to kick back after a day on the slopes here. Indoors, you've got a spa and pool complex, a children's play area and a sports bar.

KEY FACILITIES

■ 1 bar ■ 1 restaurant ■ Angry Birds Activity Park* ■ Bowling* ■ Spa*

LOCATION

■ 22km to Ruka ■ 220km to Oulu ■ 420km to Kuopio ■ 800km to Helsinki

POOL SCENE

You'll forget you're in Lapland when you step inside the pool area*. It's styled like a tropical oasis, with palms, a waterfall and a slide. The water's a toasty 32°C, and if that's not warm enough, there are Finnish saunas and hot tubs.

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, activity tasters and a Christmas activity event included. And that's not forgetting meeting Santa himself, and getting a present.

FOOD & DRINK

The buffet restaurant is well-versed in catering for allergies – you can get gluten-free bread and granola at breakfast, and there are options for lunch and dinner, too.

Inspired by a Boston sports bar, O'Learys is the place to head for stuff like burgers and ribs. Big TVs screen football and ice hockey matches, as well as Formula One races.

SPORTS & ACTIVITIES

Along with all the winter sports on your doorstep, you've got a nine-hole frisbee golf course at base. For those who prefer five-irons to flying discs, there's an 18-hole golf course right next door.

There's lots of action indoors, too, thanks to the Angry Birds Activity Park for children, which packs in a trampoline, slides and climbing frames. Plus, teens have a lounge full of Xbox consoles and tablets.

HEALTH & BEAUTY

The hotel's spa offers the full A to Z of massages, from aromatherapy and Indian head to sports and Thai.

ROOMS: 211

OFFICIAL RATING: ★★★★

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.











ROOM OVERVIEW

Rooms here come with bathrobes, a hairdryer, a bathroom and a TV. Just so you know, some of the apartments are a few minutes' walk from the restaurant in the building where breakfast is served.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available



AURINKORINNE APARTMENTS TTTT

- ✔ Close to Ruka
- ✔ Private sauna
- ✔ Well-equipped kitchenette

FEATURED NEW FOR WINTER 2018/19

TripAdvisor rating
BASED ON 74 REVIEWS

SELF CATERING

Transfer time: 31 minutes by coach

A SNAPSHOT

The hillside Aurinkorinne Apartments have secured a picture-perfect spot just outside of Ruka – walk for 10 minutes and you'll get into the centre. Plus, there's a ski lift just two minutes' walk from your door, so it couldn't be easier to hit the slopes.

From the outside, this place looks like a scene from a snowglobe. The log cabin-style main building nestles between clusters of snow-dusted pines. Inside, dark wood flooring and panelling give the place a cosy feel.

KEY FACILITIES

■ 2 restaurants

LOCATION

■ Close to the ski lifts ■ A 10-minute walk to the village centre and the Kumpare shopping centre ■ A 15-minute bus ride to the ski school

WHAT'S INCLUDED

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, activity tasters and a Christmas activity event included. And that's not forgetting meeting Santa himself, and getting a present.

FOOD & DRINK

Your apartment comes complete with a kitchenette, with all the basics, including an oven, a microwave, and a fridge, as well as a dishwasher.

Breakfast and dinner are served in a couple of Ruka's restaurants. The Colorado Restaurant – with its buffet – is where you'll kick off your day. Meanwhile, you'll have your evening meal at Les Alpes, where you'll have a menu of dishes to choose from.

HEALTH & BEAUTY

If you need to warm up after a day outside, this place has you covered, with your own private sauna.

ROOMS: 90

OFFICIAL RATING: ★★★★

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£799† pp	£869† pp	£725† pp

Adult prices based on a 3 or 4 night holiday for 5 sharing a 2 Bedroom Apartment. **Board: Self Catering**

Season dates: December 2019

WHAT'S INCLUDED
All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.











ROOM OVERVIEW

These rooms come with a kitchenette with an oven, microwave, fridge, freezer, dishwasher and a kettle. There's also a living area with a fireplace, TV and DVD player, bathroom with shower, drying cabinet for clothes, free Wi-Fi, a private sauna* and a balcony.

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available



CUMULUS RESORT RUKAHOVI TTTT

- ✔ Near ski slopes
- ✔ 3 saunas
- ✔ Biggest hotel in Ruka

FEATURED NEW FOR WINTER 2018/19

TripAdvisor rating
BASED ON 42 REVIEWS

HALF BOARD

FREE Wi-Fi

WE ALSO OFFER
■ Bed & Breakfast

Transfer time: 30 minutes by coach

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£899† pp	£1035† pp	£715† pp

Adult prices based on a 3 or 4 night holiday for 2 Adults sharing a Twin Room. **Board: Half Board**

Season dates: December 2019

WHAT'S INCLUDED
All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

A SNAPSHOT
The Cumulus Resort Rukahovi's a winner when it comes to scenery. It sits at the bottom of Ruka's ski slopes, and the back of the property brushes shoulders with a pine forest. There's lots to do nearby, from hiking to reindeer safaris.

Inside, this place keeps things cosy. Red plaid patterned accessories and wooden beams give a warm, rustic feel. You'll find a few big, stone fireplaces dotted around, too.

KEY FACILITIES
■ 1 bar ■ Free Wi-Fi ■ Après bar and nightclub* ■ Spa*

LOCATION
■ In the centre of the village ■ Close to ski lifts ■ 100m to cross country ski trails ■ 20m to ski-rental houses

WHAT'S INCLUDED
Santa's elves and TUI reps will be at your service during your stay. You'll get thermal clothing, a gala meal, activity tasters and a Christmas activity event included. And that's not forgetting meeting Santa himself, and getting a present.

FOOD & DRINK
Head over to the Kaarle XII for breakfast. Pick from a wide range of hot and cold buffet options, and at the porridge bar, you can load up with toppings. Plus, takeaway breakfasts are on offer all day. The restaurant's buffet's open at dinner, too.

The Kaltiokivi restaurant dishes up lunch and dinner à la carte. Thanks to its play area, this place is a favourite with families. For drinks and snacks, the lobby bar's the place to go.

SPORTS & ACTIVITIES
This property's position at the bottom of Ruka's ski slopes makes it an ideal base for snowsport fans. Drying cupboards and free ski equipment lockers are available, too.

There's a children's playground to keep smaller guests entertained.

EVENING ENTERTAINMENT
As evening draws in, the main restaurant transforms into a nightclub. It's open 'til the early hours, so there's plenty of time to hit the dancefloor. Karaoke nights are hosted here, too.

The hotel's lively apres-ski terrace is a great place to gather for a drink.

HEALTH & BEAUTY
You can warm up in one of the hotel's trio of saunas*. Or, get your relaxation fix with a massage* or facial* at the spa.

ROOMS: 163

OFFICIAL RATING: ★★★★

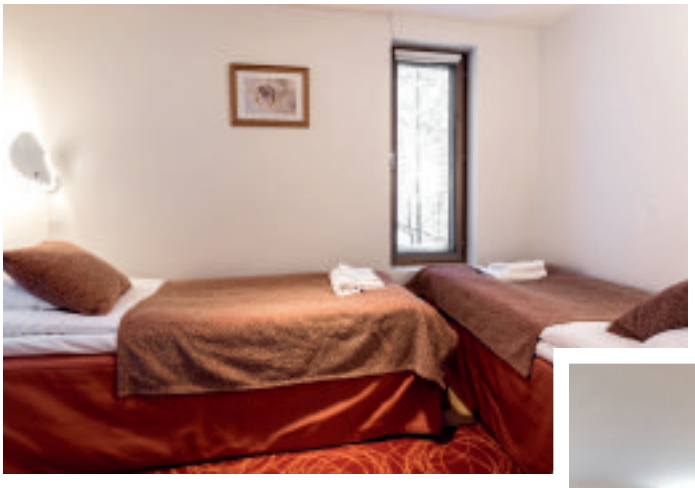
*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.











ROOM OVERVIEW

The rooms here come with a TV, a dryer for wet clothes and Wi-Fi*.

UPGRADE



For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available



MASTON AITIO CABINS

TTTT

- ✔ Near to a blue run
- ✔ 10-minute bus into Ruka
- ✔ Private sauna

FEATURED NEW FOR WINTER 2018/19

TripAdvisor rating
BASED ON 41 REVIEWS

SELF CATERING

FREE Wi-Fi

Transfer time: 30 minutes by coach

A SNAPSHOT

These log cabins are found in the snow-covered woods, just outside of Ruka. It's easy to get to the village, though, via a free bus. There's a blue run just behind the cabins, too, with its own rope tow.

KEY FACILITIES

■ Free Wi-Fi

LOCATION

■ Quiet location ■ A 10-minute bus ride to Ruka

FOOD & DRINK

You can easily knock up meals in the kitchenette – it's got an oven, hot plates, a microwave and a kettle. And you don't need to worry about washing up, since there's a dishwasher.

SPORTS & ACTIVITIES

You can hit the slopes straight from your cabin when you stay here, thanks to the nearby blue run. If skiing's not for you, there are activities like sledging, ice-karting and snowmobiling – to name just a few.

OFFICIAL RATING: No official rating

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

PRICES FROM

THREE-NIGHT HOLIDAY	FOUR-NIGHT HOLIDAY	CHILD PRICES FROM
£805† pp	£875† pp	£725† pp

Adult prices based on a 3 or 4 night holiday for 6 sharing a 3 Bedroom Apartment. **Board: Self Catering**

Season dates: December 2019

WHAT'S INCLUDED

All three and four-night holidays include:
■ Taster husky, reindeer and snowmobile rides ■ Meeting with Santa ■ Thermal clothing ■ Festive Finale meal

ROOM OVERVIEW

All rooms here are aoartments, they come with fireplace to keep you warm on those cool Finnish nights. You'll also have free Wi-Fi, a DVD player, a kitchenette with dishwasher, a washing machine and dining area with sofas and a table and chairs. Plus there's a sauna, too



For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.

FLIGHTS

Search for Santa Day Trip (fly to Kittilä) average flight time, approx 3 hours

DEPARTURE DAY	UK DEPARTURE AIRPORT	UK DEPARTURE TIME	UK ARRIVAL TIME	FLIGHT CODE	CARRIER	ADULT PRICE	1ST & 2ND CHILD PRICE
Sat-1-Dec	London Stansted	07:05	20:20	5694	TOM	£515	£449
Sat-1-Dec	Glasgow	07:30	21:30	1656	TOM	£515	£449
Sun-2-Dec	Manchester	07:00	20:25	2766	TOM	£515	£449
Sat-8-Dec	Bristol	07:25	21:45	6686	TOM	£515	£449
Sat-8-Dec	Edinburgh	07:45	21:25	1672	TOM	£515	£449
Sun-9-Dec	East Midlands	07:00	20:55	7792	TOM	£515	£449
Sat-15-Dec	Birmingham	06:40	20:45	7652	TOM	£549	£499
Sat-15-Dec	East Midlands	07:00	20:55	7792	TOM	£549	£499
Sat-15-Dec	Manchester	07:00	20:25	2696	TOM	£549	£499
Sun-16-Dec	London Gatwick	07:15	20:50	4794	TOM	£549	£499
Wed-19-Dec	Manchester	07:00	20:55	2356	TOM	£549	£499
Wed-19-Dec	Bournemouth	07:00	20:55	6356	TOM	£549	£499
Fri-21-Dec	London Gatwick	07:15	21:50	4570	TOM	£549	£499
Fri-21-Dec	Manchester	07:00	20:25	2554	TOM	£549	£499
Sat-22-Dec	London Gatwick	07:15	21:50	4622	TOM	£549	£499
Sat-22-Dec	Newcastle	07:15	20:50	1698	TOM	£549	£499

Santa's Secret Grotto Day Trip (fly to Rovaniemi) average flight time, approx 3 hours

DEPARTURE DAY	UK DEPARTURE AIRPORT	UK DEPARTURE TIME	UK ARRIVAL TIME	FLIGHT CODE	CARRIER	ADULT PRICE	1ST & 2ND CHILD PRICE
Sat-1-Dec	Manchester	07:00	20:25	2686	TOM	£539	£435
Sat-1-Dec	Birmingham	07:00	20:30	7658	TOM	£539	£435
Sat-1-Dec	London Gatwick	07:00	21:35	4696	TOM	£539	£435
Sat-1-Dec	Exeter	07:00	20:50	6692	TOM	£539	£435
Sat-8-Dec	London Stansted	07:05	20:40	5688	TOM	£539	£435
Sat-8-Dec	Manchester	07:00	20:25	2686	TOM	£539	£435
Sat-8-Dec	Birmingham	07:00	20:30	7658	TOM	£539	£435
Sat-15-Dec	London Gatwick	07:00	21:35	4696	TOM	£539	£435
Sat-15-Dec	Bristol	06:45	20:30	6608	TOM	£575	£465
Sat-15-Dec	Newcastle	07:15	20:30	1684	TOM	£575	£465
Sat-22-Dec	Bristol	06:45	20:30	6608	TOM	£575	£465
Sat-22-Dec	Birmingham	07:00	20:35	7658	TOM	£575	£465
Sat-22-Dec	Glasgow	07:05	20:50	1668	TOM	£575	£465
Sat-22-Dec	Manchester	07:00	20:25	2686	TOM	£575	£465

Kussamo stays, Arctic Adventurer

DEPARTURE DAY	NO. OF NIGHTS	UK DEPARTURE TIME	UK ARRIVAL TIME	FLIGHT CODE	CARRIER
London Gatwick – 3½ hours					
Sun 2nd, 9th, 16th, 23rd Dec	3	06:10	14:45	4752	TOM
Wed 5th, 12th, 19th Dec	4	06:00	14:20	4333	TOM
Manchester – 3 hours					
Sun 2nd, 9th, 16th, 23rd Dec	3	06:45	14:40	2746	TOM
Wed 5th, 12th, 19th Dec	4	06:55	14:50	2347	TOM

Rovaniemi for Rovamiemi & Luosto stays, Classic Lapland & Lapland Discovery

DEPARTURE DAY	NO. OF NIGHTS	UK DEPARTURE TIME	UK ARRIVAL TIME	FLIGHT CODE	CARRIER
London Gatwick – 3½ hours					
Sun 2nd, 9th, 16th, 23rd Dec	3	06:20	14:10	4738	TOM
Wed 5th, 12th, 19th Dec	4	07:00	15:20	4334	TOM
Manchester – 3 hours					
Sun 2nd, 9th, 16th, 23rd Dec	3	06:15	14:10	2782	TOM
Wed 5th, 12th, 19th Dec	4	06:00	13:55	2368	TOM
Birmingham – 3 hours					
Sun 2nd, 9th, 16th, 23rd Dec	3	06:15	14:10	7760	TOM
Wed 5th, 12th, 19th Dec	4	06:00	13:55	7312	TOM
Glasgow – 3 hours					
Sun 2nd, 9th, 16th, 23rd Dec	3	06:55	14:55	1788	TOM
Wed Wed 5th, 12th, 19th Dec	4	06:55	14:55	1308	TOM

Ivalo for Saariselkä stays, Santa's Wonderland

DEPARTURE DAY	NO. OF NIGHTS	UK DEPARTURE TIME	UK ARRIVAL TIME	FLIGHT CODE	CARRIER
London Gatwick – 3½ hours					
Sun 2nd, 9th, 16th, 23rd Dec	3	06:00	14:120	4782	TOM
Wed 5th, 12th, 19th Dec	4	06:20	14:45	4366	TOM
Manchester – 3 hours					
Sun 2nd, 9th, 16th, 23rd Dec	3	06:25	14:25	2738	TOM
Wed 5th, 12th, 19th Dec	4	06:15	14:15	2307	TOM

Kittilä for Hetta, Yllas, Pallas & Levi stays, Lapland Explorer

DEPARTURE DAY	NO. OF NIGHTS	UK DEPARTURE TIME	UK ARRIVAL TIME	FLIGHT CODE	CARRIER
London Gatwick – 3½ hours					
Sun 2nd, 9th, 16th, 23rd, 30th Dec	3	06:20	14:55	4702	TOM
Wed 5th, 12th, 19th, 26th Dec	4	06:25	15:20	4312	TOM
Mon 3rd, 24th Dec		06:00	14:40	4112	TOM
Thu 6th, 27th Dec		06:00	14:40	4402	TOM
Manchester - 3 hours					
Sun 2nd, 9th, 16th, 23rd Dec	3	07:00	15:00	2774	TOM
Wed 5th, 12th, 19th, 26th Dec	4	07:20	15:20	2344	TOM
Mon 3rd, 24th Dec		06:15	14:20	2144	TOM
Thu 6th, 27th Dec		06:15	14:20	2472	TOM
East Midlands - 3 hours					
Mon 3rd, 24th Dec		06:00	14:05	7138	TOM
Thu 6th, 27th Dec		06:00	14:05	7458	TOM
Bristol – 3 hours					
Sun 2nd, 9th, 16th, 23rd Dec	3	06:20	14:40	6724	TOM
Wed 5th, 12th, 19th Dec	4	07:45	16:05	6336	TOM
Newcastle- 3 hours					
Sun 2nd, 9th, 16th, 23rd Dec	3	06:00	13:40	1764	TOM
Wed 5th, 12th, 19th Dec	3	06:00	13:40	1372	TOM

A-Z GUIDE

We understand the small print is the last thing anyone wants to read. But we believe it's really important to be clear in the information we give you. This A-Z outlines to what extent we would be liable, if at all. If any part of this guide isn't valid or can't be enforced, the rest will still apply. Not everything here will apply to you but a lot of it will so you'll need to read this guide before you book. You'll also need to read Our Agreement With You and Your Agreement With Us. Together, they explain every aspect of your holiday. If you need information in another format please contact our Customer Welfare Team on 0203 451 2585. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider.

Just to make things easier for you, here are some of the abbreviations we use... * extra charge **1st Ch** 1st child **2nd Ch** 2nd child **Ad** Adult **AI** All Inclusive **BB** Bed & Breakfast **BL** balcony or terrace **FB** Full Board **HB** Half Board **LSV** limited sea view **PB** private bath **PP** per person **PPPN** per person per night **RD** reduction **RO** room only **SC** self–catering **SH** shower **SUPPS** supplements **SV** sea view **SSV** side sea view.

In line with EU regulations, we need to let you know who you'll be flying with. This includes any connecting flights or transfers. These are the carriers we may use –

A3 Aegean **ABR** ASL Ireland **AEA** Air Europa **AMV** AMC Airlines **AP** Albastar **BA** BA Cityflyer / British Airways **BE** Flybe **BGH** Balkan Air **BJ** Nouvelair Tunisie **D8** Norwegian **EI** Aer Lingus **EVE** Evelop **FHY** Freebird Airlines **FPO** ASL France **JAF** JetairFly **KM** Air Malta **LS** Jet 2 **MT** Thomas Cook Airlines **OHY** Onur Air **PC** Pegasus **QS** Travel Service **ST** Germania **TBA** Carrier To Be Advised **TOM** TUI **VOE** Volotea **X3** TUIFLY **7M** Mistral Air

We'll let you know who the airline is when we send your tickets. If there are changes after that point, we'll tell you before you check in or at the boarding gate.

When you come across anything to do with flights in this guide, we'll usually be talking about flights with TUI. So if you're flying with another airline, you'll need to check their conditions, too. From time to time, we need to change airlines or plane types but this isn't classed as a 'Major Change' to your holiday.

A

A La Carte The Select Your Seat benefit that comes with A La Carte holidays is only available if you're flying with TUI and you book at least 3 days in advance. Please note, A La Carte benefits will not be available if you're combining your stay in an A La Carte hotel with a tour, or a stay in another hotel. See **Transfers** for more information.

Accuracy We published our latest brochures in November 2018. Our prices and information in those brochures were accurate on that date but they may have changed since then. We always check our properties regularly to make sure we're giving you accurate information and we'll tell you of any changes we know about when you book. If you've already booked, we'll tell you about any major changes we're aware of as soon as we can. Bear in mind public holidays and religious festivals affect whether or not facilities are available. Also, it may be the case some facilities aren't managed directly by the hotel and they could close without notice.

Adjacent Rooms These are two rooms next to each other and usually share some facilities, such as an entrance or a bathroom. They're available at selected accommodation and for a small supplement. The facilities can vary so check the individual hotel description. When you're booking, the room description will have ADJ next to it. Depending on where you're staying, you may need to book two rooms to get this room type. Please ask when you book.

Adult Properties These are hotels that cater really well for adults in terms of facilities and destination. They include our TUI Sensimar, Gold and Exclusively for Adults ranges, where the minimum age is 16 or 18. You must not book children to stay at any of these hotels under any circumstances as bookings for children will not be accepted.

If you see a Scene logo, it means the hotel is recommended for adults only. At least one member of your group needs to be 18 or over. Any members of your party who are under 18 will need to give us a letter of consent from their parent or legal guardian when booking. They'll need to take this letter with them when they travel, too.

For adults-only hotels in the **Dominican Republic**, the minimum age accepted for all travelling on the booking is 18 years.

Advanced Passenger Information So that you can travel, it may be mandatory (as required by government authorities before or at the point(s) of departure and/or destination) to disclose and process your personal data for immigration, border control, security and anti-terrorism purposes, or any other purposes which they determine appropriate. Some countries will only permit travel if you provide your Advance Passenger Information or API (for example Caricom API Data and US Secure Flight Data) to the airline before your departure.

Some or all of the Caricom states have entered into an agreement with the USA whereby advance passenger data, required by and provided to Caricom states for border security purposes, will be passed to the USA Department for Homeland Security for processing on behalf of those Caricom states. Please see the Caricom website for more details.

The Transportation Security Administration (TSA) requires you to provide your full name, date of birth and gender for the purpose of watch list screening. You may also provide your Redress Number (as well as a Known Traveler Number), if available. Failure to provide details may result in denial of transport or denial of authority to enter the boarding area. TSA may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. Please see the TSA website for more details.

These requirements may differ depending on your destination and you are advised to check. Even if not mandatory, we may assist where appropriate.

You'll need your booking reference number, the lead passenger's surname and your date of departure to access the site.

Age Ranges No under-18s can travel on their own. For our hotels, 2 to 12-year-olds are classed as children unless we say otherwise. For self-catering properties and any type of property in Florida, it's 2 to 16 inclusive.

Air-conditioning This may depend on the time of year and be subject to hotelier discretion. Also, you may have to pay for it when you get there.

Airline Rules Charter airlines aren't allowed to carry certain nationals to and from their country of origin. This is due to licensing law restrictions with overseas aviation authorities. The current licensing laws, as of 15th November 2010, do not allow TUI Group airlines to carry nationals of the following countries on their operating routes – Brazil, Kenya, and Morocco. Some other restrictions also apply...

- Cuban nationals may travel to any international Cuban airport, except Cayo Largo and Cayo Coco, and must be travelling as part of an inclusive tour package.
- Indian and Turkish passport holders can only travel on inclusive tour package arrangements. Please check with your embassy or consulate before you book.
- If you're going to Goa, Kerala and Sri Lanka, on an Indian, Pakistani, Sri Lankan, Nepalese or Bangladeshi passport you can't fly on British charter flights. This travel restriction doesn't apply if you have a Pakistani, Sri Lankan, Nepalese or Bangladeshi passport but your spouse has a foreign – non-Indian – passport.

Airport Assistance See **Special Assistance.**

Airport Hotels and Parking - UK The companies that provide the hotels and car parks will have their own terms of use which will also apply to you. We can get you a copy of these if you need one, just ask.

If you don't follow the instructions we give you, we may not be able to refund you any additional costs you're charged as a result.

Any parking is at your own risk, so we ask that you don'tkeep any valuables in your car. You should be prepared to leave your keys with car park staff as this may be necessary. If you have a larger-than-average vehicle or a motorbike, please contact us to check that thecar park can accommodate it without an additional charge. When you travel, take your booking confirmation with you as it contains instructions on what you need to do. If you have any problems on the day, please let the hotel or car park know so they can help you. If you don't let them know, we may not be able to help you later on. If you're parking and you arrive before the day and time shown on your confirmation, or stay later than planned, you may be charged for the extra parking at the car park's normal price. If you leave earlier than planned, we won't refund any of the charges you've paid.

You can amend or cancel any time up until a minute to midnight, the day before you arrive at the airport, free of charge. So,if you fly on the 2nd, you'd need to cancel by 23:59 on the 1st. If you cancel in time, you will be refunded what you've paid for the hotel and parking. If you don't cancel in time you will not be refunded any amounts paid for the hotel and parking and we will retain this as a cancellation charge.

Airport Lounges You can pay for UK airport lounge access after you've booked, subject to availability. You can do this via a TUI Holiday Store, Manage My Booking or by logging into your Customer Account.

Airport Service In most airports overseas, our Holiday Advisors aren't allowed past check-in or into the arrivals hall but we will have staff waiting to greet you outside the airport.

Alcohol During your flight with us, you can only drink the alcohol that our staff serve you.

All Inclusive Hotels You may need to wear a wristband or carry some ID to get the benefits of your package. For a full description of what's included, check the hotel description. Times for inclusive drinks, meals and snacks vary. Your All Inclusive package may not include bottled water, imported drinks, à la carte meals, or some speciality dishes. Some restaurants expect you to reserve a table and will be subject to availability. Not all bars and restaurants operate on an All Inclusive basis. Also, there may be cash bars once All Inclusive bars close. Bear in mind, under-18s won't be served alcohol.

You should also be aware that we, and the hotels, may confiscate wristbands and IDs from guests who abuse the All Inclusive benefits.

You may be charged for motorised sports, and there are time limits or age and experience restrictions on some of these activities. You may have to pay a deposit to hire equipment. Things like classes and beauty treatments may be included in the price but there'll be a limit on how many sessions you can take. Safety deposit boxes may not be included and you'll need to pay for things like telephone calls and excursions.

All Inclusive packages end when you check out of your room. In some cases you can pay to keep using the facilities. If there's a delay to your flight home and you have to spend extra time in the resort, any refreshments will be in line with the airline's instructions – not the board basis of your hotel.

One last thing, you may find timings will change for things like happy hours in bars and dining times.

Amenities Lots of things you come across in resort will be quite different to what you've come to expect at home, like roads, power and water, for instance. If there's a prolonged drought, it might interrupt water supplies. In summer, there's often more demand on water, which means the pressure can drop, disrupting water heaters. You may also find in some destinations you won't be able to flush toilet paper down the toilet.

Artist Impressions These, together with any computer-generated images, are there to give you an idea of how the property will look – they're not replicas of the finished building.

B

Baby Club These are available at TUI Family Life and selected Kids Club by TUI Family Life properties. There is always a minimum of one NNEB, CACHE or equivalent qualified staff member present. Trained staff look after under-threes for two-hour sessions throughout the day. Sessions in Baby Club cost £10 each and you can book them in the UK or in resort if available. Plus there's a discount when you book 3,6,9 or 12 two-hour sessions in the UK. Nine sessions or more can only be booked on two week holidays.

Bear in mind, wherever the Baby Club, if your child's ill, they won't be accepted in the Baby Club. Also, you'll need to supply your own nappies and prepared feeds.

We can't guarantee standards at Baby Clubs that aren't run by us.

Baby Equipment If you're travelling to one of our TUI Family Life hotels or TUI Sensatori resorts, you can book baby equipment including cots, strollers, highchairs and sterilisers. These must be booked in the UK and prices range from £10 to £25.

Balconies If the description refers to a French or Juliette balcony, this means that your room will have glass doors but you won't necessarily be able to go out onto the balcony as it'll be shallow in depth.

If you're on the ground floor, you'll get a terrace instead of a balcony, even if it says 'BL' or 'balcony' on your booking confirmation. Health and safety restrictions mean some hotels or apartments may not put you on a high floor if you have small children. Even if you're on a low floor, make sure you never leave your children unattended on your balcony.

Banned Airlines To improve safety, the European Commission has banned some airlines from operating in European airspace. In line with EU directive (EC) no. 2111/2005, Article 9, we need to make you aware of the list of banned airlines. To view the list of airlines that are subject to an operating ban within the European Community, visit http://ec.europa.eu/transport/modes/air/safety/air-ban/search_en

Bars If a hotel has a bar, you may well hear some noise – even outside normal licensing hours.

Beaches Many of the beaches in our resorts have been awarded the Foundation for Environmental Education's Blue Flag. The programme awards beaches and marinas that meet its high standards of hygiene, cleanliness, safety and environmental management. For details, visit www.blueflag.org.

When you're on the beach, make sure you check any flag warning systems and take local conditions into account, particularly things like undercurrents and tides. You'll also need to supervise children at all times as most beaches won't have a lifeguard.

Some beaches in Mexico and the Caribbean may experience an increased level of seaweed from time to time. This is known as sargassum, and is a natural occurrence which can change on a daily basis influenced by weather patterns and sea currents. Hotels which are affected work hard to clear the seaweed so you can continue to enjoy the beach during your holiday. The situation can change day to day due to nature, wildlife and local laws.

You may find that public beaches are closed at certain times, particularly in low season. Beach closures are carried out by local authorities so are beyond our control. One more thing, you may need to pay to use some beaches, especially in Italy.

Building Work From time to time, building work is unavoidable, particularly where hotels are open all year round, and it can be noisy. If we're aware of any work, we'll let you know as soon as possible if we think it'll affect your holiday. This can be difficult as we don't control the work and we're not always told when it'll happen and how long it will last. But if we think it'll have a significant effect, you'll have the option of a refund or an alternative holiday, as outlined under 'Major changes to your holiday' in Our Agreement With You.

Bungalows If the description of your accommodation refers to a bungalow, this means that you may be located in an accommodation block within an annexe building separate from the main building which may not necessarily be single storey or detached.

C

Check-in

For Your Flight We recommend you arrive at the airport at least two hours before your scheduled departure time. For flights over seven hours, it's three hours before. Regardless of the length of your flight, you need to have completed check-in at least an hour before departure.

UK airlines need to carry out enhanced security screening from certain destinations for return flights to the United Kingdom. If this applies to your flight, you'll be told whilst you're on holiday as it may mean that you need to check in a bit earlier. You might need to be at the boarding gate earlier, too.

If we think you may be under the influence of alcohol or pose a threat to passengers or crew, you won't be able to fly. The same applies if you smoke, use insulting or abusive words before or after you board. If that happens, we won't be responsible for your holiday arrangements and we won't give you a refund, pay compensation, or cover any other costs. We may even seek compensation from you for any loss caused by your behaviour. This includes having to divert the plane.

It's also a criminal offence to cause disruption on board, so you may be prosecuted. Airlines may also share details about your behaviour with other airlines, which could affect your future trips.

Online Check-in You'll be allocated your seats when you check in online. If you don't like the seats allocated, you can pay to select your seat. Sometimes we may need to change the seat allocated to you for operational or safety reasons or for persons with reduced mobility. Boarding cards must be printed on A4 paper and be clearly legible with no rips or tears. You must drop your bags off before bag drop closes, 45 minutes before your flight time. Just so you know, if you choose not to use our online check-in service, we reserve the right to charge a fee for airport check-in. Please also see Section 14 of Our Agreement with You and Yours with Us.

For Your Accommodation Check-in time is usually 3pm to 4pm for hotels, unless you're on a Villa Collection holiday when it's usually 2pm. Depending on when your flight arrives, you may miss a meal if you've booked All Inclusive, Half or Full Board. If your flight arrives late at night, this is classed as the first night of your holiday and your room will be ready when you arrive. If you arrive in the early hours of the morning the day after your flight departed, your room may not be available until the hotel's normal check-in time. You'll be able to use the hotel's facilities while you wait. And because you're checking in later on your first day you'll get to keep your room on the last day of your stay.

Check-out

For Your Accommodation On the last day of your holiday, you'll usually have to leave your room by mid-morning or noon. If you're in a villa, you may need to leave earlier. You'll be told the exact time when you get there. You may be able to keep your accommodation for longer, but there could be a charge. Depending on the time of your flight, you may miss a meal at your hotel. Also, you might not be able to use some of the facilities or take advantage of the full All Inclusive package.

If your flight leaves on or after midnight, you'll have to check out of your hotel room by midday the previous day. There'll usually be a courtesy room or apartment available for you where you can change and leave your bags until it's time to leave. You can pay for a late check–out room. They're normally available until 6pm that evening, but this varies from hotel to hotel. We recommend you book in advance as the hotel will allocate them on a first–come, first-served basis. You may be able to stay in the room you've had during your holiday, but you may have to move to another. The rooms will only be for you and your group to use, and will have beds and a private bathroom. Late check–out only covers the use of your room.

Child Prices Child prices are based on selected departures within the season dates, and will only apply to the cheapest room type that occupies children. Child prices are only available for the first and second child sharing a room with two full-fare-paying adults. Any more than two children on one booking pay the adult price, count towards room occupancy, and will pick up any applicable third or fourth adult reductions or occupancy discounts. You'll still pay full deposits, insurance, flight, room and board supplements, and any extras for all children travelling at a child price. Children qualifying for free or reduced child prices don't count towards group offers. Child prices only count towards room occupancy for self-catering and villa holidays.

Child prices are for children between 2 and 12 inclusive. You'll also need to pay a fee for an infant under the age of 2 on the date of return travel. Please note, infant fees vary dependent on holiday type. If any children in your group turn 13 after you've booked but before – or during – your holiday, they'll need to pay the adult price, plus the amendment fee.

Child Protection We believe we have an important role to play in protecting children's rights everywhere. Our child protection policy applies both in the UK and abroad. We train our resort staff to identify situations where children may need protection and report them to the relevant organisations. We're signed

up to the Child Protection Code www.thecode.org. This independent organisation monitors and supports our child protection activities. If you suspect any child is at risk on your holiday, please tell your Holiday Advisor or call Crimestoppers, anonymously, on 0800 555 111. For more information, visit https://www.tui.co.uk/editorial/child-protection.html.

Conditions Of Carriage Certain rules and regulations apply to air travel. These are set out in the Montreal Convention for air. By law we need to give you these in 'legal speak' to avoid any misinterpretation. We can supply a full copy if you ask us to.

Montreal Convention This is a notice required by European Community Regulation (EC) No. 889/2002.

Air carrier liability for passengers and their baggage This information notice summarises the liability rules applied by Community air carriers as required by Community legislation and the Montreal Convention.

Compensation In The Case Of Death Or Injury There are no financial limits to the liability for passenger injury or death. For damages up to 100,000 SDRs (approximately £96,000), the air carrier can't contest claims for compensation. Above that amount, the air carrier can defend itself against a claim by proving that it wasn't negligent or otherwise at fault.

Advance Payments If a passenger is killed or injured, the air carrier must make an advance payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than 16,000 SDRs (approximately £15,360).

Passenger Delays In case of passenger delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to 4,150 SDRs (approximately £3,980).

Baggage Delays In case of baggage delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for baggage delay is limited to 1,000 SDRs (approximately £960).

Destruction, Loss Or Damage To Baggage The air carrier is liable for destruction, loss or damage to baggage up to 1,000 SDRs (approximately £960). In the case of checked baggage, it's liable even if not at fault, unless the baggage was defective. In the case of unchecked baggage, the carrier is liable only if at fault.

Higher Limits For Baggage A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee.

Complaints On Baggage If the baggage is damaged, delayed, lost or destroyed, the passenger must write and complain to the air carrier as soon as possible. In the case of damage to checked baggage, the passenger must write and complain within 7 days, and in the case of delay within 21 days, in both cases from the date on which the baggage was placed at the passenger's disposal.

Liability Of Contracting And Actual Carriers If the air carrier performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier.

Time Limit For Action Any action in court to claim damages must be brought within 2 years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

Basis For The Information The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the Community by Regulation (EC) No. 2027/97 (as amended by Regulation (EC) No. 889/2002) and national legislation of the Member States.

Cots There's usually room for one cot in all our hotel rooms, apartments or villas, but you'll need to check with us before you travel to make sure there will definitely be one available when you arrive. In some countries, such as Italy, you'll need to pay a daily charge to hire a cot. If you're staying in a villa in Florida, you'll need to pay to hire a cot by credit card, before you travel. If you decide to bring your own travel cot, bear in mind there's no extra luggage allowance for these and the airline will charge extra if you go over your limit.

Crèches See **Baby Club**

Customer Welfare See **Special Assistance**.

D

Data Protection All details provided by you will be held by us and used in accordance with our Privacy Notice. We will process personal data about you and members of your party so that we can manage your account or booking, provide you with our products, services and/or any other travel arrangements booked with us. By providing other people's personal data, you must be sure that they agree to share their data with us and, where appropriate, they understand how their personal data may be used by us. For more information, please refer to our Privacy Notice available on our website or upon request in our stores.

Day-before Check-in At Gatwick, Manchester and Birmingham, if your scheduled departure time is before midday, you can check in at the airport from 12pm to 10pm the day before you travel. This service is free if you're flying with TUI and you don't need to book. All members of your group need to check-in together. This is to meet the Department For Transport's security requirements. You'll need everyone's tickets, passports and luggage.

If you're travelling to a destination that has additional security at check-in, we won't be able to issue your boarding cards. At the moment, this includes flights to the United States. You can still check in your luggage but you'll need to return to check-in the following morning to pick up your boarding cards.

Delays Depending on airport facilities, we provide light refreshments for a delay of 2 to 4 hours, a meal – or vouchers for a meal – for 4 to 8 hours, overnight accommodation for delays of 8 to 12 hours if it's necessary and possible.

If a delay is longer than 5 hours, you can cancel your flight and we'll refund the flight part of your holiday. We'll only refund the whole cost of your holiday if we change or cancel your holiday. We set out exactly what this means in Our Agreement With You.

Deposits As well as the deposit you pay when you book, if you're staying in an apartment or villa, you may also be asked to pay a deposit in local currency when you arrive. If you're on a Scene holiday, you may be asked to pay a deposit – in cash – even if you're in a hotel. Some hotels require a credit card swipe or cash deposit when you check in. Deposits cover all, or part of, the replacement costs for things being lost, broken or damaged. It's also to take care of any unusual cleaning charges. You'll get it back when you leave, or with an amount deducted if necessary. The property needs to be inspected before you leave. In some cases, your deposit will be returned to you by post. Unfortunately we can't accept responsibility for any disputes which may arise, although we'll try to help you to resolve them. You'll find details of the amount and type of deposit for each property on our website, or you can call us. See **Low Deposit Offer** for details on the deposit you pay when you book.

Disability Assistance See **Special Assistance.**

Dress Code Men may need to wear full-length trousers, shirts with sleeves, and shoes for dinner in most hotels & apartments. See **Gala Meals** for details.

E

Early Check-in See **Day-before Check-in.**

ESTA See **Visas**.

Extra Charges The key aspects of your holiday will be included in the price when you book – see **Prices** for details. But it's important to point out you may have to pay extra for some things when you get there. For example, you might want to book an excursion, use a safety deposit box or enjoy something from the minibar or room service. You may also need to pay extra for things like sports, beauty treatments and classes. If we're aware you'll need to pay extra for a particular activity or facility, we'll show you by adding an asterisk after the item. See **Meals** and **All Inclusive Hotels** for more details.

F

Family Rooms These are generally for two adults and two children. They're available in selected accommodation but when hotels are fully occupied, family rooms may be limited. Bear in mind, family- and 4-bedded rooms might not be larger than standard rooms.

Family Life Our full TUI Family Life programme starts on or after 1st May so if you're in a TUI Family Life hotel before then, you may find certain activities aren't available yet. Check the individual property descriptions for details on what's on when.

Finishing Touches You'll need to book them at least seven days before departure and pay for them in full when you settle your invoice.

Flight Times Actual flight times are on your tickets. They are local times based on the 24–hour system. We can't guarantee the flight times in our brochure, on our website or on your booking confirmation won't change, so please always check your tickets.

Flying With Children Infants less than 14 days old are not allowed to travel. Any child over 14 days and under two years old on the date of their return travel is classed as an infant. Infants must sit on an adult's lap and wear an extension seatbelt. If your child reaches their 2nd birthday while you're away you'll need to allow for this when you book. All children aged two and above must have their own seats on the plane. If you've paid for an additional seat for your infant, you can use your own car seat as long as it has a single release harness. It needs to be facing forward on the aircraft seat, designed to be secured by lap belt alone, and must conform to EU safety standards. You'll also need the instruction leaflet to show the cabin crew if they need it. The seat mustn't be more than 16 inches or 40cm wide. You can't use carrycots and deluxe child car seats, as they won't fit. The use of car seats will be at your airline's discretion. Airlines registered outside the UK may have their own rules. Call TUI for information on approved car seats. You'll find the number at the end of this guide.

Free Child Places These are only available for holidays departing between 1st May and 31st October in selected accommodation, and only where the child is sharing a room, apartment or villa with two full-fare-paying adults. They are available for children up to 12 years inclusive for hotels and up to 16 years inclusive for self-catering - unless we say otherwise in the property details. You'll need to pay a deposit but we refund this when you pay for your holiday in full. Our free places don't include flexible dining, meal supplements, insurance, in-flight meals or any other extras. Plus, you need to pay the 'Select Your Seat' option for the child if you need this. If you change your booking, free child places on your new booking will depend on availability. If your first child goes free, your second child still pays the second child price. Not combinable with other selected discounts or special offers. See **Special Offers**.

G

Gala Meals Many hotels and apartments host gala meals over the Christmas and New Year period. Bear in mind that men will probably have to wear a jacket, shirt, tie and full-length trousers. You'll see if the meal's included by checking the individual property descriptions.

Gold Gold is designed with couples in mind so we don't accept bookings for children under 16 here in the UK. There may be children's facilities though, and we can't guarantee a completely child-free environment. This is because hoteliers may accept bookings from other countries on rare occasions or a child may be booked as an adult. Please see **Adult Properties** for more details. Please bear in mind the full Gold programme won't start until the first arrival on or after 1st May, and entertainment at the end of the season may change.

Gold Medals If you see one of these on a property description, it means it's a customer favourite. Each year, we award Gold Medals to hotels that score highly in our Customer Satisfaction Questionnaires.

Group Offers You may qualify for discounts if there are 10 or more in your party for short and mid haul destinations, or 15 or more in winter for long haul destinations. Group discounts apply only at the time of booking. When you're about to book, ask your Travel Advisor to contact our Groups Department. Or call our Groups booking line yourself – you'll find the number at the end of this guide. Groups of more than 20 can have a special service from a representative at the accommodation, a private get-together and greeting on the first day, and discounts on resort excursions. Of course, group discounts are subject to availability and we may withdraw them at any time. We base discounts on how many are travelling and everyone needs to travel on the same date. Their holidays must be for the same length and to the same accommodation. If it's more convenient for them, we can sometimes make arrangements for large groups to leave from different airports. They may not be available in conjunction with any other offers. Cancellations within your group may mean a drop or a removal of your discount, and the people who cancel will need to pay our standard cancellation charges.

H

Henna Tattoos Some resorts or hotels in which we operate may offer henna tattoos. We don't recommend or endorse these services. But, if you decide to get a tattoo, please make sure that the henna being used is brown and not black. Black henna may contain chemicals that are known to cause skin irritation and burns.

I

In–flight Entertainment We have in–flight entertainment on all of our TUI long haul flights. For more details, contact TUI – you'll find their details at the end of this guide.

Infants See **Child Prices** and **Cots**.

Insurance You'll need to take out a suitable insurance policy for you and anyone travelling with you. This includes infants and children. We'll tell you about our insurance policy when you book. If you choose not to take out our insurance, you'll need to tell us who you're insured with. We'll need the company details and your policy number before you travel. We can't accept responsibility for any loss that you or anyone travelling on your booking suffers if the individual isn't adequately insured. As with all insurance policies, terms and conditions apply, so you need to make sure you've got the right policy for you. See **Delays** for more details.

If you're travelling to the European Economic Area you'll also need a European Health Insurance Card. You can apply at www.ehic.org.uk. You'll need to have both this card and adequate travel insurance.

Interconnecting Rooms These are two rooms with a lockable connecting door between them. They're available at selected accommodation for a small supplement. If you want to book, interconnecting rooms, you'll need to book and pay for two of these rooms.

J

Junior Suites When we advertise a Junior Suite, it means you'll get a bedroom with a sitting area and a bath or shower room.

K

Kids' Clubs No matter which kids' club you're looking at, there are certain things to bear in mind:

- Children who are unwell won't be accepted
- If your child has a disability, we will do our best to look after them but please check with us before you book that the club can accommodate your child's particular needs
- Sometimes, even when you have checked in advance, there may be reasons why the club can no longer accommodate your child's particular needs. When this happens we will do our best to include them in as many activities as possible but you may need to stay with your child to provide the care and attention that they require.
- If your child has an allergy or any other special requirements, please let us know when you sign them into the kids' club for the first time
- Staff aren't authorised to administer medication or change nappies, so you'll need to return to the club to do this if necessary
- Staff may provide snacks and drinks during the day but you'll need to bring along a packed lunch for your child.
- You must register your child for all activities, sign them in at the start of the session, and out at the end
- You must stay within the complex while your child is in the club and also leave details of your whereabouts in case you're needed
- Activities may have to be cancelled, numbers limited and a rota introduced. This may be for health and safety reasons or at particularly busy times.
- If a kids' club is an important part of your time away, it's worth checking club availability before you book your holiday
- Even if you've booked a package holiday with us, you may still need to pay extra for some activities and sessions when you get there. If you haven't booked a package holiday with us, you'll also need to pay for your child to join the club itself.

Hotel-run Kids' Clubs Only clubs run by us meet our specification, which include strict staff to child ratios. Standards and facilities at hotel-run clubs vary. You should make sure you're satisfied with the facilities and staff providing the service before enrolling your child. Unfortunately, we're unable to take responsibility or guarantee that standards at hotel-run clubs meet UK standards.

Sensatori Children's Clubs The Play House at Sensatori resorts is for 3 to 12-year-olds. It's open six days a week and some evenings for an hour or two at a time. At Sensatori Resort Mexico, Punta Cana and Jamaica, the children's club is provided by our partners, Karisma, and so it differs to what you'll find in our other Sensatori resorts. In Mexico it's also for children aged four and above, rather than three.

TUI/ FAMILY LIFE Kids' Clubs We split our TUI Kids' Clubs by age, into Bamse for 3-5 years, @611 for 6-11 years, and Hangout for 12-16 years with two hours of daytime activities, five times a week. For evening activities, it's two hours of activities up to three times a week. In FAMILY LIFE, there is also Hangout for 12-16 years. Sometimes we'll combine ages for activities but it won't affect our strict staff-to-child ratios. We'll have two staff on hand at all times. In our hotels, our club activities run from 1st May to 31st October, unless the property description says otherwise. We may need to finish activities before the end of October if there isn't enough demand.

Kids' Dens

You'll need to pay a deposit of around £50 and leave your passport, or pay a full deposit of £200 when you arrive, to use the games console, controllers, memory card, games and DVDs. You can pay this by credit or debit card, or in cash – in £ sterling. You can have a maximum of two items – games, CDs or DVDs – at any one time, and you can exchange items throughout your stay. Before you leave, a member of staff will check your room to make sure all the items in your Kids' Den are accounted for, and in the same condition as when you arrived. You'll have to pay for any missing or damaged items at prices specified in resort. In some destinations, the games consoles and TVs use NTSC operating systems, so European PAL games and DVDs won't work. But don't worry, the games and DVDs we provide will.

L

Late Check-out Rooms See **Check Out**.

Lifts Some of our hotels don't have a lift. If stairs are a problem for you, please ask us for more details before you book so we can suggest a suitable property. See **Special Assistance** for more details.

Local Laws Sometimes local laws, religious customs or events mean facilities aren't available. For example, in all Muslim countries during the month of Ramadan, bars and restaurants – including hotel restaurants – change their opening hours. You may not be allowed to eat, drink or smoke in public areas during daylight hours either. Drinking and gambling ages vary by destination. It's a good idea to find out more before you travel. For the most up-to-date information, we recommend you check http://www.fco.gov.uk/en/travel-and-living-abroad/travel-advice-by-country.

Lost Property If you leave something behind on the plane during your flight out, you'll need to contact the overseas airport and ask them to check their lost property. If it's on your flight home, let us know and we'll do our best to track down the item for you. If you leave what we class as a 'valuable item' at your hotel, like a camera, a laptop or a wallet, we'll do our best to find it for you. If your item is found, you'll need to contact the hotel to arrange for it to be returned, and there may be a charge for this. If we can't find your item,

we'll send you a statement to support your travel insurance claim. For help with lost property, contact After Travel Customer Support – you'll find their details in the Getting In Touch section.

Luggage

This section explains how much you can take, what you can pack, and how to keep your valuables safe. Please make sure you know your limits so your trip can get off to a smooth start. Luggage allowances vary, and could change, so please check when you book.

When travelling with **TUI** your checked-in allowance will vary between 15kg and 23kg depending on your holiday so make sure you check when you book. Just as a guide, if you're going on a Premium Collection holiday - so A La Carte, Platinum, TUI Sensatori or TUI Sensimar - or TUI Family Life holiday your allowance is set at 20kg for checked-in luggage. If you've booked one of our wedding packages as a couple, you'll qualify for an extra 5kg of luggage allowance each for your wedding attire. This is in addition to the standard luggage allowance applicable to your holiday type. This extra allowance will be added to your holiday booking when you book your wedding package. One thing to bear in mind, though - if your flights change to another airline we won't be able to offer this allowance.

For some types of holiday – like Small & Friendly, Scene and Skytours – your maximum allowance is 15kg. You can buy extra checked-in luggage allowance in 5kg amounts if you need more space - you'll need to do this at least 3 days before departure. Also, if you're booking a tour or twin centre, remember to check your allowance. Reason being, your allowance during the tour or twin centre may be less than for your international flights.

On all flights, under twos get a 10kg luggage allowance, and we won't charge you to take your folding pushchairs either.

You can share your allowance with others on your booking, but no single bag can be more than 23kg. This is for health and safety reasons. If you have booked extra luggage allowance, you still need to make sure each bag is under 23kg, otherwise check–in staff won't accept it. Also, we can only accept luggage if it's packed and secured in suitcases or bags, and we believe it can stand up to reasonable handling. Otherwise, we may ask you to sign a disclaimer before we can take it. This also includes any bags we believe are already damaged.

As for hand luggage, you can take one item on your flight. The maximum dimensions are 55x40x20cm. Your allowance is 5kg, unless you're going on a TUI Family Life or Premium Collection holiday where it's 7kg. You can't buy extra hand luggage allowance. You should be able to lift your hand luggage into the overhead storage compartments yourself. Other bags, such as handbags or laptop bags, must fit in your single item of hand luggage. There are restrictions on what you can carry in your hand luggage so make sure you read the information that comes with your tickets. For example, you should pack valuables in your hand luggage – never your checked–in luggage. This includes money, jewellery, computers and important documents. Your airline won't be liable for loss or damage to valuable or fragile items packed in hold luggage, no matter how it's caused.

On Other Airlines If you're not flying with TUI, you'll need to find out what your allowance is for checked-in luggage and hand luggage. Some airlines don't give infants their own allowance.

Excess Luggage And Sports Equipment There may be a charge for excess luggage and sports equipment. Whether or not we can carry it will depend on capacity on the day. You can arrange to take golf clubs, windsurf boards, diving equipment and other sports equipment on your flight. If you don't book, you may still be able to check your own equipment in. But we can't guarantee this and there'll be a charge. Bear in mind, any problems with excess luggage charges need to be sorted out at the airport. We can't guarantee you'll be able to take bulky sports equipment with you on the coach to your holiday accommodation, and there may be an extra charge.

Lost And Damaged Luggage Please report any lost luggage or damage to us within seven days. If not, under the terms of the Montreal Convention, we won't be liable. See **Montreal Convention** for details. If your luggage is damaged on your way back to the UK, you need to complete a Property Irregularity Form (PIF) at the airport and keep a copy of it for insurance purposes.

Low Deposit Offer This offer is per passenger. We can change or withdraw this offer at any time. The rest of the deposit will be due within eight weeks of you booking your holiday. If you cancel your holiday you still have to pay the full deposit.

Low Season You may find that if you're travelling outside of peak holiday periods, like May and October, some facilities – both in your hotel and resort – may not be available and entertainment may be more low-key. Hoteliers may remove facilities at certain times due to low demand.

M

Meals

On Your Flight TUI includes meals on long haul flights. Please let us know when you book if you require any children's meals. Just so you know, we don't provide meals for under-twos so you'll need to bring something with you. Remember to tell us if you have any special dietary requirements. We can't guarantee we'll be able to meet them, but we'll do our best. For group bookings, everyone in your party will need to either book in advance or decline the meal. For all other flights, we offer a range of snacks and drinks to buy onboard.

At Your Hotel Meals are usually served in the hotel's main restaurant. The set–up here may change from buffet to waiter service, or vice versa. For à la carte restaurants you may be limited to a certain number of visits per stay and you may need to make a reservation. You may need to pay extra for these, too. Not all of the hotel's restaurants will necessarily be open at the same time. Meals for infants are not included in the price of your holiday so you'll need to make your own arrangements. **Full Board Plus** includes a Continental breakfast, lunch and dinner with drinks included during mealtimes. **Full Board** includes a Continental breakfast, lunch and dinner. **Half Board** includes a Continental breakfast and dinner – or lunch, if you wish – at some hotels. **Bed & Breakfast** usually means Continental breakfast.

Medical Conditions

On Your Flight If you have a medical condition, a serious illness, or you've recently had surgery or an accident, you'll need to be cleared for travel by the airline. You may also need a 'Fitness to Fly' certificate from your GP. Conditions that need medical clearance include respiratory, coronary or infectious illness. You'll need to give your request for medical clearance to the airline at least four working days before you're due to fly. If you're unsure what conditions require medical clearance, it's best to contact our Customer Welfare Team before you book - their number is at the end of this guide. We also recommend that you contact your doctor before you book if you've got any concerns about your health.

The risk of deep vein thrombosis while flying is extremely low but is still a serious medical condition. DVT is when a blood clot forms, usually in the lower leg, sometimes because of sitting still for a long time. It needs treatment with blood-thinning drugs to prevent clots breaking off and travelling to the lungs. You can take precautions to reduce the risk. People most at risk include those with a history of bronchial or circulatory problems, thrombosis, those recently hospitalised, smokers, the obese, those with congestive heart failure, a malignant disease, pregnant women or women taking the contraceptive pill. To reduce the risk, exercise your legs from time to time, or walk around if possible. Elastic stockings may be helpful. Drink plenty of non-alcoholic liquids to prevent dehydration. See your doctor if you think you may be particularly prone to DVT.

If you think you might need to ask for therapeutic oxygen during your flight, please contact your airline for details at least one month before your departure date. TUI does not charge for this, but you must request it in advance so we can confirm that it'll be available for you. Contact our Customer Welfare team for more information – their number is at the end of this guide. See **Special Requests** for more details.

At Your Destination If you have specific medical needs, think about whether the healthcare system in the destination you're looking at is likely to be able to meet those needs, if you have any problems while you're away. Consider things like the country's state of development and its size. You may find it helpful to look at http://www.fco.gov.uk/en/travel-and-living-abroad/.

Mobility Assistance See **Special Assistance.**

Money Exchange If you want to change money to your hotel when you get there, check the property descriptions to find out if you can do this at your hotel.

N

Night Flights See **Check-out**.

Nurseries At our TUI Sensatori resorts, there's a nursery for children up to four-years old that's available all week. You can book full or half-day sessions for the duration of your holiday. These are in blocks of 6,9,10 and 13 in a choice of AM or PM sessions, depending on the length of the holiday. You'll need to book before you go to guarantee a place. AM sessions are from 9.30-13.00 and PM sessions are from 13.30-17.00. Pre-booked sessions start the day after you arrive in resort and run consectively until the number of pre-booked sessions run out.

If you book a 14 night holiday you will be able to book 13, 10, 9 or 6 sessions if available. If you book a 7 night holiday, you will only be able to book a 6 session block if available.

Unfortunately there isn't a nursery at TUI Sensatori resort Punta Cana, Mexico or Jamaica. Baby equipment including cots, playpens, strollers, highchairs, sterilisers and bottle warmers are available to book at all our TUI Sensatori resorts except TUI Sensatori resorts Punta Cana, Mexico and Jamaica, but you'll need to sort this before you go.

Bear in mind, wherever the nursery, if your child's ill, they won't be accepted in the nursery Also, you'll need to supply your own nappies and prepared feeds. Also see **Baby Club**.

O

Official Ratings Each country has its own system for rating properties. We'll always publish any official ratings where they're available, usually as stars. But there are a few things we need to tell you on this front. In Italy you won't find any official ratings for some properties, like old villas and farmhouses that have been renovated. And in Greece and Turkey you'll also find reference to A to C instead of stars, with A being the best, based on facilities and ground space.

P

Passports The name in your passport must match the name on your ticket otherwise you may not be able to travel and your insurance could be invalid. If someone in your group changes their name after you have booked, tell us and we'll issue the ticket in the new name. If you've already received the ticket, return it and we'll send one with the correct name. There may be a fee for this change. British Citizens must hold a valid 10-year passport. Passports for British citizens are valid for travel to any EU country up to and including the passport expiry date. Some countries outside of the EU require a British passport to have a certain period of validity left on it, such as 6 months, or blank pages. Please visit gov.uk/foreign-travel-advice for advice by country. Other nationalities should check with their own governments. It is also your responsibility to check whether you need a visa to enter your destination country.

British Citizens under 16 years old, including newborn babies, are required to have a child passport. The child's passport will initially be valid for 5 years, but can be renewed for a further 5 years at the end of this period. You can visit the gov.uk/ website for further information and how to apply.

If your passport has an Israeli stamp, you may be refused entry to some countries. For more information, visit Her Majesty's Passport Office website at gov.uk/government/organisations/hm-passport-office. If you don't have a UK passport, you should always check with your own embassy, high commission or consulate before you book. Please also see **Visas**.

Passenger Assistance See **Special Assistance.**

Play House, TUI Sensatori See **Kids' Clubs**.

Playgrounds You need to supervise your children on all play equipment. Bear in mind, we can't guarantee standards of equipment unless it's at one of our TUI Family Life hotels.

Pool Views If you book a room with a pool view, you'll look directly onto or have a side view of the pool.

Pregnancy You can travel with us up to the 28th week. If you're more than 28 weeks at the time of your flight home, you'll need a medical certificate from your GP. It must state there are no complications and give the dates of your pregnancy. If you're more than 36 weeks at the time of your flight home, they'll refuse to take you. If you're expecting twins or more, you must return by the 32nd week. Please check your insurance policy for any restrictions that apply. Many policies only cover up to the 28th week.

Premium Collection Benefits You'll get the advertised benefits as long as you're flying with TUI.

Premium Club Premium Club seating is available to book on long haul TUI flights. If you book to fly Premium Club, your luggage allowance will be 23kg in the hold and 7kg as hand luggage. Lounge access and fast-track security are only available on departure from UK airports. You can access the lounge from 3 hours before and up to your original scheduled departure time. We advise you wear smart casual clothing. Fancy dress, vests, football shirts, tracksuits, baseball caps and other sports clothing are not allowed to be worn in the lounge. Shorts aren't permitted either unless they are tailored and knee-length. Entry to lounges is subject to the individual lounge operator who may impose their own conditions and who reserves the right to refuse admission to anyone wearing clothing which their staff believe may cause offence to others. At London Gatwick, Edinburgh and Birmingham the lounge provider is the No.1 Lounge. At Manchester Terminal 2 it's the Swissport Lounge. At Glasgow it's the Sky Lounge. At Newcastle it's the Aspire Lounge. At East Midlands it's the Escape Lounge, and at Cardiff it's the Cardiff Airport Executive Lounge. If the lounge is unavailable then alternative facilities may be offered. The location of fast-track security and airport lounges in the UK will be provided by TUI staff at the TUI bag drop.

Our Select Your Seat service is included, in accordance with our Select Your Seat terms and conditions - see Select Your Seat. To get the best choice of seats, we recommend you book and select your seats as early as possible before departure. If you experience any difficulties using our online service, please contact your travel agent or, if you've booked your holiday online, please contact TUI on 0203 636 1790. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider. Just so you know, we'll always do our best to seat your group together but we can't guarantee this.

Prices Our brochure prices are accurate at the time of publication, but you should only use them as a guide. The prices we give are selected from a range of prices available within the high season or outside the high season. The price you pay will depend on when you're travelling and prices may go up and down throughout the season. The brochure price is based on the standard occupancy for the room type included in the package so the price will change if the room is occupied by a different number of guests. **See Occupancy Supplements/Discounts**.

What's Included The basic cost of your holiday includes the following...

- Return flight from the UK
- Air passenger duty at the standard economy rate.
- From 1st May 2019, departure taxes will be included on holidays to Jamaica, Aruba, Puerto Vallarta, Costa Rica, Cancun and Punta Cana.
- Transfers between the airport and your accommodation, except for Skytours and Scene holidays where these must be booked and paid for separately. This is usually by coach. Where we provide a taxi, the price we quote is for each person and based on 3 adults sharing a return taxi transfer.
- Car hire on selected holidays – check when you book
- The accommodation and meals as advertised or confirmed on your invoice
- Luggage allowance as confirmed on your ticket
- Aviation insurance and security charge
- Estimated fuel costs
- A Holiday Advisor at the UK airport and in resort
- All obligatory hotel service charges and taxes payable in advance
- VAT on all holidays to EC countries

What's Not Included The basic cost doesn't include the following...

- Additional flight charges, such as taxes and regional supplements
- Additional air passenger duty – there's a difference between standard and premium cabin charges. A higher rate is charged by the government for passengers travelling in premium cabins.
- In-flight meals unless we say otherwise
- Seats together on the plane unless we say otherwise
- Fuel supplements where applicable
- Excursions and shore excursions
- Holiday insurance
- Additional charges for particular room types, meals or under-occupancy in apartments. For details, ask your Holiday Advisor.
- Excess luggage and the transport of any sporting equipment
- Deposits requested on arrival by some apartment or villa owners, and by some hotels in Florida - see **Deposits**
- Any local taxes, levies or similar that local authorities abroad expect you to pay yourselves

R

Room Upgrades If you arrange a different room type with the hotel when you arrive, this won't be included in your contract with us.

S

Safety Overseas' safety standards are generally lower than ours in the UK. We take reasonable care to make sure only reputable businesses provide the services that make up our holidays, and we expect them to provide those services in line with local standards.

Children's Safety For our own Kids' Clubs, we take advice from leading UK child safety organisations and accident prevention agencies. You should always check you're happy with hotel clubs and children's facilities.

Health And Hygiene Hygiene standards are generally lower than in the UK – particularly in developing countries. Having said that, you can help to improve hygiene levels by taking a few basic steps...

- Wash your hands after going to the toilet
- Shower before you get into the pool
- Encourage children to go to the toilet before getting into the pool
- Make sure babies and infants wear swim nappies in the pool

Scuba Diving We recommend you check with your doctor before you go, and have a full medical examination in resort if you're planning scuba training. You may need to pay extra for this. It's also dangerous to fly within 24 hours of scuba diving. This is because pressure changes might cause 'the bends' or even in severe cases, paralysis. Of course, you also need to make sure you have adequate insurance cover.

Sea Views If you book a room with a sea view, it may be partly blocked by trees or smaller buildings, or across a road, but you'll still be able to see the sea. If we describe a room as a Limited Sea View, this will generally mean that your view of the sea will be to the side rather than directly in front of you. There may also be more obstructions like trees between your room and the sea than with a Sea View room.

Seating If you're flying with TUI the minimum seat pitch of our aircraft is 29 inches. The minimum seat width is 16 inches. If you think you'll have difficulty fitting into this seat size, please call our Customer Welfare Team before booking - you can find their details at the end of this guide. You might need to pay an additional charge depending on what options are available.

Seats With Extra Legroom These are available to book on selected short and mid haul flights and are suitable for adults and children. Our Select Your Seat service is included, in accordance with our Select Your Seat terms and conditions – see Select Your Seat. To get the best choice of seats, we recommend you book and select your seats as early as possible before departure. If you experience any difficulties using our online service, please contact your travel agent or, if you've booked your holiday online, please

contact TUI on 0203 636 1790. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider. We'll always do our best to seat your group together but we can't guarantee this.

Seats With Extra Space These include seats that are close to or next to emergency exit doors, behind a bulkhead or behind a dividing wall. Seats with extra space are only available to pre-book for adults and children 12 years and over with TUI and 16 years and over on other carriers, but we may allocate these seats to families with children if the seats are not located in an emergency exit row. Emergency exit row seats are only available to passengers who are able to move quickly and operate the emergency exit without difficulty in the unlikely event of an emergency - in line with European Aviation Safety Authority (EASA) regulations. So, you won't be able to book these seats if you find it hard to move due to physical or mental disability, age, sickness or physical size. Just so you know, you also can't sit in these seats if you are:

- Under the age of 12, when travelling with TUI
- Under the influence of alcohol
- Travelling with an assistance animal
- Require an extension seatbelt.

These regulations have been put in place by the EASA and are for the safety of our passengers. The cabin crew have the final say and we kindly ask that their decisions are respected.

Select Your Seat If you pay to take advantage of our Select Your Seat service, you'll be able to log in to your booking 90 days before your return flight and choose your seats. You'll also get access to online check-in 2 weeks prior to departure – a full 7 days before this is made available to other customers.

Once you've checked in and confirmed your chosen seat, you won't be able to change it. That said, in some circumstances, we may have to change your seat. This would only be for operational, safety or security reasons. In accordance with the Civil Aviation Authority's guidelines, certain requirements must be satisfied before we can allocate seats near the exit. If we do have to change your seat, we'll try to keep it as close to what you booked as possible. A refund will only be offered if we can't seat you in a similar position to your original request. A similar position means the same type of seat - window, aisle etc - as your original selected seats. In such cases, we ask that you keep a copy of your confirmation documents and boarding cards. If you choose the Select Your Seat option but then don't go on to choose your seat numbers, we'll still try and seat your group together. If you're not flying with TUI, we'll do our best to keep your party together but we can't guarantee it.

To maximise seating options for all our customers, it may not be possible to book just a middle & aisle seat. If you have a specific seating requirement due to mobility restrictions, please contact our Welfare team on 0203 4512585.

Sensimar Please see **Adult Properties** for more details.

Single Rooms Single rooms and rooms for sole occupancy are available in most hotels, but demand always exceeds availability. Sometimes when we refer to single rooms it may mean a room suitable for sole occupancy. Single rooms are generally smaller, may not have the best locations or the same amenities. If you're booking a double room just for yourself, you'll usually be asked to pay a supplement. This also applies to self–catering accommodation, where, for example, three people choose a property for four. Our prices reflect the costs of the rooms contracted to us.

Smoking All our flights are non-smoking. In our hotels, there are usually designated areas.

Spa Spas in our hotels aren't included in the price of your holiday unless we say otherwise. Just so you know, in Spain and the Canary Islands, by law only over-16s can use the facilities.

Special Assistance If you or anyone you're travelling with is disabled, less mobile, visually impaired, or undergoing medical treatment, you'll need to contact our Customer Welfare Team before you book on 0203 451 2585. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider.

They can tell you which holidays and flights are suitable for you and which properties have things like ramps and specially adapted rooms. Also, if you've got any medical or dietary needs, they will do their best to help.

On Your Flight If you or a member of your party is disabled, uses a wheelchair, can't walk more than 400 metres without help, or has difficulty climbing the aircraft stairs, EU regulations say you should notify us of your assistance needs before travel. You can do this by contacting our Customer Welfare Team. You'll need to do this at least 48 hours before your departure. Assistance can't be guaranteed if you don't let us know before this time.

Transfers If you aren't able to use our coach transfers, we can arrange a taxi transfer if you tell us in advance by contacting our Customer Welfare Team. Bear in mind, there is a charge for this. See **Medical Conditions** and **Wheelchairs**.

Special Offers Our offers are only available on the holidays and dates we advertise, are per booking, and are subject to availability.

Special Requests We'll always do our best to help however we can, but we can't guarantee we'll be able to meet your needs every time. These special requests aren't covered by Our Agreement With You so from a legal point of view, they're not part of your holiday contract.

Supplements On Your Flight Depending on the airport you choose to fly from, on certain days or at certain times, you may have to pay a 'flight supplement'. Flight supplements may go up or down throughout the season. Some holidays are only available on flights with extra charges, either because the accommodation is available only on certain days of flying, or because onward travel arrangements are only available at certain times.

Occupancy Supplements/Discounts Depending on the number of people sharing a room, you may have to pay an 'occupancy supplement' for under-occupancy or single occupancy, or there may be a discount if more people share a room. Occupancy supplements/discounts may go up or down throughout the season.

Room Supplements Depending on the type of room you choose to stay in, you may have to pay a 'room supplement'. Room supplements may go up or down throughout the season. All rooms are subject to availability and any applicable occupancy and age restrictions.

Sustainability We're part of Sustainable Aviation, a UK initiative bringing together airlines, airport operators, aircraft and engine manufacturers and air traffic management providers, which seeks to minimise the impact of flying on the environment and society. Visit www.sustainableaviation.co.uk.

Swimming Pools It's unlikely your pool will have a lifeguard. An adult must always accompany children in the pool. This includes children's pools and surrounding areas. Pools may be closed in early or late season, so April, early May and October, or in particularly bad weather. Also, pools won't be heated unless we say otherwise in the property description. If your pool has a waterslide, there may be height or age restrictions.

T

Taxes You may need to pay a tourist tax either at the airport or at your hotel. Taxes change regularly so check before you go. See **Prices** for more details.

Tour Operator Ratings We rate our holidays on our annual reviews and also the feedback we get from our end-of-holiday Customer Satisfaction Questionnaires. We rate hotels and apartments from '2' for no–frills, good value accommodation, to '5' for more comfort and a wider range of facilities. There may be some differences between accommodation that shares the same rating. That's where our 'plus' rating comes in.

Tours Most of our tours have age restrictions, so check before you book.

Towels You'll see from the individual property descriptions whether or not there's a pool towel service. You may find you'll need to pay a small charge.

Transfers The transfer times we give you are a rough guide. They don't allow for delays to incoming flights or local traffic conditions. In terms of the type of transfer you'll get, it depends on the holiday you've booked. Just so you know, if your holiday includes a coach transfer, we may occasionally need to change this to a minibus or taxi. Where coach access is limited, we may need to transport your luggage separately to and from your accommodation. If this is the case, it may also be necessary for your luggage to be collected earlier than your return transfer time to ensure it arrives at the airport in time for you to collect it before checking in.

Transfers to theme parks in Florida are organised by the hotel so you may need to book when you get there. They're likely to be on a first-come first-served basis, and timings may change.

If you're on a Sensatori holiday, the coach will drop you off first or second wherever possible. Florida packages include car hire until April 2019, so if you opt to pay for a coach transfer instead, priority drop-off isn't guaranteed. From May 2019, the majority of Florida packages will include a coach transfer.

If you've booked an A La Carte holiday, you get a private taxi transfer included for most destinations - see **A La Carte** for important information. Occasionally we may have to provide alternative transport, and in some cases you may have to share your taxi with other A La Carte guests. If you're not on an A La Carte holiday, you've still got the option of booking a private transfer, which will either be by minibus or taxi. In some destinations we feel that it's more suitable to book private transfers. Our prices are competitive against similar transfer services. Taxis take a maximum of three adults. Prices shown are per person, per return trip, based on three adults sharing. Luggage space may be limited and baby seats aren't provided.

Twin Rooms

Some twin rooms can take a 3rd or 4th bed but they're usually camp or folding beds. Rooms that take extra beds or a cot aren't necessarily bigger than standard rooms so space may be limited.

V

Vaccinations Speak to your doctor at least two months before you're due to go away. Some treatments, for malaria for example, should begin well before you go. If you're booking within three weeks of your departure, speak to your doctor before you book. There's more information available in the Department of Health's free leaflet – Health Advice for Travellers. Call 0800 555 777 for a copy.

Visas The best place for up–to–date information on visa and travel advice is the Foreign Office. Visit www.fco.gov.uk/travel or call 0845 850 2829. There may be specific entry requirements for under-18s, depending on your destination. For example, if a young person is travelling without both parents, there may be extra costs and they may need extra legal documents such as an affidavit, from a notary public. Always check with the consulate or embassy of the country you're travelling to before you book.

W

Weather

There are sometimes tropical storms and hurricanes in Florida, the Caribbean and Mexico between June and November. It's impossible to predict their path or how long they will last more than three of four days in advance, and often it's much less. South-east Asia may be affected by its monsoon season, typically May to September. If a storm is forecast for one of our destinations, your safety is always our first priority. If there are hurricanes during your holiday we follow the advice of the Foreign and Commonwealth Office and work with the Federation of Tour Operators.

If you're on a Lapland holiday, some activities may not run because of current or forecast weather conditions, particularly if they affect the state of the snow. In the unlikely event this happens, we'll do our best to adapt the activity programme or offer suitable alternatives, but this won't be considered a Major Change to your holiday. Please see Our Agreement With You.

Please also bear in mind that some hotel facilities - like outdoor bars and some sports - may not be available in adverse weather.

Where we display weather information, this is supplied by the Met Office, **© Crown copyright, the Met Office**.

Weddings And Renewals Of Vows Please contact us for more details – the number you need is in the Getting In Touch section at the end of this guide. Also, see the Weddings brochure.

Wheelchairs

On Your Flight When you fly with TUI, we'll take your wheelchair and one other mobility item in addition to your normal luggage allowance. However, you'll need to let us know at least 48 hours before you travel. We recommend your wheelchair and other mobility aids are fully insured.

If you've got an electric wheelchair, you'll need to let our Customer Welfare Team know so that the necessary arrangements can be made. Please let us know the wheelchair's make and model when you call. There's a limit on how many electric mobility aids we can take on each flight. If you don't let us know before you book and we can't carry your wheelchair, you might need to pay an extra charge to change your booking.

You can bring a battery-powered wheelchair if it meets the conditions given in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods, plus any other related CAA rules. Visit www.caa.co.uk for more information. Please contact us as soon as possible if you're travelling with a battery-powered wheelchair or mobility aid and let us know the device's make and model, dimensions and battery type. We can then confirm whether there's space onboard.

Wheelchairs need to be stored in an upright position for the flight. Batteries must be securely attached to the mobility aid and terminals protected from short circuits. Electrical circuits must be isolated to prevent the device being operated accidentally. If the wheelchair can't be stored in an upright position, the battery terminals need to be protected against short-circuiting, and the battery removed and stored in strong packaging.

You need to bring the operating instructions for your mobility aid with you. If you don't have these details, see http://www.bhta.net/home/air-transport-advice-lists.html where your make and model should be shown. If not, you'll need to contact the manufacturer, or shop where it was purchased or hired.

Here are the door sizes of TUI aircraft, so you can check if your wheelchair will fit onboard -

B737-800 Forward Hold - 48" x 35" / 1.22m x 0.89m, Rear Hold - 48" x 33" / 1.22m x 0.84m

B757-200 Forward Hold - 55" x 42.5" / 1.40m x 1.08m, Rear Hold - 54"x 45" / 1.40m x 1.14m

B767-300 Bulk - 38" x 43.5" / 0.96m x 1.10m

B787-8 Bulk - 45" x 40" / 1.14m x 1.02m

If you're flying with another airline, you'll need to contact them directly to see if your wheelchair will fit onboard. Our Customer Welfare Team can help you with this.

Resort Transfers If you're taking an electric wheelchair or scooter, you'll need to book a taxi transfer to your hotel. You can't take them on the coach. There's an extra charge for this.

Wi-Fi Bandwidths may vary. Some hotels may offer an upgrade to a higher bandwidth which you may need to pay for. The upgraded service may also cover a different location to the free Wi-Fi zones. Some hotels may have a data cap on usage, or the free Wi-Fi may be restricted to a daily time limit per device or room. Once this usage or time limit is reached, there may be a charge to continue using the service. Factors that may reduce signal strength include high usage - particularly if lots of devices are using Wi-Fi at the same time, obstructions like thick walls and electronic machinery and adverse weather conditions. The device used to connect to the Wi-Fi - e.g. mobile phone, tablet or laptop - may result in a differing quality of service received. Wi-Fi zones may not be in the same location at every hotel. If your device isn't connected to Wi-Fi, remember to turn off data roaming to avoid possible data charges.

Due to factors outside of our control we can't guarantee the availability, performance or security of the Wi-Fi provided.

Y

Your Opinion We ask customers travelling with us to fill in a Customer Satisfaction Questionnaire online when they get home, and to rate various aspects of their holiday experience.

All the questionnaires are analysed by an independent market research company. Then, we publish the results, where they are available. The scores you see are results for the last season and are shown as the percentage of guests who rated their holiday overall – so accommodation, location and meals – as good or excellent. If a property has recently moved across to TUI from our sister company, First Choice, we'll publish the last season's scores from First Choice so you can still see how the property's been rated by our customers and vice versa.

Some properties don't have a score for a number of reasons – it may be new for that season, we may have received less than 20 responses, or the hotel has changed – perhaps been refurbished, is under new management, or now caters for a different type of customer. Or perhaps the full season scores weren't available when we went to print.

As for our Premium Collection hotels, they have to achieve a score of at least 90%. If the accommodation is new, we'll make the judgment on whether it's suitable for this range.

Getting In Touch

Before You Go

If you're yet to travel with us, here are some numbers you may need...

Bookings, Amendments or General Enquiries	0203 451 2688
Customer Welfare	0203 451 2585
Groups	0203 451 2684
Weddings and Renewal of Vows	0203 451 2716
Finishing Touches	0203 451 2963
TUI Airways (new bookings, amendments, in-flight extras and general enquiries)	0203 451 2695

You can also email **TUIPreTravel@tui.co.uk** or write to us at the address below. If you've already booked, please include your reference number in your letter or email. If you're getting in touch about a wedding or renewal of vows please address your letter to 'Weddings or Renewal of Vows' instead of Pre–Travel Customer Services – at the same address.

Pre-Travel Services, TUI UK, Contact Centre, Alexandra House, Alexandra Road, Swansea, SA1 5ED

While You're Away

For help while you're away, please call our Holidayline Team on +4433 33 365 147, text 80247 or email **serviceuk@tui.com**. They'll be there for you 24 hours a day, 7 days a week. Calls from abroad will be charged at international rates. Texts to 80247 cost 50p plus your network rate.

When You Get Home

When you're back in the UK, to discuss your TUI Airways flight experience, please call 0203 451 2699. For any other aspects of your holiday you can complete the online form located in the 'Contact Us' section of our website. Alternatively, you can write to us at the address below. Remember to give us your booking reference details.

After Travel Customer Support, TUI UK, Contact Centre, Alexandra House, Alexandra Road, Swansea, SA1 5ED

Travel Agent Support

If you're a travel agent and need our help...

Agent Reservations, Administration, Group Bookings and Weddings	0203 451 2677

Calls to 0203 numbers cost the standard rate from UK landlines, but calls from mobiles may be higher. Check with your network provider.

OUR AGREEMENT WITH YOU, AND YOURS WITH US

Our Agreement with You

We are a trading division of TUI UK Limited, Company Number 02830117, having its Registered Office address at Wigmore House, Wigmore Lane, LUTON, LU2 9TN and Our Agreement With You sets out what you are legally entitled to expect from us when you buy a Package Holiday from us and will not apply to any course of dealings between us other than the Package Holiday booked. The Package Holiday as advertised by us will also have restrictions set out in our A-Z Guide (www.tui.co.uk/a-zguide), which should also be read carefully. Because we sell a wide variety of Package Holidays, you should read our A-Z Guide and these terms and conditions carefully, before you book, to see how they affect your specific travel arrangements made by us.

1. Your Travel Booking

Whether you book alone or as a group, we will only deal with the lead booking name in all subsequent correspondence, including changes, amendments and cancellations. You must be 18 years old at the time of booking and possess the legal capacity and authority to book as the lead name and travel on holidays with us and take up the offers advertised by us if they are still available. You are responsible for ensuring the accuracy of the personal details or any other information supplied in respect of yourself and any other person travelling on the booking and for passing on any information regarding the booking or any changes made in relation thereto, to all persons travelling on such booking, including but not limited to information on schedule changes or copies of booking confirmations.

In addition, if your holiday includes a flight, you are also responsible for

(a) notifying us prior to the time of booking of any personal circumstances and needs pertaining to a person included in the booking including, without limitation, whether any such person is not self reliant or is a person with reduced mobility - for example if you, or a member of your party, have difficulty in walking 500 metres, and

(b) notifying us at any time from the time of booking until 48 hours prior to the flight's departure by calling our call centre if any person travelling on the booking has ceased to be self reliant or a person with reduced mobility or if a person previously reported to be with reduced mobility or as not being self reliant does no longer fall into either category.

It is a condition of your booking with us that you and all other members of your party, including infants and children, are adequately insured on holiday. Any person who is under 18 years old must be accompanied by an adult on his or her journey. There may be other restrictions and conditions on some offers, but these are explained in the details of those offers. When you or, if you are booking through a travel agent, your travel agent ask for your booking to be confirmed, we will confirm the booking there and then, and set aside your chosen accommodation, holiday or transport for you. Next, we will send you or your travel agent a Confirmation Invoice within 14 days. We may not be able to confirm some of our ground arrangements straight away e.g. bespoke accommodation, tours etc. In these instances we may issue a Confirmation Invoice. However, a contract for arrangements that have not been confirmed on that invoice will only be made when we have sent you written confirmation that those additional arrangements have been completed. If there is any change to any of the details discussed at the time of booking, before the Confirmation Invoice is issued, we will notify you promptly of any new or changed details, including a change to the total price, if any. If any detail on the Confirmation Invoice is not correct tell us or your travel agent immediately. If there is an obvious error on the Confirmation Invoice we reserve the right to correct it as soon as we become aware of it, but we will do this within 7 days of issuing the Confirmation Invoice or, if your departure is within 7 days, no later than 24 hours before you go. If any of these changes are not acceptable then you will be entitled to a full refund.

The combination of travel services offered to you is a package within the meaning of the of the Package Travel and Linked Travel Arrangements Regulations 2018. Therefore, you will benefit from all EU rights applying to packages. We will be responsible for the proper performance of all the travel services included in the package. We may transfer your booking to another company in our group, but this will have no effect on your holiday arrangements.

Air Passenger Duty, which is payable by passengers departing from UK airports, is included in the price of your holiday. The price of your holiday will include the Air Passenger Duty for an economy seat. If you upgrade to a premium cabin this will be included in the upgrade cost.

2. The Price You Pay

All prices we advertise are accurate at the date published, but we reserve the right to change any of those prices from time to time. Prices include a cost for fuel that was estimated at the date of this publication. We reserve the right to add a fuel supplement to holiday prices should this increase after the date of this publication. Prices can go up or down. We will be able to tell you or your travel agent the up-to-date price of your chosen travel arrangements and of any other services advertised by us before confirming your booking.

We reserve the right to increase the price of your holiday after you have booked but no later than 20 days before the departure date stipulated and will forward an Amendment Invoice reflecting any changes made, and will provide you with justification and a calculation of how the increase has been calculated.

After a Confirmation Invoice has been sent to you, any increase to your holiday price will only be as the result of the direct consequences of changes in: 1) The price of the carriage of passengers resulting from the cost of fuel or other power sources; 2) the level of taxes or fees on the travel services included in the package travel contract imposed by third parties including tourist taxes, landing taxes or embarkation/disembarkation fees at ports and airports; and 3) the exchange rates relevant to the package. An administration charge and any relevant travel agent's commission is included within these amounts. If any of the costs detailed above decrease before your departure date, you will be entitled to a price reduction and will receive a refund of the amount less any administrative expenses we have incurred.

If the increase would be 2% or less of the holiday price shown on your Confirmation Invoice, excluding insurance premiums and any amendment charges, we will absorb the changes in our costs described above and will only pass on any increase above that level. If any change in our costs would cause a reduction in your holiday price, we will not make refunds of amounts less than 2% of your holiday price - calculated as above, but we will refund in full amounts exceeding such 2%, less any administrative expenses we have incurred.

If the increase is more than 8% of the holiday price, calculated as above, then

1. You may cancel your holiday booking within 14 days of the Amendment Invoice date and receive a refund of all monies paid to us except any amendment charges. We will only consider an appropriate refund of insurance premium paid if you can show us that you are unable to transfer or re-use your policy, and
2. the increase will be considered a Major Change as described in section 4 below and, unless you choose to cancel under paragraph 1 above, you will be entitled to the alternatives set out in section 4 for those circumstances, but in either case you will receive compensation in accordance with section 4.

The price quoted on the last Amendment Invoice issued is guaranteed, unless you change your holiday booking. Any increases in our costs which occur after the last Amendment Invoice has been sent will be borne by us. Should you instruct your credit/debit card company to "charge back" any payment(s) properly due from you in respect of your booking, we will charge you a fee of £10 per incident and associated costs. We further reserve the right to cancel your booking and/or take legal action against you for all outstanding payment(s).

3. If We Cancel Your Booking

We aim to provide your holiday as booked. But if, for example, there are not enough people booked on your holiday or you do not pay the balance of the holiday price on time, we may cancel it. We may also cancel your holiday when there are not enough people booked and we have notified you of the minimum number required. In these circumstances we will let you know based on the duration of your holiday as follows:

Cancellation

Duration of your holiday	Notice of cancellation
More than 6 days	20 days before departure
Between 2-6 days	7 days before departure
Less than 2 days	48 hours before departure

We reserve the right to cancel your holiday in any circumstances but if we cancel your holiday, except where this is because you have not paid, you can either have a refund or accept a replacement holiday from us of equivalent or similar standard and price, if we are able to offer you one. We may offer you a replacement holiday from another company in our group. Should you choose this option the terms and conditions of your holiday will not change and these conditions will still apply to your booking. In either case, we will pay you compensation, using the scale shown, (unless we cancel your holiday because you do not pay us the balance of the holiday price, or because of one of the events listed in the 'Important Note – Events Beyond Our Control', or there are not enough people booked on your holiday) and we will always refund the difference in price if the replacement holiday is of a lower standard and price. We will not cancel your holiday less than 12 weeks before you go, unless this is the result of one of the events in the 'Important Note – Events Beyond Our Control', or you have not paid.

4. If We Change Your Booking Details

We hope we will not have to make any change to your holiday but, because our holidays are planned many months in advance, we sometimes do need to make changes. We reserve the right to do this at any time. We will let you or your travel agent know about any important changes when you book. If you have already booked, we will let you know as soon as we can, if there is time before your departure. Flight timings shown by us are for guidance only and may change.

Occasionally it may be necessary to change the aircraft type for your flight, which may mean that some facilities such as in-flight entertainment or the advertised seat pitch may not be available. Where we are unable to provide a seat option that you have paid for we will refund the amount you have paid. Your Confirmation Invoice will show the latest planned timings. Your actual flight timings will be shown on your ticket, including any e ticket itinerary, which you should check carefully as soon as you receive it.

Major Changes To Your Holiday

Occasionally, we have to make major changes to the flight or accommodation making up your holiday with us.

Major changes to your holiday for which we will pay compensation, unless the change is for reasons beyond our control (see `Important Note – Events Beyond Our Control') using the scale shown, may include a price increase of more than 8%, or a significant change of destination, a change in accommodation to that of a lower category, a change in the time of your departure or return flight by more than 12 hours, a change of UK departure airport - excluding changes between London airports, London, Ebbsfleet and Ashford stations and between Dover/Folkestone ports. A delay to your flight that we need to make within 24 hours before you are due to depart will not be considered a major change unless the delay is for more than 24 hours. These changes are only examples and there may be other significant changes which constitute major changes.

If we tell you about any of these changes after we have confirmed your holiday booking, you may either

- accept the new arrangements offered by us, or
- accept a replacement holiday from us of equivalent or similar standard and price, at the date of the change, if we are able to offer you one. We may offer you a replacement holiday from another company in our group. Should you choose this option the terms and conditions of your holiday will not change and these conditions will still apply to your booking, or
- cancel your holiday with us and receive a full refund of all monies paid.

Either way, we will pay you compensation, using the Compensation table shown, unless the change is for reasons beyond our control, see the `Important Note – Events Beyond Our Control', and we will always refund the difference in price if the replacement holiday is of a lower standard and price, at the date of the change.

This standard payment will not affect your statutory or other legal rights. We will only make one payment for each full-fare-paying adult in the holiday booking. Any children not paying the full adult fare will receive 50% of these amounts. Children using a free child place will not receive any standard payment.

If The Change Is Not Acceptable To You

Compensation

Any compensation payable will be on these scales based on how many days before your booked holiday departure we tell you of a major change.

Period before departure when a major change is notified	Compensation payable per person
More than 84 days	0
83-29 days	£10
28-15 days	£20
14-8 days	£30
7-0 days	£40

If any major change indicated above is not acceptable to you, you can cancel your holiday booking. In this case, we will refund all the money you have paid us and will pay you compensation, as shown above, depending on how many days before your holiday we tell you about this change unless the change is for reasons beyond our control - see `Important Note - Events Beyond Our Control'. This standard payment will not affect your statutory or other legal rights.

Important Note – Events Beyond Our Control

Events beyond our control include but are not limited to: war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, any failure to secure relevant flying rights, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers, closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, and any other similar events.

In February 2005 a new Europe-wide law relating to denied boarding, delays and cancellation of flights came into force. This law granted rights to passengers including in certain circumstances the right to cancel their flight and receive reimbursement of the cost of the flight from their airline. Full details of these rights is publicised at EU airports and is also available from affected airlines. You should note that reimbursement of the cost of a flight that forms part of your holiday is the responsibility of your airline and will not automatically entitle you to reimbursement of the cost of your holiday from us.

5. What Happens To Holiday Complaints

We can usually sort out any complaints you may have. But if we cannot agree, you can use ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute and available from www.abta.com. If you made your booking online you can also access the European Commission Online Dispute (ODR) Resolution platform at http://ec.europa.eu/consumers/odr/.

YOUR FINANCIAL PROTECTION

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate, or a suitable alternative. In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative, at no extra cost to you. You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme, or your credit card issuer where applicable. If we, or the suppliers identified on your ATOL Certificate, are unable to provide the services listed - or a suitable alternative, through an alternative ATOL holder or otherwise - for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to - or confer a benefit on - you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent, or your credit card issuer where applicable. You also agree that any such claims maybe re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

All money accepted from you by a travel agent acting as our agent is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for so long as we do not fail. If we do fail, any money held at that time by the agent, or subsequently accepted from you by the agent, is and continues to be held by that agent on behalf of and for the benefits of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

The Package Travel and Linked Travel Arrangements Regulations 2018 require us to provide security for the monies that you pay for the package holidays booked from us and for your repatriation in the event of our insolvency. We provide this security by way of an ATOL (number 2524) administered by the Civil Aviation Authority Gatwick Airport South, West Sussex, RH6 0YR, UK, tel: 0333 103 6350, email: claims@caa.co.uk and a bond held by ABTA (V5126), 30 Park Street London, SE1 9EQ, tel: 0203 758 8779. email: consumerprotection@abta.co.uk for packages that do not include flights. Calls from UK landlines cost the standard rate, but from mobiles may be higher - check with your network provider.

6. Our Responsibility For Your Holiday

We will arrange for you to receive the travel services that make up the holiday that you choose and that we confirm. These services will be provided either directly by us or through independent suppliers contracted by us. Except where we are a Booking Agent we are responsible for making sure that each part of the holiday you book with us is provided to a reasonable standard and as was advertised by us, or as changed and accepted by you. If any part of your holiday is not provided as described, we will pay you compensation, if appropriate, unless this is due to reasons beyond our control. See `Important Note – Events Beyond Our Control'. We have taken all reasonable care to make sure that all the services which make up your holiday advertised by us are provided by efficient and reputable businesses. These businesses should follow local standards. However, overseas safety standards are generally lower than in the UK, for example few hotels yet meet EC fire safety recommendations even in Europe.

7. Personal Injury

If you suffer injury, illness or death directly as a result of the services provided as part of your holiday, we may make a payment to you. We will not make any payment if your injury, illness or death was caused by an event or circumstances which the person who caused it could not have predicted or avoided even if they had taken all necessary and due care. We will not make any payment if your illness, injury or death was your own fault. If we do make a payment, it will be similar to one you would receive under English law in an English court.

We will make such payments for injury, illness or death on the basis you are expected to accept

1. You must tell us and the supplier involved about your injury or illness and complete a report form while you are in the resort - see section 13. You should also write to our After Travel Customer Support at the address given in our A-Z Guide (www.tui.co.uk/a-zguide) about your claim within 3 months of coming home from your holiday to allow us to investigate it properly and co-operate with us so as to enable us to carry out such investigation. Please include a letter about your injury or illness from your doctor.
2. You should transfer to us any rights you have against the supplier or any other person.
3. You should co-operate fully with us if we or our insurers want to enforce those rights.
4. Any payments we make may be limited in accordance with international conventions.

We ask you to transfer your rights to us so that we can claim back from suppliers any payments we make to you, plus any legal or other costs. We will not make a profit from this. If we get back from the supplier more than we have paid you plus these costs, we will give the extra money to you.

Where you or someone on your holiday is in difficulty, we will give you appropriate assistance without undue delay by:

1. providing appropriate information on health services, local authorities and consular assistance; and,
2. assisting you to make distance communications and helping you find alternative travel arrangements.

We reserve the right to charge a fee for such assistance if the difficulty is cause intentionally by you or through your negligence, but any fee charged will be reasonable and will not exceed the actual costs we incur.

If you or someone on your holiday booking is injured, falls ill or dies while taking part in an activity which is not part of the holiday, or you need to incur unpredictable extra expenses for which we are not liable because the event is beyond our control - see `Important Note – Events Beyond Our Control' - we will, where appropriate and subject to our discretion, try to help if we can. We may help everyone on your holiday booking up to a total cost to us of £5,000 provided the following conditions are met.

1. You must ask us for help within three months of coming back from holiday.
2. You must make a claim under your insurance policy's legal expenses or other appropriate section. You must show us proof that your insurance company has received your claim and, if you get back the cost of legal or other expenses, you must repay us any money we have spent in helping you.

8. Excursions

From time to time we may introduce you to reputable third party suppliers of excursions or other leisure services. If you choose to enter into a contract for the provision of excursions or other leisure services, your contract will be with that supplier directly and we act only in the capacity of an agent, and therefore would have no liability for the proper performance of that contract.

The terms and conditions in this "Our Agreement With You" will not apply to any contract for the provision of excursions or other leisure services.

Your Agreement With Us

9. Your Contract

By asking us or your travel agent to confirm your booking, you are accepting on behalf of all persons travelling on this booking that the terms of this Agreement, which incorporate the information, restrictions and obligations set out in our A-Z Guide, and the conditions of any terms and conditions of carriage – see Conditions of Your Ticket – constitute the entire agreement between us with regard to your booking and your travel arrangements. You also consent to our processing personal information about you and other members of your party. Where the context permits, reference to "you" and "your" will include you and all persons travelling on this booking. Your contract with us shall be governed by and construed in accordance with the law of England and Wales. You agree to submit to the exclusive jurisdiction of the courts of England and Wales over any claim or matter arising under or in connection with your contract with us. You may however choose to submit to the law and jurisdiction of Scotland or Northern Ireland if you are resident in either of these jurisdictions but not to any other law and/or jurisdiction.

It is a condition of booking that you and all members of your party provide certain information that may be sent to governmental authorities and border control and security agencies for the purpose of security and counter terrorism. This is known as Advanced Passenger Information, sometimes known as APIS. In the US this may be referred to as Secure Flight and applies for flights to and from the US plus certain flights that overfly the US. The information you must provide will include, but not be limited to, full name - as shown in your passport or travel document, gender, date of birth, travel document type, number, country of issue and expiry date, and for travel to the United States, your country of residence and the address for your first night's stay. You must provide this information to the airline between 6 months and 24 hours before departure, or between 6 months and 3 days before departure if you're going to the United States, Mexico or Jamaica. For TUI Airways flights you can do this by visiting http://eapi.tui.co.uk or by calling 0203 451 2706. Calls from UK landlines cost the standard rate, but from mobiles may be higher. Check with your network provider.

It is your responsibility to comply with all passport, visa and other immigration requirements. Your passport and travel documents must be intact; you may be refused travel if they are damaged or have been tampered with. We do not accept any responsibility if you cannot travel because you have not complied with these requirements.

10. Paying For Your Travel Arrangements

You will be required to pay a deposit to us for each person when you book unless this is within 12 weeks of departure when the full amount for the booking is payable. The deposit amount will be specified by us or your travel agent when your booking is made. If it is not specified then it will be the amount that we ask you to pay when you book, even if this is 100% of the holiday price. If you pay less than the deposit under a low deposit booking scheme, then this is only part of the deposit referred to in this paragraph. The remaining deposit will be due on cancellation or date specified at time of booking or on your confirmation invoice. Please note your booking deposit may be increased or there may be a charge payable for some accommodation, holidays or flight bookings where it is necessary to secure specific facilities with full payment at the time of booking e.g. weddings, coach touring and specific types of airline tickets. Once confirmed, the booking deposit, additional charges paid and insurance premiums will not be refunded in the event of cancellation except in the circumstances specified in Sections 2, 3 or 4 or as otherwise required by law. This is your only commitment until 12 weeks before you go. Within 2 weeks of booking, we will send you a Confirmation Invoice showing how much you owe us. You must pay the amount on the last Invoice issued by us at least 12 weeks before you go on holiday. If you don't, we reserve the right to treat your booking as cancelled and to charge you a cancellation charge up to 100% of the total on that last invoice, in accordance with section 12.

If you pay money for your booking to a travel agent appointed by us, they will hold that money as our agent from the time they receive it until they pay the money to us. Telephone bookings may incur an additional charge, check at time of booking. We do not accept personal cheques, only building society and bankers' drafts will be accepted.

11. If You Change Your Booking

1. You must ensure all names and details are entered correctly at the time of booking. You will receive an invoice once your booking is confirmed and must contact us straight away if there is something that you need to correct, or if you don't receive an invoice within 7 days of confirming your booking.
2. Subject to Section 11.4, you may transfer your booking to another person, providing the following conditions are met:
   - You provide us with at least 7 days notice, and authorise the change in writing (which includes email)
   - The new lead passenger accepts the transfer and the terms of Our Agreement
   - That person complies with the terms of the existing booking
   - That person has valid holiday insurance – you cannot transfer your holiday insurance to the new lead passenger.

   We'll charge amendment fees to change a name on a booking outside 14 days to departure; these will be added to the new invoice. The new lead passenger, and you should they fail to pay, will be responsible for the payment of any balance due on that new invoice.
3. We charge an 'Amendment Fee' for each detail of your booking we allow you to change, see guide to our amendment fees table below. Please note that more major changes, including but not limited to, travelling later than planned, changes which lower the basic price of your holiday, and changes which result in your holiday ceasing to be a Package Holiday will be treated as a cancellation and incur the appropriate charges in line with Section 12.
4. Please bear in mind that certain airlines and other transport providers treat changes as a cancellation and charge accordingly, up to 100% of the cost for that part of the arrangement. Where applicable these charges will be passed on to you.
5. When changing your holiday details, the price of your new travel arrangements will be based on the price that applies on the day you make the change. These prices may not be the same as when you first made your booking. Some accommodation is priced according to the number of people staying there. If your party size changes, we'll recalculate your booking cost based on the new number of people going. If fewer people share the accommodation, then the cost per person may go up. This extra cost isn't a cancellation charge, and it isn't normally covered by insurance.
6. Some arrangements cannot be removed once they have been added to your booking. These include: transfers, flight options, children's activities, accommodation options such as room/board upgrades and late checkout rooms. Certain extras, such as excursions, theme park tickets and airport extras may be non-refundable. We will make this clear when you book those arrangements, please check with us if you are unsure at the time of booking. A £50 per booking charge will be applied if you cancel car hire insurance more than 14 days after the initial holiday booking.

Guide To Our Amendment Fees

Change	Days left to Departure		
Changes	**29+**	**28-15**	**14-0**
To change a name, passenger or passenger type	£25 per person		
To change accommodation, flight time, airport, duration and/or to travel earlier than planned*	£50 per person	90% of original cost	100% of original cost
To travel later than planned	Cancellation charges apply - see section 12		

* please note there won't be any reduction in the price you pay, even if your new travel arrangements are cheaper than the original booking.

12. If You Cancel Your Booking

If you want to cancel your booking, or part of it, you must contact us as soon as possible. If you have made your booking through a Travel Agency, your agent must advise us of your request to cancel. Once your booking has been cancelled you can expect to receive a cancellation invoice within 14 days. If you don't please contact us.

To cover the cost of processing your cancellation, and to compensate us for the risk that we may not be able to resell your travel arrangements, we'll make a cancellation charge on the scale shown below. You are responsible for paying this charge.

Your deposit is non-refundable, even if the cancellation charge calculated is lower than the deposit amount paid. Where extra facilities or transport options, see Sections 10 and 11.4, are non-refundable, in part or in full, the cost of these will be added to the cancellation charge you have to pay.

If you booked using a Low Deposit Offer, the full deposit amount stated on your confirmation invoice will need to be paid upon cancellation.

The cancellation charge may be higher for certain travel arrangements, such as coach tours or scheduled airfares. Please ask for details of cancellation charges when you book and check your insurance policy to see if you'd be covered for the cost of any cancellation charges.

13. If You Have A Complaint

Guide To Our Cancellation Charges

These charges are based on how many days before your booked departure we receive your cancellation notice, and are a percentage of the total cost of your booking, not including your insurance premium. If you want to cancel one or more passengers on the booking you'll have to pay a proportion of the applicable cancellation charge for those passengers.

Period before departure when notice of cancellation is received	**% of total booking price**
70 days or more	Loss of deposit
69-63 days	30%
62-49 days	50%
48-29 days	70%
28-15 days	90%
14-0 days	100%

You must inform us without undue delay, taking into account the circumstances of the case, of any lack of conformity which you perceive during the performance of the travel services included in the package travel contract. If you have a complaint whilst away, you must immediately notify the supplier of the service in question (e.g. your hotelier) and our resort representative and complete a report form whilst in resort. If they are unable to resolve the problem, or a member of our staff is not available, you should contact us straight away by phone/fax/email and we will endeavour to assist. If you are still not satisfied on your return home, you must write to our After Travel Customer Support at the address given in our A-Z Guide, within 28 days of returning from your holiday to allow your complaint to be investigated properly. Please write your holiday reference number on your letter, and include all relevant information, as well as your daytime and evening telephone numbers. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

14. Online Check-in

You can check in online prior to departure if your flight is provided by TUI Airways. When checking in online you will be required to provide your advanced passenger information. Just so you know, if you choose not to use our online check-in service, we reserve the right to charge a fee for airport check-in.

15. Your Conduct

We reserve the right to refuse to accept you as a customer or continue dealing with you if we, or another person in authority, believe your behaviour is disruptive, causes unnecessary inconvenience, is threatening or abusive, you damage property, you upset, annoy, disturb, or put any other traveller or our staff or agents in the UK or resort in any risk or danger, on the telephone, in writing or in person. If the Captain of your flight or cruise ship or any of our resort staff or agents believes that you could be disruptive or that you are suffering from a contagious disease, they can also refuse to let you proceed with your travel arrangements, restrict your movements on board, disembark you from a ship or aircraft, or remove you from your accommodation or excursion. If you are disruptive and prevented from boarding your outbound flight in the UK, we will treat your booking as cancelled by you from that moment, and you will have to pay full cancellation charges (see section 12). If this occurs overseas then you will become responsible for your own return home and any other members of your group who cannot or will not travel without you. We will not be liable for any refund, or compensation or any costs or expenses you incur. If you are refused carriage because of your behaviour, or you are under the influence of alcohol or drugs, your airline may pass on your details and date of the refusal of carriage to other airlines for their information. This in turn may make it difficult for you to book other airline tickets. In any of these circumstances no refunds or compensation will be paid to you. As a result of your behaviour during any stage of your holiday including on an aircraft, transfer, in any accommodation, cruise or excursion, we reserve the right to make a claim against you for any damages, costs and expenses (including legal expenses) incurred as a result, including but not limited to (i) cleaning, repairing or replacing property lost, damaged or destroyed by you, (ii) compensating any passenger, crew, staff or agent affected by your actions and (iii) diverting the aircraft or cruise for the purpose of removing you . Criminal proceedings may also be instigated. For the purposes of this section reference to "you" or "your" includes any other person in your party.

16. Your Accommodation

Any accommodation we arrange for you must only be used by those people named on your Confirmation Invoice, or on latest Amendment Invoice issued. You are not allowed to share the accommodation or let anyone else stay there. You are responsible for the cost of any damage caused to your accommodation or its contents during your stay. These charges must be met by you and may have to be paid locally.

17. The Conditions Of Your Ticket

When you travel by air or by sea, your journey may be subject to certain international conventions such as the Warsaw Convention, Montreal Convention or Athens Convention. You agree that the transport company's own 'Conditions of Carriage' will apply to you on that journey. When arranging this transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all of these terms and conditions form part of your contract with us as well as with the transport company. You can ask us or the travel agent booking your holiday to provide you with a copy of any of the conditions applicable to your journey. The airline's terms and conditions are available on request and the cruise conditions of carriage are available at www.tui.co.uk/cruise. We will tell you the identity of the air carrier when you book with us and if it is not known at that time or subsequently changes we will inform you as soon as possible and no later than at check-in.

18. Contacting You

If you book via our website or have opted in other circumstances for us to contact you via e-mail, we will communicate with you using the e-mail address you have provided. For example, to provide your e-confirmation, e-ticket, e-cancellation, etc. We will assume that your e-mail address is correct and that you understand the risks associated with using this form of communication. You may still have to contact us via our call centre or in writing as required in our terms and conditions.

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