

# ARCTIC SUMMER

*Discover the land of the midnight sun*

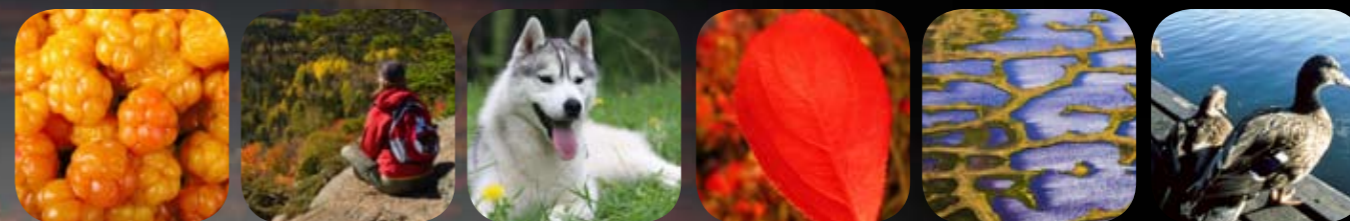


TRANSUN

*Preview edition 2011*



HERE, IN THE HEART OF EUROPE'S LAST UNSPOILED WILDERNESS, NATURE BLOSSOMS WITH BOUNDLESS ENERGY. WILD FLOWERS PROLIFERATE AS THE MAGNIFICENT LANDSCAPES SOAK UP THE SUMMER'S WARMTH AND REFLECT IT BACK IN A RIOT OF COLOUR.



# Don't let the sun go down on me

High summer in the land of the Midnight Sun, and the adventure goes on and on...

**SUMMER IN FINNISH Lapland is a unique experience, an adventure in the heart of nature, unlike anything you have tried before.**

After the long, cold days of winter, the sun spreads across the landscapes like a smile. Where once there was darkness and the Northern Lights, now, astonishingly there is the Midnight Sun.

From late May until late July the sun never sets, its warmth illuminating a land of wonder and stunning beauty. A land so untainted that the air that you breathe is the cleanest in the world.

After the silence of winter's icy grip, now there is the music of running streams and the wind caressing a billion new-born leaves.

Here, in the heart of Europe's last unspoiled wilderness, nature blossoms with boundless energy. Wild flowers proliferate as the magnificent landscapes soak up the summer's warmth and reflect it back in a riot of colour.

Greenery abounds in True Lapland and the region's rich wildlife - reindeer, moose, lynx and Arctic fox to name but a few - enjoy the warmth upon their A host of migrant birds return in huge numbers to the summer fells, while in the rivers and lakes, salmon, trout and grayling leap.

Within this breathtaking setting an exciting range of activities is available for the eager visitor. Walking, of course, opens up endless new vistas and encounters with nature. Perhaps you could take an obliging reindeer with you, to carry your picnic lunch.

This is a paradise for birdspotters, with the bunting, bluethroat and Arctic warbler just a few of the species to watch out for. For the amateur photographer, too, the opportunities here are exhilarating.

Back at your wilderness hotel, there is tranquility, abundant, tasty food and wine and modern comforts, with saunas to help alleviate the aches and pains of your day's endeavours.

Here, you can just relax and enjoy the blessings of nature. Or take part in a host of activities. The rivers and lakes offer tranquil canoeing as well as the patient pleasures of angling - with fabled specimens waiting to be caught. Back on dry land, there are a host of mountain biking trails to be explored, taking you deep into the wilderness, or you can learn new essential skills on a bushcraft safari. You can venture out with a guide to enjoy some birdspotting or trek to the top of a local fell, to enjoy the stunning views that await you there. Or perhaps you'd like to go in search of a moose, that gentle giant of the forest fells. Or you might want to spend some time learning about the local Sámi indigenous people.

You might like to spend some of your break being tutored in painting and drawing, providing you with the opportunity of translating all that natural splendour into a work of art.

# A breath of fresh air

In Europe's last unspoiled wilderness, enjoy the cleanest air in the world

**IF YOU WANT to try something a little more adventurous there are still plenty of opportunities. One exciting possibility is to visit Sweden's Esrange Space Center, the base from which Richard Branson's Virgin Galactic will be sending the first tourists into space in 2012. It has already been the base for over 400 rocket launches, satellite tracking as well as high-altitude balloons, to help research the wonderful phenomenon of the aurora borealis, or Northern Lights.**

You could visit the largest iron ore mine in the world, or perhaps a Second World War fortification camp, built by German occupiers in 1942 as part of a vital defence line. The spectacular Norwegian fjords are near enough to pay a visit and Norway's lively northern city of Tromsø also beckons.

Or you can just relax and take in the beauty and the atmosphere of this unique land, deep inside the Arctic Circle, as summer's blessing warms a region that for much of the year is bound in ice and snow. Here, amid untainted rivers, crystal-clear lakes and vast forests, magnificent wildlife still thrives. There are numerous trails through the fells and forests

waiting to be explored, quiet lakes to linger besides, and rushing rivers to admire. No wonder the local people are so fiercely proud of this magnificent land. The region is part of the Sámi Homeland area that has supported the unique way of life of the Sámi peoples for generations. This is a community built upon respect for the natural world, with a traditional commitment to hospitality, plus a connection to fascinating myths and legends that stretch back for countless generations.

Do not come to True Lapland expecting fast food and drive-in convenience. Nor in this distant land are the everyday items we take for granted always to be found. Instead, you will discover a beauty, a tranquility and an affinity to nature that have long-since been sacrificed to the frantic lifestyles we lead at home.

In the following pages, you will find our three essential summer Lapland short breaks: Ruska, Sami Experience, Activity and Simply Summer, plus a fantastic range of optional excursions and activities, so that your break can be just as busy or relaxing as you choose.

True Lapland: It really is a breath of fresh air.





“THE AIR IS FULL OF FALLING LEAVES AND THE SMELL OF WOOD SMOKE, WHILE THE WOODS ARE FILLED WITH RIPE BERRIES AND WILD EDIBLE MUSHROOMS, SUCH AS YELLOW CHANTERELLES AND BROWN PORCINI.”

# As summer's glory fades, a blaze of colour called 'RUSKA'

SUMMER IN LAPLAND ends with a spectacular explosion of colour in the forests. This is the season known as 'ruska', when the first frosts turn the landscape's myriad leaves into a rich blaze of colour. The autumnal reds, browns and yellows are especially beautiful on the fells.

Ruska is a popular time for trekking in Northern Finland, when the landscape puts on its last unforgettable display before the snows once more return. The air is full of falling leaves and the smell of wood smoke, while the woods are filled with ripe berries and wild edible mushrooms, such as yellow chanterelles and brown porcini. Why not time your short break to hopefully coincide with ruska's spectacular scenery? The timing of the autumn colours varies from year to year, depending on climatic conditions. However, on page 15, we have marked those departure dates most likely to coincide with the autumn colours.

# THE SÁMIS

Encounter Europe's last nomadic tribe



**THE SÁMI ARE Europe's last indigenous people, in the same way as the Eskimos are of Greenland. The only European ethnic group to be recognized as an aboriginal people, the Sámi have been divided by national borders for centuries. They are a diverse people who speak several dialects of the Sámi language.**

There are some 75,000 Sámi people, inhabiting a vast area – called Sapmi in the Sámi language – that stretches all the way from central Norway and Sweden, across the far north of Finland and well into Russia's Kola Peninsula. As with most indigenous peoples, the Sámi have never had a sovereign state of their own and today they live in an area divided up by Norway, Sweden, Finland and Russia.

The Sámi language, their national dress, reindeer farming and the joik (a traditional Sámi chant traditionally a part of Sámi spiritualism) are the most distinctive features of the Sámi culture. The Sámi national dress, or gakti, though instantly recognisable and predominantly red, yellow and

blue, actually differs from one area to another, thus identifying where the wearer's family comes from. The Sámi national dress also reflects the vivid, glowing colours of the autumn leaves, a spectacular natural display.

When you come to True Lapland you will come to the conclusion that this magnificent region is magical. The ancient Sámis agreed. They believed everything has a spirit, not just people but animals, plants, mountains, rocks and islands, as well as the earth, the sea and even space. Therefore, everybody was expected to move quietly in the wilderness, not making a disturbance. This beautiful concept still prevails among the Sámi.

The ancient Sámi had a strong tradition of drum use in their spiritual rituals. By hammering the ceremonial drum, the noaidi, or shaman, beat out a rhythm that inspired ecstatic excitement. This then allowed the shaman to achieve a trance state in which a free soul may leave the body and take on another form outside of the person. The noaidis could reach this state at will and the people depended on them for guidance.

# Discover 'RUSKA'

Every year Europe's last unspoiled wilderness puts on a spectacular autumn show, a glorious landscape of yellows, reds and golds, known to the local Saami people as Ruska.



**YOU CAN ENJOY** this wonderful event on a fabulous late summer Discover Ruska trip to the heart of Finnish Lapland, deep inside the Arctic Circle.

And if you are really fortunate, you might also get to see the fabled Northern Lights, which would mean you would witness two of Nature's greatest spectacles on one memorable trip.

In Finland, the special name Ruska is given to the unique autumn colours of Lapland, the phenomenon of the spectacular autumnal heath and birch colours that occur for a couple of weeks around mid September every year.

The colours have to be witnessed to be believed - in every direction you can see red bearberries, purple bilberries, orange dwarf birches and yellow mountain birch trees. A truly amazing sight.

Your break includes full board at the Davvi Arctic Lodge, which you reach after a flight Lapland, followed by a two-hour minibus transfer through the autumn landscapes.

Ruska is essential in the cycle of nature, but it is also an important time for visitors to the region. In mid-September travellers from far afield come to witness a fascinating natural phenomenon which unites hikers and nature lovers regardless of age or gender.

The colours aside, Ruska is a beautiful time of the year in the fells. From the Davvi Arctic Lodge you can look out over the river towards Sweden and the Norwegian Alps beyond. It is the local berry and mushroom picking season. Nothing can be more satisfying than gathering nature's bounty while immersed in spectacular colourful landscapes.

Your Discover Ruska break has two activities included in the price:

#### **FELL TREK (2 hrs)**

The ancient fells in this region make a spectacular vantage point from which to drink in the glorious vistas of the wilderness and you will enjoy a guided walk amid abundant nature to the very top of the nearby Sakkaravaara Fell, where you will be able to relax and enjoy a well-earned refreshing drink before returning down the hillside.

#### **SAMI INTERLUDE (3 hrs)**

Your break also includes a Sami interlude, when you will meet some local Sami people in a traditional lavu (large family tent) where you will be able to enjoy some reindeer meat cooked over the fire and served with homemade bread and coffee. Throughout your



visit, you Sami hosts will talk to you on subjects such as their local life, traditions and ancestry. Your Sami interlude day will conclude with a tour around the family small holding, which provides a range of artefacts and information on the history and culture of the Sami people.

#### **BUSHCRAFT SAFARI (3 hrs)**

A great excursion for those who enjoy being active. You start with a 4x4 safari into a quiet corner of the wilderness. There you will have a talk and demonstration on essential bushcraft skills, including gathering and making your own fire. After a barbecue cooked on your campfire, the excursion concludes with a wilderness trek accompanied by eager huskies who will carry supplies.

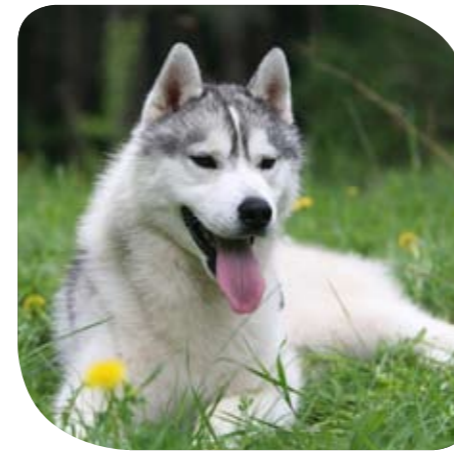
OUR SHORT BREAK LEAVES YOU PLENTY OF TIME TO RELAX AND ENJOY YOUR SURROUNDINGS. BUT IF YOU WANT TO BE MORE ACTIVE, **SEE PAGES 18-19 FOR AN EXCITING RANGE OF OPTIONAL ACTIVITIES** FROM GOING IN SEARCH OF THE MOOSE TO BIRD WATCHING

3, 4 & 7 NIGHTS FROM £769

# SAMI Experience

Step outside the ordinary, with a fascinating Sami Experience break deep inside the Arctic Circle.

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**TRADITIONALLY NOMADIC, with a fascinating mythology and ancient belief system, the Samis still value the central role that Nature plays in a fulfilling life.**

Your Sami Experience will include opportunities to learn about reindeer farming, sample the Sami culture and cuisine, a visit to a moose park, and an introduction to the summer life of Lapland's husky dogs.

Your Sami Experience break is based at the Davvi Arctic Lodge, deep inside the Arctic Circle and on the edge of a vast unspoiled wilderness that stretches into the far distance. The hotel is located at the small town of Karesuando, on a fellside on the Finnish side of the border with Sweden.

Your break includes full board at the Davvi Arctic Lodge, which you reach after a flight from The UK, followed by a two-hour minibus transfer through the summer landscapes where the Sami dwell.

Sami traditions are steeped in a mythological past and their philosophy centres around living in harmony with nature. In the traditional Sami religion, both living beings and inanimate objects were thought to have souls. A priest or shaman, called a noaidi, acted as



an intermediary between the spiritual and material worlds. He would consult with the dead while in a trance induced by beating on a magic drum and performing a special kind of chanting called juoigan (yoik) in Sami. Yoik is the traditional Sami music.

The Sámi national dress, or gakti, though instantly recognisable and predominantly red, yellow and blue, actually differs from one area to another, thus identifying where the wearer's family comes from. The Sámi national dress also reflects the vivid, glowing colours of the autumn leaves, a spectacular natural display.

## REINDEER HERDING (2 hrs)

Your Sami Experience activities include a two hours spent with reindeer farmers, learning the secrets of their way of life. You will meet some of the reindeer and learn a little about them from their Sami owners. There will be an opportunity for photographs, before you try your hand at lasso throwing, followed by some hot sausages cooked over an open fire.

## SAMI INTERLUDE (3 hrs)

Your break also includes a Sami interlude, when you will meet some local Sami people in a traditional lavu (large family tent) where



you will be able to enjoy some reindeer meat cooked over the fire and served with homemade bread and coffee. Throughout your visit, you Sami hosts will talk to you on subjects such as their local life, traditions and ancestry. Your Sami interlude day will conclude with a tour around the family small holding, which provides a range of artefacts an information on the history and culture of the Sami people.

## IN SEARCH OF THE MOOSE (2 hrs)

During your Sami Experience break, you will also make a visit to a nearby moose park at Vittangi, where you will meet the tame elks Foppa, the big bull, and his his mates and the two twin calves, born in May 2009! You get to learn many things about the moose and watch a short film about the wildlife around Vittangi. Don't miss a fantastic opportunity to experience moose really close up.

## HUSKY ENCOUNTER (2 hrs)

The final ingredient of your Sami Experience break will be a visit to a husky camp. While these wonderful animals are famed for their hard work in winter pulling sleds through the snowscapes, you will discover that they are trained during the summer too. And after a coffee round the fire, you will be able to experience summer husky walking, attached by a belt-like contraption to a team of huskies as they pull you along through the summer landscapes.

**Mountain bikes are available to hire throughout your stay and a wide range of additional optional activities are also available.**

OUR SHORT BREAK LEAVES YOU PLENTY OF TIME TO RELAX AND ENJOY YOUR UNSPOILED SURROUNDINGS. BUT IF YOU WANT TO BE MORE ACTIVE, **SEE PAGES 18-19 FOR AN EXCITING RANGE OF OPTIONAL ACTIVITIES** FROM CYCLING AND CANOEING TO VISITING A SPACE STATION.



FOR BOOKINGS CALL 01865 265200 OR VISIT WWW.TRANSUN.CO.UK

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3, 4 & 7 NIGHTS FROM £769

# Activities Break

As the summer sun refuses to set, what better place to enjoy endless days of outdoor pursuits, from fell trekking to canoeing

**THERE ARE FEW places on earth more likely to inspire healthy outdoor pursuits than Finnish Lapland in the summer time, the Land of the Midnight Sun, where you will find Europe's last unspoiled wilderness and the cleanest air in the world. In this inspirational landscape, activities like mountain biking, canoeing, walking and swimming are a delight. And with summer days that simply do not end, there is all the time in the world to enjoy your favourite activity, surrounded by magnificent nature.**

Your Activities Break is based at the Davi Arctic Lodge, deep inside the Arctic Circle and on the edge of a vast unspoiled wilderness that stretches into the far distance. The hotel is located at the small town of Karesuando, on a fellside on the Finnish side of the border with Sweden.

Once arrived at the Davi Arctic Lodge you are immersed in nature's tranquillity and beauty, with wilderness vistas opening up all around. This is a pleasant base from which to enjoy walks and expeditions into the great outdoors, and there is a tempting range of optional excursions you can choose from.

But your Activities break also offers a number of included activities for you to enjoy, as well as full-board accommodation in the delightful surroundings of the Davi Arctic Lodge, your Activities package includes:

## **MOUNTAIN BIKING (2 hrs)**

The wilderness is crisscrossed with tracks that lead you deep into the heart of unspoiled nature. You are provided with a bike that is designed for this terrain and accompanied by an experienced guide to ensure you get the very most from your two-wheeled exploration of Europe's last untouched wilderness.

## **BUSHCRAFT SAFARI (3 hrs)**

A great excursion for those who enjoy being active. You start with a 4x4 safari into a quiet corner of the wilderness. There you will have a talk and demonstration on essential bushcraft skills, including gathering and making your own fire. After a barbecue cooked on your campfire, the excursion concludes with a wilderness trek accompanied by eager huskies who will carry supplies.

## **CANOEING (2 hrs)**

A wilderness lake, which in the wintertime becomes a snow-topped sheet of ice, is a picture of verdant tranquility in the summertime, with wildlife flocking to its banks to enjoy the oasis of calm. Now it makes a perfect venue to practice your canoeing skills. Here, as you dip your paddle into the sparkling clean waters, you will be surrounded on either bank by the sights, scents and sounds of teeming summer.

## **FELL TREK (2 hrs)**

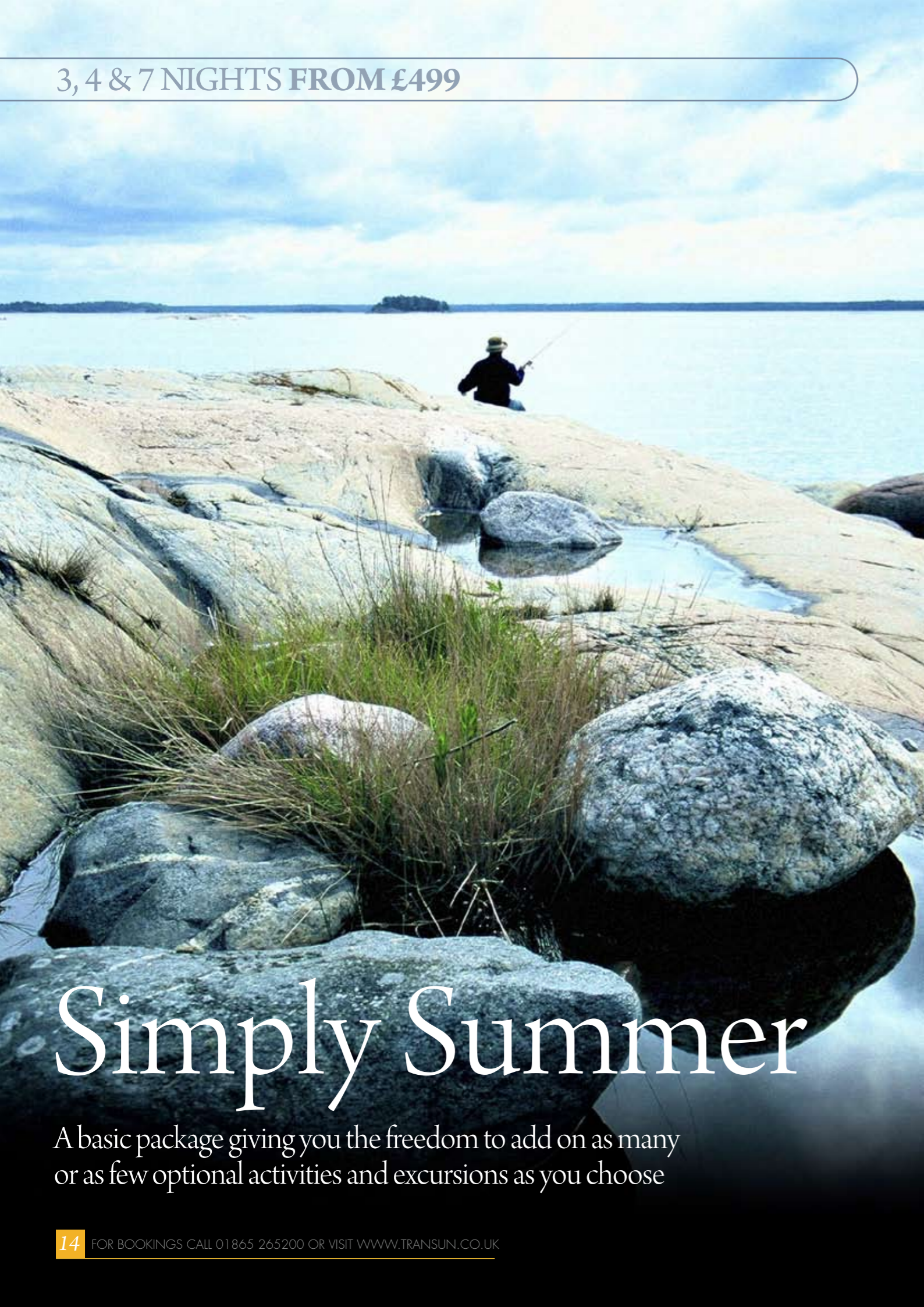
The ancient fells in this region make a spectacular vantage point from which to drink in the glorious vistas of the wilderness and you will enjoy a guided walk amid abundant nature to the very top of the nearby Sakkaravaara Fell, where you will be able to relax and enjoy a well-earned refreshing drink before returning down the hillside.

**Our shortest break is for three nights, all spent at the Davi Arctic Lodge. We also offer a range of other durations.**

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3, 4 & 7 NIGHTS FROM £499



# Simply Summer

A basic package giving you the freedom to add on as many or as few optional activities and excursions as you choose



“ IT GIVES YOU THE FREEDOM TO TAILOR-MAKE YOUR OWN BREAK TO SAVOUR THE SPLENDOURS OF THE ARCTIC. ”



**THERE IS A dazzling range of things to do and see in the Land of the Midnight Sun, but for some, just relaxing and enjoying being at the heart of nature is the main priority.**

**For those of you who would prefer just that – the freedom to wander and relax whenever you choose – our basic break is just for you.**

Your Simply Summer break begins with your flight to lapland. You will be collected from the airport and driven through the dense forests and along side majestic lakes to the Davvi Arctic Lodge in Karesuando, Finnish Lapland.

Once arrived at the Davvi Arctic Lodge, you are immersed in nature's tranquility and beauty, with wilderness vistas opening up all around. This is a pleasant base from which to enjoy walks and expeditions into the great outdoors.

There are no included activities in this package, making it ideal for those who prefer to make their own entertainment by exploring the surrounding landscapes. But there are plenty of

optional activities you can add on if you choose. Your Simply Summer break full-board accommodation at the Davvi Arctic Lodge. It gives you the freedom to tailor-make your own break to savour the splendours of the Arctic.

**Our shortest break is for three nights, all spent at the Davvi Arctic Lodge. We also offer four-night break and seven-night breaks. On four and seven night breaks you can spend part of it in lively Tromsø.**

**OUR SHORT BREAK LEAVES YOU PLENTY OF TIME TO RELAX AND ENJOY YOUR UNSPOILED SURROUNDINGS. BUT IF YOU WANT TO BE MORE ACTIVE, SEE PAGES 18-19 FOR AN EXCITING RANGE OF OPTIONAL ACTIVITIES FROM CYCLING AND CANOEING TO VISITING A SPACE STATION.**

## PRICES & DATES

FLIGHTS & SUPPLEMENTARY INFORMATION

### SIMPLY SUMMER Package (Departing Heathrow)

Date	3nts	4nts	7nts
<b>SUMMER SEASON</b>			
1st -31st May	£549	£599	£749
1st - 30th June	£599	£649	£799
1st - 31st July	£599	£649	£799
1st - 31st Aug	£529	£589	£739
<b>'RUSKA' SEASON (See pages 6-7)</b>			
1st - 30th Sep	£599	£649	£799
<b>NORTHERN LIGHTS SEASON</b>			
1st - 30th Oct	£499	£539	£749

Indicative prices only and subject to availability according to airline availability. Price confirmed at the time of booking.

Departures available from London Heathrow to Kittila and Kiruna.

**RUSKA Package Supplement**  
£250 per person

**SAMI Package Supplement**  
£270 per person

**ACTIVITIES Package Supplement**  
£270 per person

These inclusive prices are a guide and are subject to change. Please refer to our website for the most up to date prices.

### SUPPLEMENTARY PRICE INFORMATION

**Cabin & Fell House Upgrade**  
Upgrade to a cabin or one of the rooms within the fell house for a supplement of £50 per person. Minimum 2 sharing.

**Single Supplement**  
Single supplement £20 per person, per night.

**Tromso Supplement**  
A night in Tromsø can be added to four or seven night breaks. Price includes transportation, accommodation and a walking tour of the city. £200per person. Minimum two persons.

### TRANSUN ARCTIC INSURANCE

Insurance cover is essential for your break. If you do not take out Transun insurance you must take your insurance documents with you as proof may be required. Please note, clients 66-74yrs may be covered at an additional premium. Prices below cover all activities within this brochure except for mountain biking and quad biking, cover for these activities is available at an additional premium. Full details available on request.

### ARCTIC SUMMER SPORTS

	4-5 days	6-8 days
<b>Adult</b> (maximum age 65)	£29	£35

# Davvi Arctic Lodge

A unique wilderness retreat upon a wooded hillside in Karesuando

**THE DAVVI ARCTIC Lodge is located in the picturesque village of Karesuando. Here, in the heart of True Lapland, the land stretches in all directions, offering distant views across lakes, rivers and forests. The main village sits on the Swedish side of the River Muonio, while the Davvi Arctic Lodge, is in Finland. The village has an attractive wooden church, the most northerly in Sweden. Set at the heart of the Sámi reindeer herding region, Karesuando was once an important trading post for hunters and trappers. It also assumed significance as a border post between Finland and Sweden.**

The Davvi Arctic Lodge is a simple but attractive wilderness retreat. The accommodation is set on a secluded hillside on the edge of Karesuando, allowing you to savour the peace and tranquility of this beautiful, unspoiled region, at its most beautiful when cloaked in greenery beneath a Midnight Sun.

The centrepiece of the hotel is its distinctive restaurant, which provides spectacular panoramic views across the hillside towards the Swedish part of Karesuando. The circular design of the restaurant is inspired by the shape of the Sámi reindeer corral. Nearby is the lounge area, again part of a circular structure, with a centre skylight that represents the ventilation hole at the top of a Sámi lavvu, the reindeer-hide tent that has for centuries been the traditional home of the nomadic Sámi people. The lounge is comfortably furnished with sofas, chairs and occasional tables, and is equipped with a large flat-screen television.

Davvi offers three choices of accommodation. You can stay in the hotel rooms, in timber cabins in the grounds, or in the suites at The Fell House, a converted border guard and customs house, a short (approx. 150m) walk from the main hotel, which once played an historic role in monitoring the nearby border.

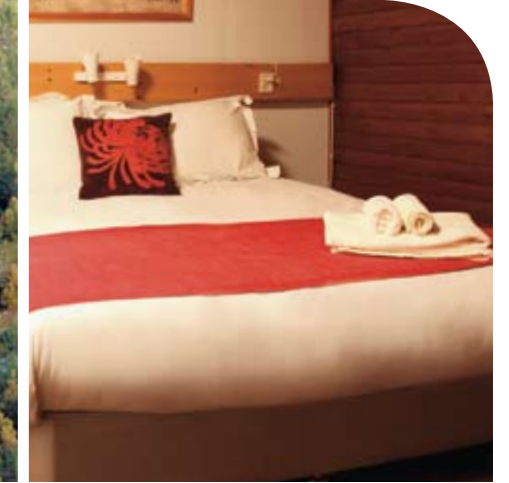
## THE HOTEL ROOMS

The Davvi Arctic Lodge hotel rooms are set on two floors in a wing that extends from the main building. All the rooms are simply furnished but comfortable. The double/twin rooms sleep two, plus one additional person on an extra bed (usually a convertible chair). The family rooms sleep four to five, with one double bed or two single beds, a large sofa bed for up to two children (or one adult), and an extra camp bed available for a third child. Please note that if these family rooms are utilised to their maximum occupancy, the rooms can become cramped and storage space will be minimal.

All rooms are en suite, although many of the bathrooms (shower, WC) are very small.

## THE CABINS

The Davvi Arctic Lodge offers accommodation in timber-built cabins conveniently situated within its grounds. The cabins are simple but cosy and all are en suite (shower, WC). Most cabins are semi-detached and sleep three or four, with one double or two single beds plus a sofa bed for up to two children (or one adult) in an open-plan area. Please note that, as with hotel rooms, when the cabins are filled to maximum occupancy levels, the space and storage can be limited. There are two large, detached two-bedroom cabins that can sleep five or six, with one double bedroom and one twin bedroom, as well as a sofa bed in the living area that can take one or two children



(or one adult). All cabins are located just metres from the main hotel building, where meals are taken. All cabins have private saunas.

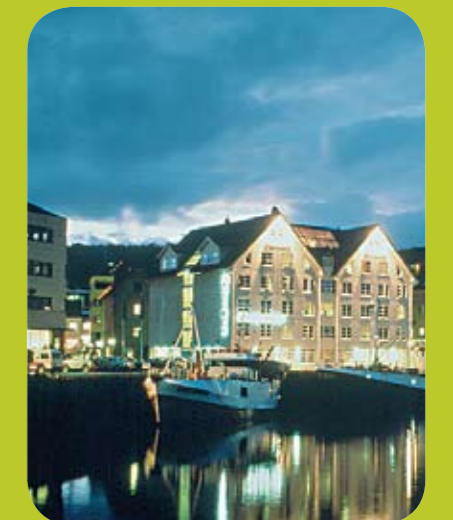
## THE FELL HOUSE

The Fell House provides spacious rooms that are ideal for families. You can choose to stay in a two-bedroom suite which can sleep 5-7, with one double bedroom and one twin bedroom, as well as a sofa in the sitting room which can convert to accommodate two children (or one adult), and space for an extra chair bed or put-up. Or alternatively, you can stay in a three-bedroom unit, accommodating 7-9, with one double

bedroom, two twin bedrooms, as well as a sofa in the sitting room which can convert to accommodate two children (or one adult), and space for an extra chair bed or put-up. The Fell House is located approximately 150m from the main Davvi Arctic Lodge hotel building, where meals are taken. It is connected by a purpose-built footpath through the forest, which is on an incline with steps and may not be suitable for the elderly, infirm or people with walking disabilities. All Fell House suites have private facilities and are equipped with larger than standard TV screens showing local programmes only.



## CLARION COLLECTION HOTEL, WITH



IF YOU CHOSE TO SPEND a night or more in Tromsø, you will be staying at the Clarion Collection Hotel With. Occupying a wonderful waterside position, with spectacular views of the mountains beyond, the Clarion Collection Hotel With is within walking distance of the city's attractions, shops and restaurants. The three-star hotel has 76 rooms and its relaxation area, complete with sauna and steam bath, offers stunning views of the surrounding landscape and harbour. Tromsø, with its colourful centre, rich in Arctic history, is surrounded by the drama of the Lyngen Alps, blue fjords and hundreds of islands, all set a mere 2,000km from the North Pole. It was from here that a number of historic polar expeditions set out, while the city has also in the past been an important centre for the fur trade.

### MOUNTAIN BIKING

The wilderness is crisscrossed with tracks that lead you deep into the heart of unspoiled nature. You are provided with a bike that is designed for this terrain and accompanied by an experienced guide to ensure you get the very most from your two-wheeled exploration of Europe's last untouched wilderness.

**DURATION: 2 hrs PRICE: £85 per person**

### REINDEER HERDING

This exciting excursion offers two hours spent with Reindeer Farmers, learning the secrets of their way of life. You will meet some of the reindeer and learn a little about them from their Sami owners. There will be an opportunity for photographs, before you try your hand at lasso throwing, followed by some hot sausages cooked over an open fire.

**DURATION: 2 hrs PRICE: £90 per person**

### FISHING

The lakes and rivers here abound with fish, from trout and salmon to grayling, perch and pike. Our angling guide will organise everything for you, from your permit to your fishing equipment, as well as providing tuition if necessary, so that you can simply surround yourself with peaceful summer landscapes as you seek to catch a memorable supper.

**DURATION: 3 hrs PRICE: £105 per person**

### BUSHCRAFT SAFARI

A great excursion for those who enjoy being active. You start with a 4x4 safari into a quiet corner of the wilderness. There you will have a talk and demonstration on essential bushcraft skills, including gathering and making your own fire. After a barbecue cooked on your campfire, the excursion concludes with a wilderness trek accompanied by eager huskies who will carry supplies.

**DURATION: 3 hrs PRICE: £125 per person**

### SWEDISH MASSAGE

Relax and enjoy a Swedish massage in the inspirational setting of Finland's unspoiled natural vistas, an experience designed to fill you with relaxation and a deep sense of wellbeing. During Swedish massage, massage therapists use massage oils to facilitate smooth, gliding strokes, applying firm but gentle pressure to promote relaxation, ease muscle tension and create other health benefits.

**DURATION: 2 hrs PRICE: £135 per person**

### IN SEARCH OF THE MOOSE

In Finland, the moose is the king of the forest. The largest species in the deer family the moose, or European elk, is common in Finnish Lapland. A solitary, gentle creature, the moose can also be very large, the males reaching up to seven feet in height and weighing as much as 720k. Your experienced guide will lead you on a trek through the forest in the hope of encountering these magnificent creatures. Make sure you bring your cameras!

**DURATION: 2 hrs PRICE: £90 per person**

# OPTIONAL ACTIVITIES

From canoeing to lake swimming to fell trekking, there's simply so much to do!



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02



03



04



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11



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### ESRANGE SPACE CENTRE & WORLD'S BIGGEST IRON MINE

Richard Branson plans to send the first tourists into space in 2012 from the Esrange Space Center in Kiruna in North Sweden, and you can enjoy an excursion to visit the base from which Virgin Galactic's SpaceShipTwo will be launched. The Esrange Space Center, has already been the base for over 400 rocket launches. This excursion also includes a visit to the LKAB InfoMine at Kiruna, the largest and most modern underground iron ore mine of the world, including a tour 540m below ground.

**DURATION: Full day PRICE: £145 per person**

### CANOEING

A wilderness lake, which in the wintertime becomes a snow-topped sheet of ice, is a picture of verdant tranquility in the summertime, with wildlife flocking to its banks to enjoy the oasis of calm. Now it makes a perfect venue to practice your canoeing skills. Here, as you dip your paddle into the sparkling clean waters, you will be surrounded on either bank by the sights, scents and sounds of teeming summer.

**DURATION: 2 hrs PRICE: £90 per person**

### SÁMI INTERLUDE

A wonderful opportunity to learn about the lives and traditions of Europe's only aboriginal people. Many Sámis earn their livelihoods from reindeer farming and you will begin by spending time with some Sámi reindeer herders, hearing tales about their traditions and way of life, and sampling some reindeer meat, cooked over an open fire.

**DURATION: 2hrs PRICE: £90 per person**

### BIRDWATCHERS' HEAVEN

As the easternmost country in Europe, Finland has many species of birds that are not easy to see elsewhere, such as Blyth's reed warbler, the red-flanked bluetail, the Arctic warbler, the pine grosbeak, the yellow-breasted bunting or the little bunting. Game birds, woodpeckers and owls are also in abundance, while Finland's largest eagle population lives in Lapland. Ornithologists can hope to spot many species during their full-day trek, accompanied by an expert guide.

**DURATION: Full day PRICE: £225 per person**

### TRADITIONAL SMOKE SAUNA & LAKE SWIMMING

For Finnish people, the sauna is a place for physical and mental relaxation. The traditional smoke sauna (savusauna), which has no chimney, is considered superior by connoisseurs. Wood is burned in a large stove and the smoke fills the room. When the sauna is hot enough, the fire is allowed to die and the smoke ventilated out, leaving a residual hot stove for a blissful sauna. Afterwards, you can step outside and plunge into the cool waters of a summer lake for a swim amid the beauty of nature.

**DURATION: 2.5 hrs PRICE: £95 per person**

### HUSKY ENCOUNTER

Unusual opportunity to get up close to Huskies during the Summer whilst visiting a Husky Camp. While these wonderful animals are famed for their hard work in winter pulling sleds through the snowscapes, you will discover that they are trained during the summer too. And after a coffee round the fire, you will be able to experience summer husky walking, attached to a belt-like contraption to a team of huskies as they pull you along through the summer landscapes.

**DURATION: 2 hrs PRICE: £90 per person**

## FREQUENTLY ASKED QUESTIONS

### ★ How do I check availability and make a reservation?

1. Checking availability: Over the phone on 01865 265200, online at [www.transun.co.uk](http://www.transun.co.uk) or with your local travel agents.

2. Confirm reservation: We will require titles, forenames and surnames for all adults and ages for children. We will also request contact details of someone that can be contacted in case of emergency and also details of your insurer if you decline our insurance. A deposit will be required or, if you book within ten weeks of departure, full payment. Payment can be made via credit\* or debit card.

\*For payments made direct via credit card, there is a 2% transaction fee. Other travel agents' charges may vary.

3. Confirmation: A confirmation invoice will be sent. Please check all details carefully and advise us of any discrepancies within seven days. Any changes made after this will incur an amendment fee.

4. Tickets/Travel Documents: E-tickets will be sent approx seven days prior to departure.

### ★ What insurance do I require?

We recommend the insurance offered in this brochure. If you choose to obtain other insurance cover, there maybe requirement for a specialised policy covering your policy covering 'summer sports', including quad bikes, cycling and canoeing. For more information on insurance, see page 13.

### ★ I am travelling to the Arctic, how cold can it be in summer?

Temperatures will range between freezing and 25C depending on the month you are visiting. May and September are typically colder with temperatures ranging between freezing and 15C. June, July and August are warmer with temperatures often around 20C, although it is still possible to have freezing nights.

### ★ How much sunlight will there be from May to September?

The midnight sun is visible from late May until late July. Outside this period the day light hours will be very long with little darkness.

### ★ Will I be safe in Lapland?

The local operators are experienced and safety conscious and their equipment complies with local safety standards. Please remember that any activity involving animals maybe traditional and authentic and using untamed animals. Rides are taken at your own risk, although that risk is very small. No one should travel without appropriate insurance.

### ★ What happens to my activities if the weather conditions are not suitable?

If the temperatures fall to an extreme or the land becomes snow covered it many not be possible to operate some of the activities safely. In such an instance our suppliers will attempt move all activities to a position where they can operate safely. A modified activity programme may operate or you will be provided with alternative activities that are not affected by the climatic conditions.

Transun will not cancel trips nor refund payments in the event of climatic conditions affecting the activities and will endeavour to arrange all activities to replicate those planned. In cases where an exact replica is not possible a suitable alternative will be offered. Where this happens no refunds will be made. We reserve the right to amend or cancel any part of tours or safaris if our suppliers or we consider that conditions are unsafe.

### ★ I have a dietary requirement; can this be catered for?

It is recommended that passengers with special requests including nut-free, gluten-free, vegan, diabetic etc carry supplies of foodstuffs. For any dietary requirements, you must advise us at the time of booking and we will pass this request on to the relevant supplier who will endeavour to fulfil your requirements. However, this cannot be guaranteed.

### ★ How accurate is this brochure?

Details within this brochure are correct at the time of going to press. All excursions and itineraries are subject to alteration and withdrawal in response to local conditions, timings and demand. We cannot accept any liability for opening times of places of interest during your visit. All breaks are subject to Transun's terms and conditions and Frequently Asked Questions. Prices are indicative and subject to change according to airline availability. Prices are confirmed at the time of booking.

### ★ Is the trip suitable for disabled, elderly or severely ill visitors?

We cannot provide any special assistance or care and we do not have specially-made vehicles nor bicycles etc to offer specialist facilities to those who need them. Physically challenged visitors are advised to discuss needs with our staff before making a reservation. Additionally, you must complete and return to us a checklist prepared by ABTA that fully informs us of your needs. Please note that acceptance of your booking by us does not mean that your needs will be met.

### ★ How physically fit do I need to be?

The type of break you choose will determine how fit you need to be. If you opt for a Ruska or Simply Summer break you will need to be mobile but you do not need to be physically fit. If you intend on participating in any of the activities you will need a certain degree of stamina and strength to walk, cycle, canoeing or ride bicycles etc If you are participating in canoeing you will be required to sign a waiver stating that you are a competent swimmer.

### ★ What are the hotel ratings and are they suitable for everyone?

There is no official rating for the properties in Finland and therefore you will not find any within our brochure. Additional beds provided may be sofa or portable beds. The operation and supervision of overseas property, accommodation, transport and other services is subject to local laws.

### ★ What is the food like?

Given the remote nature of the location, fresh fruit and vegetables are less plentiful than in the UK. Dishes that might make up a typical menu include:

**Starters** - spinach, cheese, tomato soup.

**Main Courses** - frankfurters in sauce, meatballs, fried fish fillet, beef stew, roast pork.

**Desserts** - berry pudding, apricot dessert, pancakes. (All other items are at extra cost).

It is often possible to sample local dishes, such as reindeer meat and poached salmon.

### ★ What are the arrangements for health and medical care?

Finland has reciprocal health care agreements with the UK. This entitles you to emergency medical treatment and to prove eligibility for this treatment you only require a British Passport. Non-British nationals should obtain an EHIC. Clients who have special diets or are taking regular drugs for heart conditions, diabetes, etc, should ensure that they have ample supply, which should be carried with them at all times as well as required foods.

### ★ Are there any mosquitos?

July and August are renown for the large numbers of mosquitos present. Outside these months it is possible to find them but to a lesser extent.

### ★ What are the passport requirements?

A full EU passport to travel to Lapland with more than 3 months. Non-British citizens should enquire at the Finnish, Norwegian or Swedish Embassy.

## ESSENTIAL READING - TRANSUN'S TERMS & CONDITIONS (March 2011)

### 1. YOUR CONTRACT WITH TRANSUN

When you book with Transun you are deemed to accept, in full, the Booking Conditions laid out on this page together with any other information brought to your attention before you booked your package. Please read them carefully in conjunction with "All You Need to Know", or "Frequently Asked Questions." From the time we issue our Confirmation/Invoice for your chosen break a contract exists between you and ourselves "Transun".

These Booking Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of England and Wales only (if not referred to Arbitration - see clause 3).

### 2. DEPOSITS AND PAYMENT

A non refundable deposit of £200 per person is required at the time of booking. Travel Insurance must be paid in full at the time of booking. Full payment must be received at least ten weeks before departure, unless otherwise stipulated.

If full payment has not been received at the prescribed date we reserve the right to treat your break as cancelled by you and apply cancellation charges as set out below. All reservations made less than 10 weeks prior to departure require full payment at the time of booking. Payment should be made by cheque or postal order (payable to Transun Travel Ltd) or by Visa, Mastercard or Switch/Delta. Please note: there is a 2% charge for each transaction made on Visa and Mastercard only. NB child reductions are not offered unless specified. Any money paid by you to an agent is held by the agent on behalf of Transun Travel Ltd until the date on which the agent pays the company.

Subject to availability, we will confirm your arrangements by issuing a confirmation. As a condition of this contract, you are required to carefully check your written confirmation to ensure that it is correct and exactly matches what you booked. If it does not, you are required to contact us within 24 hours of receiving your confirmation to inform us of any inaccuracy.

### 3. ABTA

We are a member of ABTA, membership number A7886. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. Further information on the Code and arbitration can be found at [www.abta.com/consumer-services](http://www.abta.com/consumer-services). The arbitration scheme is arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on you in respect of costs. Full details will be provided on request or can be obtained from the ABTA website.

The Scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by IDRS within nine months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees, but the ABTA Code does not require such agreement. For injury and illness claims, you may like to use the ABTA / Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation to go ahead. Details on request or from [www.abta.com](http://www.abta.com).

### 4. YOUR FINANCIAL PROTECTION

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from this brochure and for your repatriation in the event of our insolvency. When you buy an ATOL protected air holiday package (and/or flights) from us, you will receive a Confirmation Invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence 1967. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk). The price of our air holiday packages includes the amount of £1 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices. If you book arrangements other than a package holiday, your monies are protected by way of a bond held by ABTA.

### 5. HOW TO MAKE A COMPLAINT

If you have a problem during your holiday, please complete a complaints form, inform the relevant supplier (e.g. your hotelier) and our local agent/representative immediately who will endeavour to put things right; failing this please call us on+441865 265200. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Client Relations Department at Transun Travel, 1A Iffley Road, Oxford OX4 1AS giving your booking reference and all other relevant information. 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.

### 6. CHANGES BY YOU TO YOUR BOOKING

Requests for changes to confirmed bookings should be made by the person who made the booking. Where we can meet a request, all changes will be subject to any applicable rate changes or extra costs incurred as well as any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. Amendment costs are £25 per person per change, plus any other supplier charges.

### 7. CHANGES AND CANCELLATIONS BY US TO YOUR TRAVEL ARRANGEMENTS

Occasionally, we may have to make changes to confirmed arrangements and we reserve the right to do so at any time. We also reserve the right in any circumstances to cancel your travel arrangements. However, we will not cancel your travel arrangements less than 10 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance.

"Examples of "minor changes" include the following when made before departure.

Any change in the identity of the carrier(s), flight timings, and/or aircraft type, alteration of your outward/return flights by less than 3 hours, change of accommodation to another of the same standard.

"Examples of "major changes" include the following when made before departure; a change of accommodation area for the whole or a major part of your break, a change of accommodation to that of a lower official classification for the whole or a major part of your break, a change of outward departure time or overall length of your holiday of 3 or more hours and, in the case of tours, a significant change of itinerary missing out one or more major destination substantially or altogether.

If we have to make a major change or cancel, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of the following options:-

- have a refund of all monies paid or
  - accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value).
- If we make a major change, less than 10 weeks before departure, we will also pay compensation as detailed below:

Period of Notice we give to you or your agent (per full fare paying passenger)

56 days or more NIL

43 to 46 days £10

22 to 42 days £15

8 to 21 days £20

0 to 07 days £25

We will not pay you compensation where we make a major change or cancel more than 10 weeks before departure or in the event that we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided

even with all due care.

The above sets out the maximum extent of our liability for changes and cancellations and we regret we cannot meet any expenses or losses you may incur as a result of change or cancellation. We will not pay you compensation and the above options will not be available if we make a minor change or cancel as a result of your failure to make full payment on time or where the change(s) or cancellation by us arises out of alterations to the confirmed booking requested by you.

If we become unable to provide a significant proportion of the services that you have booked with us after you have departed, we will make alternative arrangements for you at no extra charge and, if appropriate in all the circumstances, will pay you reasonable compensation.

The trips in this brochure are based on an economic minimum number of passengers. Should this minimum number not be reached, we will advise you of the cancellation not later than 7 days before departure (date as postmarked). In these circumstances we would offer you the choice of an alternative tour of a comparable standard (if available) or make a prompt refund of any monies you have paid to us and we will then have no further liability towards you.

### 8. IF YOU CANCEL YOUR TRAVEL ARRANGEMENTS

In the event of you or a member of your party wishing to cancel their break, notice of your cancellation must be received by us in writing at our offices signed by the person who made the original booking. Your notice of cancellation will only take effect on the day it is received in writing at our offices. We recommend that you use recorded delivery, upon receipt of which the following cancellation charges will apply-

Cancellation charge shown as % of total break price, excluding insurance premium:

More than 70 days Deposit only

29-70 days 50% or deposit if greater

15-28 days 70% or deposit if greater

8-14 days 90% or deposit if greater

7 days or later 100% or deposit if greater

Insurance premiums purchased with Transun are not refundable. You may be able to make a claim if your cancellation falls within the terms of the insurance policy offered with your Transun break (See separate details). Clients taking alternative travel insurance should refer to their own policy.

### 9. OUR GUARANTEE ON PRICE

The price of your booking was calculated using exchange rates quoted in the *Financial Times Guide to World Currencies* on 10 November 2009: £1 = €1.1175 or \$1.6727.

We reserve the right to amend the price of unsold holidays at any time and correct errors in the prices of confirmed holidays.

The price of your holiday is subject at all times to changes in transport costs such as fuel, scheduled airfares and any other airline cost changes which are part of our contracts with airlines (and their agents), cruise ship operators and any other transport provider; to cost changes arising from government action such as changes in VAT or any other government imposed changes; and to changes in currency exchange rates and to dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports any or all of which may result in a variation of your holiday price. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges and/or additional services or travel arrangements. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements (excluding any amendment charges and/or additional services or travel arrangements), you will have the option of accepting a change to another holiday if we are able to offer one (if this is of equivalent or higher quality you will not have to pay more but if it is of lower quality you will be refunded the difference in price), or cancelling and receiving a full refund of all monies paid to us, except for any insurance premiums and any amendment charges and/or additional services or travel arrangements. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. There will be no change made to the price of your holiday within 30 days of your departure.

We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy.

### 10. TRAVEL PARTICIPATION

We reserve the right to refuse to accept you or to continue to deal with you or any member of your party as a client if your conduct is likely in our reasonable opinion or that of any other person in authority to disrupt or affect the enjoyment of other clients, or to cause distress, damage, danger or annoyance to other clients, employees, property or anyone else. If this happens you may not be allowed to board the flight or other transport and if this occurs, we will consider your booking as cancelled by you from that moment and cancellation charges will apply. If we do this, we will not be responsible for any extra costs which you have to pay, nor for any refund or compensation. The same discretion will also be applied by drivers in coach-based breaks.

### 11. MEDICAL PROBLEMS AND INSURANCE

If you or any member of your party has any medical problem or disability which may affect your stay, please provide us with full details before you confirm your booking so that we can advise as to the suitability of your chosen arrangements.

We strongly recommend that you have appropriate personal travel insurance in place for all members of your party. You can arrange insurance through us. It is your responsibility to ensure that any insurance you purchase is suitable and adequate for your needs. Travel without adequate personal travel insurance is at your own risk. Please ensure that you read your policy details fully and take them with you on holiday.

### 12. OUR OBLIGATIONS TO YOU

[1] Subject to these booking conditions, your holiday arrangements will be made or performed using reasonable skill and care. Also, as long as they were acting within the course of their employment or carrying out work we had asked them to do, we will be responsible if our employees, servants or agents fail to make or perform your holiday arrangements using reasonable skill and care. Please note that it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. If we, or our employees, servants or agents fail to make or perform your holiday arrangements using reasonable skill and care, taking into consideration all relevant factors (for example following the complaints procedure as described in these conditions and the extent to which our or our employees' servants' or agents' acts or omissions affected the overall enjoyment of your holiday), we will pay you reasonable compensation.

[2] We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description which results from:-

- the act(s) and/or omission(s) of the person(s) affected;
- the act(s) and/or omission(s) of a third party not connected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
- unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or
- an event which either ourselves, our employees, agents or suppliers and subcontractors could not, even with all due care, have foreseen or forestalled.

[3] The services and facilities included in your holiday will be deemed to be provided with reasonable skill and care if they comply with any local regulations which apply, or, if there are no applicable local regulations, if they are reasonable when compared to the local standards in practice. The fact that services or facilities fail to comply with local or UK guidance or advice shall not of itself mean that the services or facilities in question have not been provided with reasonable skill and care.

[4] We limit the amount of compensation we may have to pay you if we are found liable under this clause:

- loss of and/or damage to any luggage or personal possessions and money.

The maximum amount we will have to pay you is £25 per person in total because you are assumed to have adequate insurance in place to cover any losses of this kind.

(b) Claims not falling under (a) above or involving injury, illness or death. The maximum amount we will have to pay you is twice the price paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you or your party has not received any benefit at all from your booking.

(c) Claims in respect of international travel by air, sea and rail, or any stay in a hotel i) The extent of our liability will in all cases be limited as if we were carriers under the appropriate Conventions, which include The Warsaw/Montreal Convention (international travel by air); The Paris Convention (with respect to hotel arrangements). You can ask for copies of these Conventions from our offices. Please contact us. In addition, you agree that the operating carrier or transport company's own 'Conditions of Carriage' will apply to you on that journey. When arranging 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 the terms and conditions contained in those 'Conditions of Carriage' form part of your contract with us, as well as with the transport company and that those 'Conditions of Carriage' shall be deemed to be included by reference into this contract.

ii) In any circumstances in which a carrier is liable to you by virtue of the Denied Boarding Regulation 2004, any liability we may have to you under our contract with you, arising out of the same facts, is limited to the remedies provided under the Regulation as if (for this purpose only) we were a carrier.

iii) When making any payment, we are entitled to deduct any money which you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question.

[5] It is a condition of our acceptance of liability under this clause that you notify any claim to ourselves and our supplier(s) strictly in accordance with the complaints procedure set out in these conditions.

[6] Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.

[7] Please note, we cannot accept any liability for any damage, loss or expense or other sum(s) of any description which on the basis of the information given to you by concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you; or (b) any business losses.

[8] We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised in our brochure. For example any excursion you book whilst away, or any service or facility which your hotel or any other supplier agrees to provide for you.

### 13. FLIGHT DELAYS, DIVERSIONS & CHANGES OF ITINERARY

Flight delays, diversions and changes of itinerary, on the day of departure, can occur for reasons outside our control (force majeure - see cl. 14).

Please note that in respect of all breaks, any decision by you not to proceed with your travel arrangements due to flight delays of over 12 hours where the flight will go ahead, will be treated as a cancellation by you and therefore subject to full cancellation charges shown above.

As between you and any airline, the airline's standard conditions of carriage will apply which may limit the airline's liability to you in certain circumstances. In the event of delay, responsibility for making special arrangements will rest with the airline concerned and the company will not be in a position to assist you. In extreme cases you may be entitled to compensation under your insurance policy. You are strongly recommended to contact the airline before commencing each flight to reconfirm its departure time.

A flight described as "direct" will not necessarily be non-stop. All departure/arrival times are provided by the airlines concerned and are estimates only. They may change due to air traffic control restrictions, weather conditions, operational/maintenance requirements and the requirement for passengers to check in on time. We cannot be held liable if there is any change to a departure/arrival time previously given to you or shown on your ticket. It is for this reason that all clients are required to reconfirm 72 hours before their flights, with the airline, 72 hours prior to departure. We are also unable to make any special arrangements for the client if the client is delayed; these matters are in the sole discretion of the airline concerned. When you receive your tickets and travel documents you should check them carefully as times may have changed since you made your booking. You should also check for any errors. The information on the ticket is deemed correct unless we are advised by you of any errors within 72 hours of receipt. You must check in at least two hours before the stated departure time. We will not be liable for any costs you have to pay if you fail to meet this deadline.

### 14. FORCE MAJEURE

We cannot accept liability or pay compensation where the performance and/or prompt performance of our contractual obligations to you is prevented by or affected by "force majeure". In these Booking Conditions "force majeure" means any event which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or avoid. Such events are likely to include but are not limited to cancellation of a special event by the organisers, industrial dispute, war, technical problems with aircraft or other transport, terrorist activity, natural, nuclear, chemical or biological disaster, fire, adverse weather conditions, and all similar events outside our control.

### 15. FLIGHTS

Details of the relevant aircraft operator, routing and destination will be given to you before your booking is confirmed. Please note however, that it is sometimes necessary to change the carrier, aircraft type, routing (e.g. from direct non-stop to indirect with stops) after you book and, if this happens, you will not be entitled to cancel without penalty nor will compensation be paid.

We are unable to make any special arrangements for the client if the client is delayed; these matters are in the sole discretion of the airline concerned. When you receive your tickets and travel documents you should check them carefully as times may have changed since you made your booking. You should also check for any errors. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change. Please note that in accordance with Air Navigation orders, infants must be under 2 years of age on the date of their return flight, to qualify for infant status.

In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/ transfer. We can confirm the carrier as detailed on the confirmation invoice.

### 16. DATA PROTECTION

For the purposes of the Data Protection Act 1998 we are a data controller. In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to collect certain personal details from you. These will include, where applicable, the names and addresses of party's members, credit/debit card or other payment details and special requirements such as those relating to any disability or medical condition which may affect the chosen holiday arrangements and any dietary restrictions which may disclose your religious beliefs. We must pass on your personal details to the companies and organizations who need to know them so that your holiday can be provided (for example your airline, hotels, transport companies, credit/debit company or bank). The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them, or as required by law. Where you provide us with personal details such as those mentioned above, you consent to this information being used as described above. If we cannot pass this information to the relevant suppliers, we cannot provide your travel arrangements. We are entitled to assume you do not object to our doing any of the things mentioned above unless you tell us otherwise in writing. We have appropriate security measures in place to protect the personal details you give us. Where your travel arrangements are to take place outside the European Economic Area, [EEA], controls on data protection in your destination may not be as strong as the legal requirements in this country.

# ARCTIC SUMMER



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