

ARCTIC SUMMER



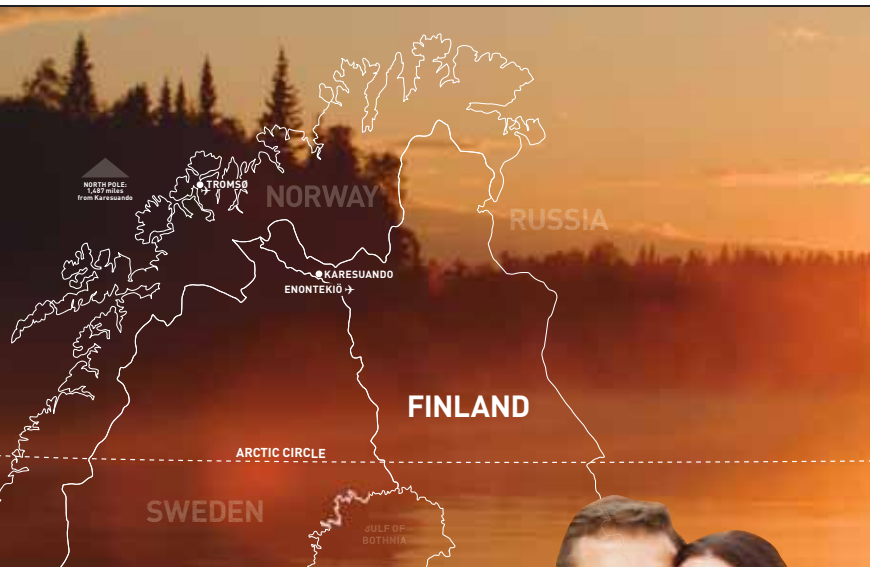

TRANSUN

Discover the land of the Midnight Sun

FIRST EDITION 2010

DON'T LET THE SUN GO DOWN

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



ON ME...



- reindeer, moose, lynx and Arctic fox to name but a few - enjoy the warmth upon their backs.

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.

Alternatively, perhaps you would prefer to concentrate on Wellness, here amid the cleanest air in the world. There are opportunities for you to enjoy yoga in the great outdoors, to try a Swedish massage, perhaps with hot stones, or share the Scandinavian enthusiasm for a relaxing sauna, maybe followed by a swim in the crystal waters of a lake.

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: Wellness, 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.





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

THE SÁMIS

Encounter Europe's last nomadic tribe

THE SÁMI ARE Europe's 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 excitation. 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.

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 13, we have marked those departure dates most likely to coincide with the autumn colours.

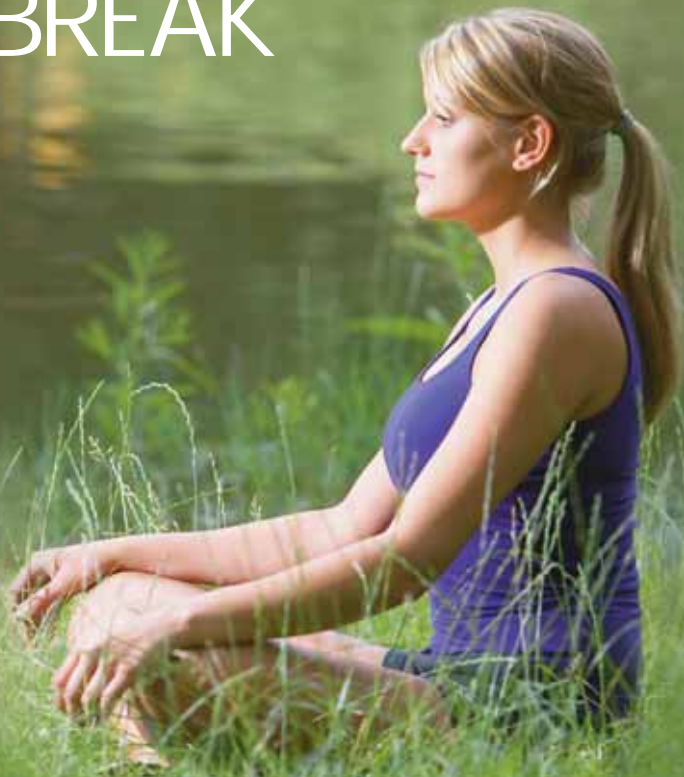


Upon a tranquil summer lake, a Sámi traditionalist beats a replica drum

3, 4 & 7 NIGHTS FROM £779

DEPARTING FROM GATWICK

WELLNESS BREAK





Amid Europe's last unspoiled wilderness, renew yourself with a Swedish massage, a forest yoga class, sauna and lake swimming

THE CLEANEST AIR in the world and some of the most beautiful scenery too... what better setting than Finland's unspoiled summer wilderness for a break that fills you with vigour, inspiration and wellbeing?

Your Wellness break begins with a Saturday flight from Gatwick, to Tromsø in Norway, the gateway to the Arctic. From Tromsø you make the three-and-a-half hour transfer to the Davi Arctic Lodge in Karesuando in Finnish Lapland, a spectacular journey, travelling through the majestic fjords before passing over the Finmark plateau into Finland.

Once arrived at the Davi 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, and there is a tempting range of optional excursions you can choose from.

But your Wellness break also includes a number of activities designed to promote wellbeing, before your return to Tromsø and your flight to Gatwick on Tuesday. As well as three night's full-board accommodation in the

delightful surroundings of the Davi Arctic Lodge, your Wellness package includes:

SWEDISH MASSAGE (2 hrs)

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.

OPTIONAL UPGRADE TO HOT STONE MASSAGE (2 hrs)

Hot stone massage uses smooth, heated stones. The heat is both deeply relaxing and helps tight muscles release. The therapist warms up the body with traditional Swedish massage, then massages you while holding a heated stone. The therapist might also leave heated stones in specific points along your spine, in the palms of your hand, on your belly, or even between your toes to improve the flow of energy in your body. [Extra cost of £20]

OUTDOOR YOGA CLASS (3 hrs)

What better place to practice yoga's Salute To The Sun than in the land of the Midnight Sun. Our small and relaxed classes are guided by an experienced yoga teacher. Yoga is a great way to reduce stress and promote health, and many have incorporated it into their lifestyles. The Salute To The Sun is a series of postures designed to limber up and tone and strengthen the body.

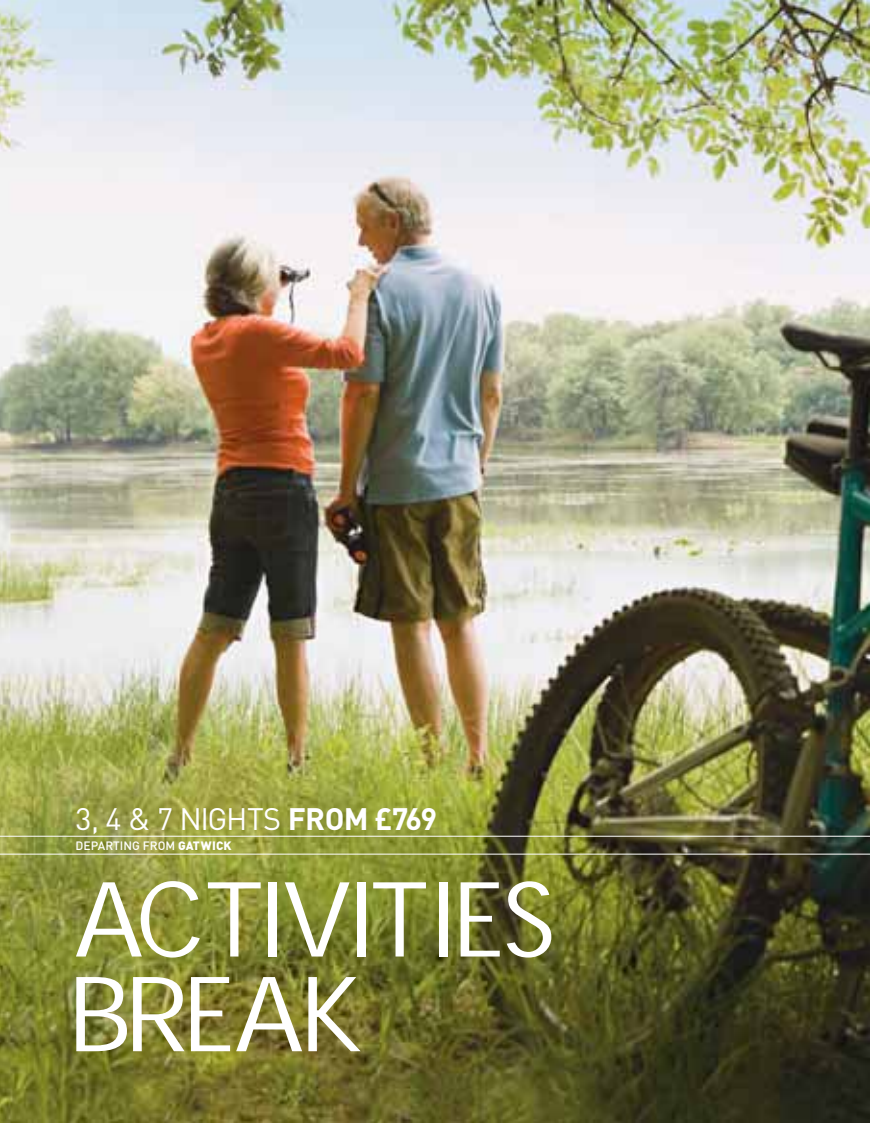
TRADITIONAL SMOKE SAUNA AND LAKE SWIMMING (2.5 hrs)

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.

Our shortest break is for three nights, all spent at the Davi Arctic Lodge. We also offer a four-night break which would include spending the last night of your break in lively Tromsø. Alternatively you can opt for a seven-night break, again spending your last night in 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 16-17 FOR AN EXCITING RANGE OF OPTIONAL ACTIVITIES FROM CYCLING AND CANOEING TO VISITING A SPACE STATION.





3, 4 & 7 NIGHTS **FROM £769**

DEPARTING FROM GATWICK

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 begins with a Saturday flight from Gatwick, to Tromsø in Norway, the gateway to the Arctic. From Tromsø you make the three-and-a-half hour transfer to the Davvi Arctic Lodge in Karesuando in Finnish Lapland, a spectacular journey, travelling through the majestic fjords before passing over the Finmark plateau into Finland.

Once arrived at the Davvi 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, before your return to Tromsø and your flight to Gatwick on Tuesday. As well as three night's full-board accommodation in the delightful surroundings of the Davvi 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.

CANOEOING (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 practise 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 hillsides.

Our shortest break is for three nights, all spent at the Davvi Arctic Lodge. We also offer a four-night break, which would include spending the last night of your break in lively Tromsø. Alternatively you can opt for a seven-night break, again



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 16-17 FOR AN EXCITING RANGE OF OPTIONAL ACTIVITIES FROM OUTDOOR YOGA TO VISITING THE WORLD'S LARGEST IRON ORE MINE.

3, 4 & 7 NIGHTS FROM £499

DEPARTING FROM GATWICK

SIMPLY SUMMER





PRICES & DATES

FLIGHTS & SUPPLEMENTARY INFORMATION

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

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 a Saturday flight from Gatwick, to Tromsø in Norway, the gateway to the Arctic. From Tromsø you make the three-and-a-half hour transfer to the Dawi Arctic Lodge in Karesuando in Finnish Lapland, a spectacular journey, travelling through the majestic fjords before passing over the Finmark plateau into Finland.

Once arrived at the Dawi 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 includes three-night's full-board accommodation at the Dawi Arctic Lodge before your return to Tromsø on Tuesday and your flight back to the UK.

Our shortest break is for three nights, all spent at the Dawi Arctic Lodge. We also offer a four-night break, which would include spending the last night of your break in lively Tromsø. Alternatively you can opt for a seven-night break, again spending your last night in 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 16-17 FOR AN EXCITING RANGE OF OPTIONAL ACTIVITIES FROM LAKE SWIMMING TO VISITING VIRGIN GALACTIC SPACE STATION.



SIMPLY SUMMER Package (Departing Gatwick)

Date	3nts	4nts	7nts
SUMMER SEASON			
1st - 29th May	£499	£539	£749
1st - 29th June	£549	£589	£799
3rd - 31st July	£569	£609	£819
3rd - 31st Aug	£529	£569	£779
'RUSKA' SEASON (See pages 6-7)			
4th - 28th Sep	£499	£539	£749
NORTHERN LIGHTS SEASON			
2nd - 30th Oct	£499	£539	£749

WELLNESS Package Supplement
£280 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.

3 NIGHT DEPARTURES

Depart every Saturday at 09:40 arrive Tromsø at 14:20. Returns on a Tuesday at 17:05 arriving Gatwick at 19:45

4 NIGHT DEPARTURES

Depart every Tuesday at 20:00 arrive Tromsø at 00:40. Returns on a Saturday at 06:30 arriving Gatwick at 09:10

7 NIGHT DEPARTURES

Depart every Saturday at 09:40 arrive Tromsø at 14:20. Returns on a Saturday at 06:30 arriving Gatwick at 09:10

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.

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 65-74yrs 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
Adult (maximum age 65)	£29	£35

DAVI ARCTIC LODGE

A unique wilderness retreat upon a wooded hillside in Karesuando

THE DAVI 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 Davi 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 Davi 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.

Davi 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 Davi 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 Davi 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 Davi 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 YOUR BREAK includes 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.

An aerial view of the Davvi Arctic Lodge and its cabins, set within a picturesque wooded hillside



OPTIONAL ACTIVITY LISTINGS

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

ESRANGE SPACE CENTRE & WORLD'S BIGGEST IRON ORE MINE



1

Richard Branson plans to send the first tourists into space in 2012 from the Esrange Space Centre 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 IronMine 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

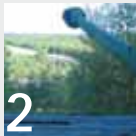
SÁMI INTERLUDE



5

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. Later, you will hike into the wilderness, accompanied by a reindeer carrying supplies, just as the migratory Sámi reindeer farmers have done for centuries. **DURATION:** 3 hrs **PRICE:** £85 per person

JARAMA WORLD WAR II FORTIFICATION MUSEUM



2

A fascinating visit to the Jarama World War II Fortification Museum at Maunu. It was built by German pioneers and Russian prisoners of war in 1942 and was part of the German's Sturmbock Stellung defence line, built to protect the harbours of the Arctic Ocean. The camp is dug partly into the bedrock. Altogether there are about 1,209m of renovated battle, connection and crawling trenches, with ten different types of shooting points for heavy and light machine guns and normal rifles. **DURATION:** 2.5 hrs **PRICE:** £70 per person

IN SEARCH OF THE MOOSE



6

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:** £60 per person

BIRDWATCHERS' HEAVEN*



3

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

FISHING



7

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

PAINTING AND DRAWING*



4

The magnificent land of the midnight sun is so beautiful it leaves many wishing they could capture it themselves, with paints or pencil. You can learn to do just that on a one-day art excursion under the guidance and tutelage of an accomplished artist. All equipment and materials are included, so you just need to concentrate on creating that perfect piece of art! **DURATION:** Full day **PRICE:** £225 per person

MOUNTAIN BIKING



8

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

BUSHCRAFT SAFARI



9

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: £105 per person

HOT STONE MASSAGE



13

Hot stone massage uses smooth, heated stones. The heat is both deeply relaxing and helps tight muscles release. The therapist warms up the body with traditional Swedish massage, then massages you while holding a heated stone. The therapist might also leave heated stones in specific points along your spine, in the palms of your hand, on your belly, or even between your toes to improve the flow of energy in your body.

DURATION: 2 hrs PRICE: £135 per person

CANOEING



10

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: £85 per person

OUTDOOR YOGA CLASS



14

What better place to practice yoga's Salute To The Sun than in the land of the Midnight Sun. Our small and relaxed classes are guided by an experienced yoga teacher. Yoga is a great way to reduce stress and promote health, and many have incorporated it into their lifestyles. The Salute To The Sun is a series of postures designed to limber up and tone and strengthen the body.

DURATION: 3 hrs PRICE: £145 per person

FELL TREK

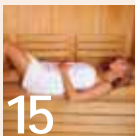


11

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 picnic lunch before returning down the hillside.

DURATION: 2 hrs PRICE: £60 per person

TRADITIONAL SMOKE SAUNA & LAKE SWIMMING



15

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

SWEDISH MASSAGE



12

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: £115 per person

FELL & FOREST QUADBIKING



16

In the summer months, the quad bike provides the same motorised way of traversing the wilderness of Lapland as the snowmobile did during the winter months. Agile and powerful, these off-road machines will cope with whatever terrain you encounter during your guided excursion. Only available to holders of a full UK or EU driving licence.

DURATION: 2 hrs PRICE: £95 per person

* Indicates excursions that are only available on specific departure dates. Please call for availability

★ How do I check availability and make a reservation?

1. Checking availability: Over the phone on 01865 265200, online at 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 may be requirement for a specialised policy covering your policy covering Summer sports, including 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 midday 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 may be traditional and authentic and using untrained animals is 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 fail to an extreme or the land becomes snow covered it may not be possible to operate some of the activities safely. In such an instance our suppliers will attempt to 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 substitute activity will be offered. If you do not accept our proposals, Transun 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.

★ 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 endeavour to refer you 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 trip. All breaks are subject to Transun's terms and conditions and Frequently Asked Questions. Prices are subject to change and are confirmed at the time of booking. Throughout this brochure 'child' prices etc refer to all children aged 2 to 15 years inclusive, unless stated otherwise.

★ 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 or other specialist facilities to those who need them. Physically challenged visitors are advised to discuss needs with our staff before making a reservation. Additionally, we must complete and return to you a checklist prepared by ABTA that fully informs us of your needs. Please note that acceptance of your booking by ABTA does not mean that your needs will be met.

★ How physically fit do I need to be?

The type of book you choose will determine how fit you need to be. If you opt for a Wellness 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 are provided for children in the portable beds. The attention 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 filled, 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 proceed to hospital for treatment you only require a British Passport. Non-British nationals should obtain an EHC. 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 seasons 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 enter Lapland with more than 3 months. Non-British citizens should check at the Finnish, Norwegian or Swedish Embassy.

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 conditions to which 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 page 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 (if 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 4.

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 Swift/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 inaccuracies.

3. ABTA

We are a member of ABTA, membership number A7896. 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.co.uk/consumer-services. The arbitration scheme is arranged by ABTA and administered independently by IDR, part of the Chartered Institute of Arbitrators. It provides for a simple and inexpensive method of arbitration on documents alone with restricted liability for 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 £2,000 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 IDR in the month of the date of arrival on 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. This is a voluntary scheme and requires us to agree for mediation to go ahead. Details on request or from www.abta.co.uk.

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. 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 01865 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, 14 Willey 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 are on holiday and this may affect your rights under this contract.

6. CHANGES BY YOU TO YOUR BOOKING

Requests for changes to your 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, changes to our arrangements may be necessary. 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 where you fail to pay to us for an advance booking.

Examples of 'minor' changes include the following when made before departure:

- Any change in the identity of the carrier(s), flight times, 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:

- 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 at a time of case of 4 hours, a significant change of itinerary missing out one or more major destination substantially or altogether.

If we are 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 the following options:

- 1) a refund of all monies paid or
- ii) accept an offer of alternative travel arrangements of comparable standard to us, if available, or
- iii) accept a refund of all monies paid or

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 56 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 of force majeure. We are forced to make the alteration 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 pay any expenses in the event of a real 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/cancellation by us arises out of alterations to the confirmed booking requested by you.

If you are unable to provide a signed copy of the services that we have booked with us after you have departed, we will make alternative arrangements for you at an extra charge and, if appropriate in all the circumstances, we will pay reasonable compensation.

These options 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 (late as postmarked). In these circumstances we would offer you the choice of an alternative tour of a similar standard (if available) or make a prompt refund of any monies you have paid to us and we will have no further liability towards you.

8. IF YOU CANCEL YOUR TRAVEL ARRANGEMENTS

In the event 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 date of receipt of your written confirmation to us to amend that you intend cancellation delivery, upon receipt of which the following cancellation charges will apply:

- More than 70 days Deposit only
 - 29-70 days 50% of deposit if greater
 - 15-28 days 70% of deposit if greater
 - 8-14 days 90% of deposit if greater
 - 7 days before 100% of deposit if greater
- Insurance premiums purchased with Transair are non-refundable. You may be able to claim a claim if your cancellation falls within the terms of the insurance policy offered with your Transair 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. E1 = £1.1715 or \$1.6727.

We reserve the right to amend the price of unused 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 airlines and any other airline cost changes which are not part of our contracts with airlines (and their agents), cruise ship operators and any other transport providers; to costs changing arising from government action such as changes in VAT or any other government imposed changes; and to changes in currency exchange rates and duties, taxes and other charges for services such as landing taxes and embarkation and disembarkation fees at ports and airports any 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 includes insurance premiums and any amendment charges and/or additional services or arrangements. You will be charged for the amount 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 (including 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 equal 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 alternatively 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 any reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. The amount of the price 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 will 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. This 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 contact 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 our travel agents. We will be responsible for 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 for any employees, servants or agents who 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 your compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description:
 - (a) the act(s) and/or omission(s) of the person(s) affected;
 - (b) the act(s) and/or omission(s) of a third party not connected with the performance of the services contracted for by you; or
 - (c) an event which is unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or
 - (d) an event which is unforeseeable circumstances beyond our control, the consequences of which could not, even with all due care, have been foreseen or prevented.
- [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 will pay if we are found liable under this clause:
 - (a) 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.

[5] 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.

[6] Claims in respect of international travel by air, sea, inland rail, or air stay in a hotel.

[7] 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 that journey. When arranging transportation for you, we rely on the terms and conditions contained within these Conventions and the company's own 'Conditions of Carriage'. You acknowledge that all of the terms and conditions contained in these 'Conditions of Carriage' form part of your contract with us, as well as with the transport company that you are 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.

[8] 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 will be arising out of the same facts, (i) in relation to the remedies provided under the Regulation as if (for the purpose only) we were a carrier; (ii) 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.

[9] If 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.

[10] Where any payment is made, the person(s) receiving it (and their partner or guardian (if under 18 years)) must also arrange to ourselves and 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.

[11] Please note, we cannot accept any liability for any damage, loss or expense (or other sums) of any description (including the interest of the aforementioned) which may be incurred by you or our accepting it, we could not have foreseen you suffer or incur if we breached our contract with you; or (b) any business losses.

[12] 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 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 c. 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 any claim.

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, operational conditions, operational/maintenance issues, weather or other factors and 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 receive their boarding passes with the airline's flight information, which will be subject to change. We may have 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 they may have changed since we made your booking. You will be liable 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 for any compensation where the performance and/or prompt performance of our contractual obligations to you is prevented 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 disputes, 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. It is so 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 be cancelled 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 they 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 least 72 hours before departure. Such a change will be 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.

Our compliance with EU Regulation 111/2008 and any other requirements of the actual carrier operating your flight/connecting/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 and store certain details from you. This will include, where applicable, the name, address, address of partner's member, 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 affect your relationship with us. 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). Details of how we provide to security or credit reference agencies, 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 will not pass on your details to any other person or organization without your express consent 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, we will ensure that your protection in your destination may not be as strong as the legal requirements in your own country.


TRANSUN



Discover Santa's Lapland, Arctic
Spirit in winter/spring and
Arctic Summer, only with Transsun



To book call 01865 265 200
For more information visit
www.transsun.co.uk

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