



**NORDIC**  
EXPERIENCE

ITINERARY

## Taiga Forest Adventure

14th - 18th December 2024

MUOTKA



### Saturday 14<sup>th</sup> - Leave for Lapland

Fly from London Heathrow to Ivalo (via Helsinki). On arrival you will meet your local guide for the 40 minute transfer to Muotka Wilderness Lodge which is set in the beautiful Taiga Forest, next to Urho Kekkonen National Park. On arrival you will be shown to your accommodation and briefed about collecting your thermal clothing. Enjoy a welcoming buffet supper before heading to bed or exploring the snow-covered wonderland surrounding the lodge.

### Sunday 15<sup>th</sup> - Santa Surprise and Snowmobiling

This morning starts with a snowmobiling adventure. Follow your guide through beautiful scenery, exploring the fjells where there is plenty of white snow. Adults are paired together, taking it in turns to drive, whereas the children enjoy their own ride, wrapped up under warm reindeer skins in a specially built sleigh and driven by your Lapp guide. Return to the lodge for a hearty lunch and spend the afternoon enjoying some winter fun such as tobogganing, snow shoeing or cross-country skiing.

Later, each family embarks on a private visit by snowmobile sleigh deep into the Taiga Forest to a secret destination. Once you've arrived at this enchanted place, a friendly elf will reveal that Santa is waiting in his own special log cabin. He will listen to everyone's wishes, and both he and the Sami Spirits of Inari will try to make them come true. Return to Muotka for a buffet supper.

### Monday 16<sup>th</sup> - Husky Safari & Christmas Crafting

After breakfast it is time to embark on a husky safari. After meeting the excited dogs, you will be taught how to handle the sled before heading out into the surrounding Taiga Forest. The huskies will pull your sled through the beautiful winter scenery, adults take charge of their own sled and mush in pairs while children travel in sleds. Lunch will be served back at husky HQ during which you will also find out some interesting husky facts from your guide, there will also be time to pet some of the youngsters and if you are lucky, see any newborn pups! Back to Muotka for lunch.

This afternoon you have some free time for fun in the snow as a family. After lunch there will be the chance to bake and decorate gingerbread cookies and to join in some Christmas crafting. Help decorate a Christmas tree while the cookies are baked before enjoying some individual snow fun before your evening meal.

### Tuesday 17<sup>th</sup> - Reindeer Farm

This morning you will travel to the local reindeer farm to meet some of Santa's special helpers. After a warm welcome you will have the opportunity to have a short sleigh ride in the forest before learning how to lasso a reindeer from the experts! Then it's a welcome hot drink and slice of cake in the farmhouse while you learn all about the reindeer and depending on your skills earlier - receive your reindeer driving licence! Lunch is served back at Muotka before an afternoon of crafting and snow fun or simply time to relax before a final meal.

### Wednesday 18<sup>th</sup> - Return to the UK

After breakfast, you will have time at leisure for last minute tobogganing and snow fun before transferring to Ivalo for your return flight to London Heathrow.

**IMPORTANT:** Outside temperatures can vary at this time between 0°C and -30°C.

As such, local conditions can mean that the itinerary, location, duration and order of excursions may change. Any decision to do this is to ensure your utmost comfort, enjoyment and safety in the resort.







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MUOTKA



Wilderness Room



Superior Sauna Room



Riverside Log Cabin



Restaurant

## The magic of Christmas

A trip to Lapland to visit Father Christmas at his Arctic home will transport you to a time and place where we can all believe in the magic of Christmas. Parents and grandparents will have the opportunity to experience the wonder of Christmas anew through the astonished looks and excited smiles of their children and grandchildren. You are never too old to believe in the magic of Christmas!

## Flight Details

14 Dec 2024	London Heathrow	Helsinki	1020/1515
14 Dec 2024	Helsinki	Ivalo	1640/1820
18 Dec 2024	Ivalo	Helsinki	1355/1525
18 Dec 2024	Helsinki	London Heathrow	1600/1700

NB: Flight timings are subject to schedule changes

## Accommodation – Muotka Wilderness Lodge

This former post office has been lovingly converted into an authentically crafted hotel that reflects the local culture. Located in an Aurora hot spot, this warm and cosy property captures the essence of rural life in Finnish Lapland, which is enthusiastically shared by its owners, Mari and Jouko.

Although small, Muotka offers adaptable accommodation including hotel rooms, apartments, cabins and log suites that are flexible enough to accommodate couples, groups of friends and differing family sizes. In addition to the hotel's restaurant there is a welcoming lounge area and bar.

### Whats included

- Return flights from London Heathrow to Ivalo (via Helsinki)
- Return transfers from Ivalo to Nellim
- 4 nights' accommodation
- Full Board
- Individual family snowmobile sleigh ride to visit Father Christmas
- Bring your own present facility
- Small present for all children
- Safari excursions as per itinerary
- Protective thermal clothing
- Services of Nordic Experience and local guides

**Adult Price**  
**Child Price**  
**Infant Price**

**£2,350 pp**  
**£1,950 pp**  
**£250 pp**

The above adult price is based on 2 adults and 1 child sharing a Superior Sauna room.

### Supplements

Panorama Log Cabin £350ad / £215ch\*  
Riverside Log Cabin £450ad / £275ch\*

\*Based on minimum two adults and two children sharing.  
A deposit of £300 per person is required at the time of booking. The remaining balance is due 12 weeks before the date of departure.

Itinerary will be subject to change according to prevailing Covid-19 restrictions in place at the time of travel in Finland and England



# TERMS & CONDITIONS

The following Booking Conditions form the basis of your contract with Colchester Travel Limited t/a Nordic Experience registered at 39 Crouch Street, Colchester, CO3 3EN, United Kingdom. Company registration no. 2496140. Colchester Travel can be contacted on +44(0)1206 708888 or via reservations@NordicExperience.co.uk. Please read the conditions carefully as they set out our respective rights and obligations.

In these Booking Conditions, "you" and "your" means all persons named on the booking (including anyone who is added or substituted at a later date). "We", "us" and "our" mean Colchester Travel Limited.

## 1. MAKING A RESERVATION

(a) To make a reservation your party leader must complete and sign a Booking Form accepting these Booking Conditions on behalf of all members of your party. In addition, you must pay us a non-refundable deposit. The deposit we require is a minimum of £150 per person, or 10% of the total price of your holiday, whichever is the greater. In certain circumstances we may require a higher deposit and you will be advised at the time of booking as to this charge. This could be for certain villa bookings, cruises, published fare flights and peak season payment terms from our suppliers. The deposit must accompany the signed Booking Form. If we do not receive a signed booking form, we shall still determine that on payment of monies to us that you are in agreement with our Booking Conditions. In the event that we are required to make full payment in advance of your holiday to a supplier for any services requested by you as part of your tailor-made holiday, in order to secure such arrangements, we may invoice you immediately for the full amount of that element of your holiday and payment will be due forthwith even if this is more than 10 weeks prior to your departure. If your booking is made within 10 weeks of departure, the full payment for the holiday is due immediately and should accompany this Booking Form.

(b) By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:

- He/she has read these Booking Conditions and has the authority to and does agree to be bound by them;
- He/she consents to our use of personal data in accordance with our Privacy Policy and is authorised on behalf of all persons named on the booking to disclose their personal details to us, including where applicable, special categories of data (such as information on health conditions or disabilities and dietary requirements);
- He/she is over 18 years of age and resident in the United Kingdom and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services.
- He/she accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

(c) Your booking is not accepted until the date shown on the Confirmation Invoice and it is only then that a contract exists between you and us. Once we have received all appropriate payments and the completed Booking Form we will, subject to availability, send you our Confirmation Invoice, usually within 7 days of your booking being confirmed. Approximately 12 weeks before departure, you will be sent a FINAL INVOICE for the full amount payable. The Final Invoice will include any surcharges if applicable. Payment will become due 10 weeks prior to departure. Please check your invoices carefully as soon as you receive them. Contact us immediately if any information that appears on the confirmation or any other document appears to be incorrect or incomplete as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracy in any document within 10 days of our sending it out (5 days for tickets). We will do our best to rectify any mistake notified to us outside these time limits, but you must meet any costs involved in doing so. The only exception to this requirement to meet costs is where we made the mistake in question.

For flight inclusive bookings, all monies paid to one of our authorised travel agents for your holiday with us will be held on our behalf until they are paid to us or refunded to you.

## 2. THE PRICE OF YOUR HOLIDAY

We reserve the right to make changes to and correct errors in advertised prices at any time before your holiday is confirmed. You will be advised of any error of which we are aware and the then applicable price prior to the time that your holiday is confirmed by us. We also reserve the right to correct errors in the price of our confirmed bookings.

Upgrades, holiday extensions or any other variation which you have requested are on a request basis with our suppliers and subject to availability, and prices for these will only be confirmed once the prices and availability has been confirmed by our suppliers. For all holidays, once you have accepted the basic price and a booking has been confirmed, that price is fully guaranteed and will not be subject to any surcharges.

Please note, changes and errors occasionally occur. You must check the price of your chosen holiday at the time of booking.

## 3. ALTERATIONS BY YOU & TRANSFER OF BOOKING

(a) If you wish to alter any details of your holiday after your Confirmation Invoice has been issued we will do our best to make the alterations (although we cannot guarantee that such alterations will be possible) provided that we are informed of your wish to change no later than 2 weeks prior to departure (other than as set out in (b) and (c) below). For all alterations a £50 administration fee will be charged per booking together with all costs and charges incurred by you or incurred or imposed by our suppliers. A request to alter your holiday details must be made in writing by the person who signed the Booking Form on your behalf (the Party Leader). (b) Requests for Name changes must be made in writing to us not less than two weeks before departure.

Transfer of Booking: if you or any member of your party is prevented from travelling, that person(s) may transfer their place to someone else, subject to the following conditions: i) that person is introduced by you and satisfies all the conditions applicable to the holiday; ii) we are notified not less than 7 days before departure; iii) you pay any outstanding balance payment, an amendment fee of £50 per person transferring, as well as any additional fees, charges or other costs arising from the transfer; and iv) the transferee agrees to these booking conditions and all other terms of the contract between us

You and the transferee remain jointly and severally liable for payment of all sums. If you are unable to find a replacement, cancellation charges

as set out in clause 4 will apply in order to cover our estimated costs. Otherwise, no refunds will be given for passengers not travelling or for unused services. Please note: for flight inclusive bookings, you also must pay the charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued for any reason, these charges are likely to be the full cost of the flight. (c) Please note: some alterations requested within 2 weeks of departure may be treated as a cancellation and the cancellation charges set out in clause 4 will apply.

## 4. CANCELLATIONS BY YOU BEFORE DEPARTURE

You may cancel your booking at any time. The person who signed the Booking Form must send us notice of the cancellation in writing. Cancellation will take effect the day we receive this written notification at our offices. If you cancel your holiday prior to the departure date, we will deduct the following charges from the full price of your holiday:

**Period before departure in which you notify us**

71 days or more  
70 days or less

**Cancellation Charge**

Loss of deposit  
100% of total holiday cost

Any advance payments made to suppliers on your behalf as part of their booking conditions that are non-recoverable will also not be refundable. Peak Season charges may differ as some suppliers impose stricter cancellation policies. Peak Season can mean, but is not limited to, Christmas & New Year, Easter and some school holidays. Please ask at the time of booking for full details.

If you cancel your holiday after it has commenced, no refund at all will be given.

Depending on the reason for cancellation, you may be able to reclaim these cancellation charges (less any applicable excess) under the terms of your insurance policy. Claims must be made directly to the insurance company concerned. Please ensure that your insurance policy covers the total cost of your holiday for cancellation purposes.

Where any cancellation reduces the number of full paying party members below the number on which the price, number of free places and/or any concessions agreed for your booking were based, we will recalculate these items and re-invoice you accordingly.

Cancellation by You due to Unavoidable & Extraordinary Circumstances:

You have the right to cancel your confirmed holiday before departure without paying a cancellation charge in the event of "unavoidable and extraordinary circumstances" occurring at your holiday destination or its immediate vicinity and significantly affecting the performance of the holiday or significantly affecting the transport arrangements to the destination. In these circumstances, we shall provide you with a full refund of the monies you have paid but we will not be liable to pay you any additional compensation. Please note that your right to cancel in these circumstances will only apply where the Foreign and Commonwealth Office advises against travel to your destination or its immediate vicinity. For the purposes of this clause, "unavoidable and extraordinary circumstances" means warfare, acts of terrorism, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination.

## 5. ALTERATIONS/CANCELLATION BY US

We start planning the holidays we offer many months in advance. Occasionally, we have to make changes to and correct errors in brochure, website and other details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations, we must reserve the right to do so. However, we promise we will only cancel your confirmed booking 10 weeks or less before departure where you have failed to comply with any requirement of these booking conditions entitling us to cancel (such as payment on time) or where we are forced to do so as a result of "force majeure" as defined in clause 10 below. We will not cancel after this date for any other reason.

Changes: Most changes are insignificant. If we make an insignificant change to your holiday, we will make reasonable efforts to inform you or your travel agent as soon as reasonably possible if there is time before your departure, but we will have no liability to you. Examples of insignificant changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same or higher standard, changes of carriers. Please note that carriers such as airlines used in the brochure may be subject to change.

Occasionally, we have to make a "significant change". Significant changes are likely to include the following changes when made before departure: a) a change of accommodation to that of a lower official classification or standard for the whole or a significant part of the time you are away, b) a change of accommodation area for the whole or a significant part of the time you are away, c) a change of outward departure time or overall length of your arrangements by more than twelve hours, d) a change of UK departure point except between: i) The London airports: Gatwick, Heathrow, Luton, Stansted, London City and Southend ii) The South Coast airports: Southampton, Bournemouth and Exeter iii) The South Western airports: Cardiff and Bristol iv) The Midlands airports: Birmingham, East Midlands and Doncaster Sheffield v) The Northern airports: Liverpool, Manchester and Leeds Bradford vi) The North Eastern airports: Newcastle and Teesside vii) The Scottish airports: Edinburgh, Glasgow, Prestwick and Aberdeen) a significant change of itinerary missing out one or more destination altogether.

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

- (a) (for significant changes) accepting the changed arrangements; or
- (b) accepting an offer of alternative travel arrangements from us, of a comparable or higher standard to that originally booked if available (at no extra cost); or
- (c) if available, accepting an offer of alternative arrangements of a lower standard, with a refund of the price difference between the original arrangements and the alternative arrangements
- (d) cancelling or accepting the cancellation in which case you will receive a full and quick refund of all monies you have paid to us.

You must notify us of your choice within 7 days of our offer. If we do not hear from you within 7 days, we will contact you again to request notification of your choice. If you fail to respond again, we will assume that you have chosen to accept the change or alternative booking arrangements.

Please note, the above options are not available where any change made is an insignificant one.

Compensation: If we have to make a significant change or cancel, we will pay you compensation in the following circumstances: i) if, where we make a significant change you do not accept the changed arrangements and cancel your booking; ii) if we cancel your booking and no alternative arrangements are available. Payments set out in the table below depending on the circumstances and when the significant change or cancellation is notified to you. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted where: i) we are forced to make a change or cancel your arrangements as a result of Force Majeure. ii) Where we have to cancel your arrangements as a result of your failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) iii) where we make an insignificant change iv) where we make a significant change or cancel your arrangements more than 60 days before departure; v) where we make a significant change and you accept those changed arrangements or you accept an offer of alternative travel arrangements; vi) where the change or cancellation by us arises out of alterations to the confirmed booking requested by you.

**Period before departure a significant or cancellation is notified to you**

71 days or more  
70 - 31 days  
Within 30 days

**Compensation per person**

£nil  
£20  
£30

If we become unable to provide a significant proportion of the arrangements that you have booked with us after you have departed, we will, if possible, make alternative arrangements for you at no extra charge and where those alternative arrangements are of a lower standard, provide you with an appropriate price reduction.

NB. If your flight is cancelled or delayed by more than 3 hours, your flight ticket is downgraded, or boarding is denied by your airline in circumstances which would entitle you to claim compensation against the airline under EC Regulation No 261/2004 - the Denied Boarding Regulations 2004, you must pursue the airline for the compensation due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If, for any reason, you do not claim against the airline and make a claim for compensation from us, you must, at the time of payment of any compensation to you, make a complete assignment to us of the rights you have against the airline in relation to the claim that gives rise to that compensation payment. If your airline does not comply with these rules you should complain to the Civil Aviation Authority at [www.caa.co.uk/passengers](http://www.caa.co.uk/passengers).

We cannot accept liability for any delay which is due to any of the reasons set out in clause 10 of these Booking Conditions (which includes the behaviour of any passenger(s) on any flight who, for example, fails to check in or board on time).

## 6. YOUR OBLIGATIONS TO US

You must: (a) Arrive at stated check-in and departure times and confirm your own return flight and departure times. We accept no liability whatsoever to you for your failure to do so. (b) Take out adequate travel insurance to cover the cost of industrial action, natural disaster (flooding, storm, fire etc.), cancellation of the holiday by you or the cost of assistance, including repatriation in the event of you suffering an accident or illness. Please read your policy details carefully and take them with you on holiday. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs. We do not check insurance policies. (c) Behave in a reasonable and responsible manner towards any other person you meet in the course of your travel arrangements. We reserve the right to cancel forthwith your holiday arrangements in the event that you fail to behave, and we will not be liable for any loss or damage that you may suffer as a result (including any onward or return travel arrangements).

## 7. OUR OBLIGATIONS TO YOU

(1) We will accept responsibility for the arrangements we agree to provide or arrange for you as an "organiser" under the Package Travel and Linked Travel Arrangements Regulations 2018 as set out below and as such, we are responsible for the proper provision of all travel services included in your package, as set out in your confirmation invoice. Subject to these Booking Conditions, if we or our suppliers negligently perform or arrange those services and we don't remedy or resolve your complaint within a reasonable period of time, and this has affected the enjoyment of your package holiday, you may be entitled to an appropriate priced reduction or compensation or both. You must inform us without undue delay of any failure to perform or improper performance of the travel services included in this package. The level of any such price reduction or compensation will be calculated taking into consideration all relevant factors such as but not limited to: following the complaints procedure as described in these Booking Conditions and the extent to which ours or our employees' or suppliers' negligence affected the overall enjoyment of your holiday. Please note that it is your responsibility to show that we or our supplier(s) have been negligent if you wish to make a claim against us.

(2) We will not be responsible for any compensation for any injury, illness, death, loss (for example loss of employment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: -  
- the act(s) and/or omission(s) of the person(s) affected or any member(s) of their party or  
- the act(s) and/or omission(s) of a third party not connected with the provision of your holiday and which were unavoidable and extraordinary; or  
- 'force majeure' as defined in clause 10 below

(3) Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised in our brochure or on our website and we have not agreed to arrange them and any excursion you purchase in resort. Please also see clause 11 "Excursions Activities, Website and Brochure Information". In addition, regardless of any wording used by us on our website, in any of our brochures, website or elsewhere, we only



promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

(4) The promises we make to you about the services we have agreed to provide or arrange as part of our contract - and the laws and regulations of the country in which your claim or complaint occurred - will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of the UK which would have applied had those services been provided in the UK.

(5) As set out in these booking conditions we limit the maximum amount we may have to pay you for any claims you may make against us and for which we are found liable:

a) For all claims which do not involve death or personal injury or loss of or damage to luggage or personal possessions (including money), if we are found liable to you on any basis the maximum amount we will have to pay you is three times the price paid by or on behalf of the person(s) affected in total unless a lower limitation applies to your claim under clause 7(5 c) below. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your holiday.

b) For all claims relating to loss of and/or damage to any luggage or personal possessions and money: the maximum amount we will have to pay you is an amount equivalent to the excess on your insurance policy which applies to this type of loss per person in total because you are required to have adequate insurance in place to cover any losses of this kind.

c) For claims in respect of international travel by air, sea and rail or any stay in a hotel, the extent of our liability in all cases will be limited as if we were carriers under the appropriate Conventions, which include the Warsaw/Montreal Convention (international travel by air); The Athens Convention (with respect to sea travel); The Berne/Cotif Convention (with respect to rail travel) and the Paris Convention (with respect to hotel arrangements). You can ask us 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. In any circumstances in which a carrier is liable to you by virtue of the Denied Boarding Regulations 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. When making any payment, we are entitled to deduct any money that you have received or are entitled to receive from the transport provider or hotelier for the complaint or claim in question. Copies of the applicable International Conventions and Regulations are available from us on request.

(6) Please note, we cannot accept any liability for any damage, loss, expense or other sum(s) of any description (1) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not reasonably have foreseen you would suffer or incur if we breached our contract with you or (2) which did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers or (3) which arises out of or relates to lost reputation. Additionally, we cannot accept liability for any business losses.

(7) You must provide our insurers and ourselves with all assistance we may reasonably require. You must also tell us, and the supplier concerned about your claim or complaint as set out in clause 13 below. If asked to do so, you must transfer to us or our insurers any rights you have against the supplier or whoever else is responsible for your claim or complaint (if the person concerned is under 18, their parent or guardian must do so). You must also agree to cooperate fully with our insurers and us if our insurers or we want to enforce any rights that are transferred.

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

(9) Where it is impossible to return to your departure point as per the agreed return date of your package, due to 'unavoidable and extraordinary circumstances', we shall provide you with any necessary accommodation (where possible, of a comparable standard) for a period not exceeding three nights per person. Please note that the three-night cap does not apply to persons with reduced mobility, pregnant women or unaccompanied minors, nor to persons needing specific medical assistance, provided we have been notified of these particular needs at least 48 hours before the start of your holiday. For the purposes of this clause, 'unavoidable and extraordinary circumstances' means warfare, acts of terrorism, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely back to your departure point.

## 8. FLIGHTS

Under the terms of our Air Travel Organiser's License, we will notify you in your confirmation invoice of the name of the airline operator, the aircraft type to be used and the destination airport for your holiday. However, these details are subject to change. Any such change in these details will not entitle you to cancel or change your holiday without paying our normal charges.

The flight timings given on booking and detailed on your confirmation invoice are for general guidance only and are subject to change. The latest timings will be shown on your tickets, which will be despatched to you approximately 2 weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs.

Please note the existence of a 'Community List' (available for inspection at [https://ec.europa.eu/transport/modes/air/safety/air-ban\\_en](https://ec.europa.eu/transport/modes/air/safety/air-ban_en)) detailing air carriers that are subject to an operating ban within the EU Community.

## 9. VISAS, PASSPORTS & HEALTH

The passport, visa and health requirements applicable at the time of printing to British citizens for the holidays we offer are available from us. A full British passport presently takes approximately 3-4 weeks to obtain. If you or any member of your party is 16 or over and haven't yet got a passport, our recommendation is that you should apply for

one at least 6 weeks before your holiday. The UK Passport Service has to confirm your identity before issuing your first passport and will ask you to attend an interview in order to do this. Requirements may change, and you must check the up to date position in good time before departure. Most countries now require passports to be valid for at least 6 months after your return date. If your passport is in its final year, you should check with the Embassy of the country you are visiting. For further information, contact the Passport Office on 0300 222 0000 or 0870 5210410 or visit: <https://www.gov.uk/browse/citizenship/passports>.

Check with the NHS website for the latest Health Advice for Travellers on <https://www.nhs.uk/live-well/healthy-body/before-you-travel/>. You must ensure that you consult your doctor or local health clinic well in advance of your holiday to obtain further advice and treatment on any vaccinations/inoculations against hepatitis, typhoid or tetanus as well as any other vaccinations/inoculations that may be necessary. These will vary depending upon which country you are travelling to.

It is the party leader's responsibility to ensure that all members of the party are in possession of all necessary travel and health documents before departure. You must pay all costs incurred in obtaining such documentation. We regret we cannot accept any liability if you or any member of your party are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. If you or any member of your party is not a British citizen or holds a non-British passport, you must check passport and visa requirements with the Embassy or Consulate of the country (ies) to or through which you are intending to travel. If failure to have any necessary travel or other documents results to fines, surcharges or other financial penalty being imposed on us, you will be responsible for reimbursing us accordingly.

## 10. FORCE MAJEURE

Except as otherwise expressly set out in these Booking Conditions we regret we cannot accept liability or pay any compensation if our contractual obligations to you are affected by 'Force Majeure'. For the purposes of these Booking Conditions, Force Majeure means any event beyond our or our supplier's control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or the supplier's control.

## 11. EXCURSION, ACTIVITIES, WEBSITE AND BROCHURE INFORMATION

The information contained in our brochure and on our website is correct to the best of our knowledge at the time of publication. We may provide you with information (in our brochure/on our website and/or when you are on holiday) about activities and excursions that are available in the area you are visiting.

We have no involvement in any such activities or excursions that are either run, supervised or controlled in any way by us. Local operators or other third parties who are entirely independent of us provide them. They do not form any part of your contract with us even where we suggest particular operators/other third parties and/or assist you in booking such activities or excursions in any way. We cannot accept any liability on any basis in relation to such activities or excursions and the acceptance of liability contained in clause 7 of our booking conditions will not apply to them. We do not however exclude liability for the negligence of ourselves or our employees resulting in your death or personal injury.

We cannot guarantee accuracy at all times of information given in relation to such activities or excursions or about the resorts/area you are visiting generally (except where this concerns the services which will form part of your contract - but see below) or that any particular excursion or activity which does not form part of our contract will take place as these services are not under our control. If you feel that any of the activities mentioned in our brochure or on our website which are not part of our contract are vital to the enjoyment of your holiday, write to us immediately and we will tell you the latest known situation. If we become aware of any material alterations to resort/area information and/or such outside activities that can reasonably be expected to affect your decision to book a holiday with us, we will pass on this information at the time of booking.

Please note, if you consider a particular facility to be important to the enjoyment of your holiday you should inform us in writing and we will tell you the current situation.

In certain situations, such as on snowmobiling holidays you will be asked to sign an indemnity waiver form locally by the supplier. If you would like full details of the waiver form in advance, please request this from our consultants. We cannot be held responsible for any supplier who will not provide a service to you should you not wish to sign the waiver form. Refunds will not be applicable if you have not requested to see the waiver form before booking your holiday.

## 12. SPECIAL REQUESTS

If you have a special request (e.g. special dietary requirements, honeymoon etc.), you must indicate this on the Booking Form (or if there is insufficient space in a covering letter). We will do our best to accommodate these requests but cannot guarantee to do so and they do not form part of the contract between you and us. If you or any member of your party has any medical problem or disability that may affect your holiday, please tell us before you confirm your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking. [If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking, cancel when we become aware of these details.]

## 13. COMPLAINTS

Should you have any cause for complaint, please inform the hotel in which you are staying or Colchester Travel immediately. Once we are aware of a complaint we will try to rectify the problem whilst you are on holiday. In the unlikely event that matters cannot be resolved to your satisfaction whilst on holiday, please notify your Colchester Travel, via post at Colchester Travel, 39 Crouch Street, Colchester CO3 3EN, United Kingdom or via emailing [reservations@NordicExperience.co.uk](mailto:reservations@NordicExperience.co.uk) quoting your booking reference within 28 days of your return.

## 14. ADDITIONAL ASSISTANCE

If, whilst you are on holiday, you find yourself in difficulty for any reason, we will offer you such prompt assistance as is appropriate in

the circumstances. In particular, we will provide you with appropriate information on health services, local authorities and consular assistance, and assistance with distance communications and finding alternative travel arrangements. Where you require assistance, which is not owing to any failure by us, our employees or sub-contractors, we will not be liable for the costs of any alternative travel arrangements or other such assistance you require. Any supplier, airline or other transport supplier may however pay for or provide refreshments and/or appropriate accommodation and you should make a claim directly to them.

Subject to the other terms of these Booking Conditions, we will not be liable for any costs, fees or charges you incur in the above circumstances, if you fail to obtain our prior authorisation before making your own travel arrangements. Furthermore, we reserve the right to charge you a fee for our assistance in the event that the difficulty is caused intentionally by you or a member of your party, or otherwise through your or your party's negligence.

## 15. PROTECTING YOUR MONEY

We provide financial security for flight-inclusive packages by way of our Air Travel Organisers Licence number 6558, issued by the Civil Aviation Authority, Gatwick Airport South, West Sussex, RH6 0YR, UK, telephone 0333 103 6350, email: [claims@caa.co.uk](mailto:claims@caa.co.uk).

When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

The price of our flight inclusive arrangements includes the amount of £2.50 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices. Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. ATOL protection extends primarily to customers who book and pay in the United Kingdom.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

For further information visit the ATOL website at [www.atol.org.uk](http://www.atol.org.uk). We provide full financial protection for our package holidays which don't include flights by way of a bond held by ABTA Ltd, The Travel Association 30 Park Street London SE1 9EQ [www.abta.co.uk](http://www.abta.co.uk).

## 15. SAFETY STANDARDS

Please note, it is the requirements and standards of the country in which any services that make up your holiday are provided which apply to those services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may often be lower. For information regarding the safety and security within a given country please check out the foreign and Commonwealth office website [www.fcdo.gov.uk](http://www.fcdo.gov.uk)

## 16. LAW AND JURISDICTION

We both agree that English Law (and no other) will apply to your contract and to any dispute, claim or other matter of any description that arises between us (except as set out below). We both also agree that any dispute, claim or other matter of any description (and whether or not involving any personal injury) which arises between us must be dealt with by the Courts of England and Wales only unless, in the case of Court proceedings, you live in Scotland or Northern Ireland. In this case, proceedings must either be brought in the Courts of your home country or those of England and Wales. If proceedings are brought in Scotland or Northern Ireland, you may choose to have your contract and any dispute, claim or other matter of any description which arises between us governed by the law of Scotland/Northern Ireland as applicable (but if you do not so choose, English law will apply).

## 17. PRICES, BROCHURE AND WEBSITE ACCURACY

Please note, the information and prices shown in our brochure, on our website or otherwise given to you may have changed by the time you come to book your holiday. Whilst every effort is made to ensure the accuracy of the brochure, website, quoted information and prices at the time of printing, regrettably errors do occasionally occur. You must therefore ensure you check all details of your chosen holiday (including the price) with us at the time of booking.

## 18. ABTA

We are a member of ABTA, membership number W879X. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes, which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to [www.abta.com](http://www.abta.com) to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com).