



Lapland

JULY EDITION DECEMBER 2024 & DECEMBER 2025



Saariselkä | Rovaniemi | Luosto | Hetta | Kittilä | Levi | Yllas
Pallas | Kuusamo | Ruka | Plus lots of daytrips...



KITTILÄ
✈ Flight time: 3½ hours

Hetta
✈ Flight time: 3½ hours

Kittilä

Luosto
✈ Flight time: 3½ hours

Rovaniemi

Kuusamo

ARCTIC CIRCLE

SWEDEN

FINLAND

Introducing Lapland

You've got your pick of destinations in Lapland, from Rovaniemi – the capital city – to the snow-dusted landscapes of villages like Luosto and Hetta.

Click here
for more
information on
where we fly.

MORE INFO

STAYING SAFE AND HEALTHY ABROAD

The Foreign, Commonwealth & Development Office (FCDO) and National Travel Health Network and Centre have up-to-date advice on staying safe and healthy abroad.

See gov.uk/travelaware and follow [@FCDOtravelGovUK](https://twitter.com/FCDOtravelGovUK) on Twitter and facebook.com/FCDOtravel – for the latest general FCDO travel advice, including coronavirus travel guidance, security and local laws, and passport and visa information.

See gov.uk/foreign-travel-advice – for FCDO travel advice about individual destinations.

See tui.co.uk/destinations/info/travel-aware and tui.co.uk/destinations/info/travel-with-confidence – for travel advice from TUI.

See travelhealthpro.org.uk – for current travel health news.

The advice can change, so check regularly for updates.

travel
aware
gov.uk/travelaware

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Some handy bits of Finnish for your Lapland holiday:

HELLO SANTA
"HEI JOULUPUKKI!"

I LOVE LAPLAND
"RAKASTAN LAPPIA!"

HUSKIES
"HUSKYT"

SNOW
"LUMI"

IT'S SNOWING
"SATAA LUNTA"

MERRY CHRISTMAS
"HYVÄÄ JOULUA!"

Just so you know, the flight to Lapland takes around **three-and-a-half hours**, and you'll fly into either Rovaniemi, Kittilä, Ivalo or Kuusamo before heading to your resort hotel.



KUUSAMO

✈ Flight time: 3½ hours



ROVANIEMI

✈ Flight time: 3½ hours

SELECT YOUR SEAT

You can choose where to sit on the plane when booking your Lapland holiday.

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July Edition. This may be superseded and replaced by a later edition. Always check with your travel agent to ensure that you have the most up to date brochure edition. Also see Our Agreement with You and Yours with us for our terms and conditions.

This brochure was published in July 2024.

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✈ The flight times shown here should be used as a rough guide only, as they can vary. All times are from London Gatwick.

Where's next?



Experiences expanded. Horizons broadened. 📦
Boundaries broken. Memories made.
Curiosity fed. Self lost. Self found.
Live Happy.

When you travel with TUI, anywhere can happen.



Trust in TUI

There's nothing more important to us than making sure you have an amazing holiday. We're there for you throughout your holiday, all the way from when you book to when you return – and we always bring you home.

But don't just take our word for it – readers of the UK's most-read newspaper have voted us '**Most Trusted Travel Company**' and we've scooped thousands of 'excellent' reviews on Trustpilot.

We also know that for you to Live Happy, great value has to be a given. That's why we're the home of holiday value.

MORE INFO



Click the button or visit tui.co.uk/value for tips, tricks and deals.

MORE INFO



Click the button for more on our reviews and awards

Don't forget, all our package holidays are backed by the safety net of ABTA and ATOL protection, alongside 24/7 support – plus lots of helping-hand features – on the TUI app.

Insta guide

A round-up of the most Instagrammable sights in Lapland, from eye-widening natural landscapes to neon-lit cities.

Connect with TUI on social media – and don't forget to share your best pictures with us.

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 @TUIUK

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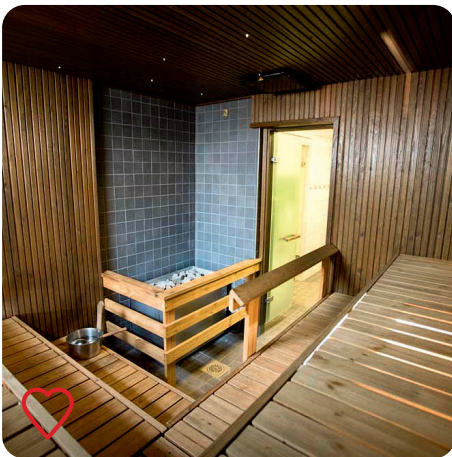
NORTHERN LIGHTS

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



HUSKIES

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



SAUNAS

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



SNOW VILLAGE

Kittilä's Snow Village is home to a hotel, a restaurant, a bar and a chapel. What makes them unique, though, is the fact they're all made out of ice, and have to be rebuilt from scratch every year after they've melted.



SNOWMOBILES

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



ROVANIEMI

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



SANTA CLAUS

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



REINDEER

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



Get packing

Here's a round-up of what we provide for you during your Lapland holiday, as well as some handy tips on what to pack in your suitcase.

WHAT'S INCLUDED IN YOUR LAPLAND PACKAGE

Temperatures in Lapland can plummet to a teeth-chattering -40°C during the winter months, so you're going to want to wrap up well. If you're coming for the day, wear warm clothes and only take hand luggage on the plane. We'll lend you a cosy all-in-one thermal suit and some boots, but please bring your own gloves, socks and a hat. If you're on a longer trip, we'll still kit you out with the necessary gear, which is yours for the duration of your holiday.

Don't forget to bring some warm clothes for the journey home, as you'll need to return your thermals before you head back.



EXTRA KILOS

If you're packing enough stuff to slow down the sturdiest reindeer, it might be worth buying some extra suitcase weight before you go.

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

Pre-booked kilos are much cheaper than the charges you might face at the airport.

WHAT SHOULD I PACK?

As well as the usual winter holiday attire – like a warm scarf, cosy loungewear for the evenings, thermals and extra socks – here are a few of our recommendations for what to pack.

A BRIGHTLY-COLOURED HAT

It makes it a lot easier to keep an eye on the kids when everyone's wearing the same snowsuit.

WARM CLOTHES

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

SWIMWEAR

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



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

Winter Wonderland

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



STAY TRIPS

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

THE HOME OF CHRISTMAS

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

EXPLORE MORE

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

'TIS THE SEASON

We fly to Kittilä on dates over Christmas and New Year. Stay over **December 25th** and you'll get to meet Santa during your trip. Or, ring in the **New Year** with a festive finale.

THEMED HOTELS

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

SANTA-CLUSIVE

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



Snowy Wilderness Lodge - page 30

CRAZY REINDEER HOTEL

This activity-packed hotel's just a 10-minute walk away from the slopes and pistes of Levi ski resort. Back at base, meanwhile, there's a SnowClub where little ones can get involved with things like snowdog-building and tobogganing, snowgolf and marshmallow toasting.



Crazy Reindeer Hotel - page 18

Must-do daytrip

From reindeer sleigh rides on a frozen lake to meeting Santa Claus himself, this daytrip blends Lapland's magical best bits together. Here's the full agenda....

SEARCH FOR SANTA KITILÄ DAYTRIP

FLY TO KITILÄ

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

REINDEER SLEIGH RIDE

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

HUSKY ADVENTURE

Find out how husky dogs are trained before taking a short sleigh ride through the Lappish countryside.

You'll even discover how huskies saved Christmas, thanks to Santa's talkative elves.

MEET SANTA

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

SNOWMOBILING

Learn how to manoeuvre your snowmobile, then whizz through the winter wilderness.

ARCTIC STORYTELLING

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

SNOW-JOKE

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

HOME TIME

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

ON THE AGENDA...

- Traditional Lappish ceremony
- Meet Santa for pictures
- Local lunch
- Husky sleigh ride
- Reindeer drive
- Activities in the snow



FLIGHT INFORMATION

From Birmingham, Bristol, East Midlands, London Gatwick, Glasgow, Manchester, Stansted, Newcastle and Dublin on Mondays, Tuesdays, Fridays, Saturdays or Sundays in December.

See **page 73** for full flight details.





Welcome to The SnowClub

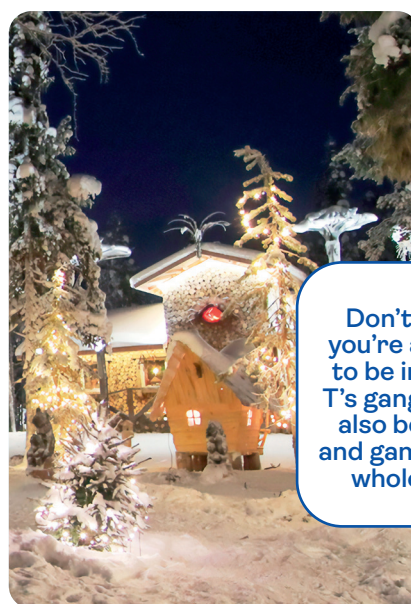
Some of our Lapland hotels come with SnowClubs, where children can get involved with entertainment and activities. You can join the **SnowClub entertainment** team and our mascot **Captain T** for indoor and outdoor activities, like Christmas arts and crafts, and marshmallow toasting.

There'll be loads of evening entertainment, too – like **parties, dancing** and **competitions**. You'll get to meet Candy Cane and Bob Sleigh, our very own naughty elves. Captain T will host Crazy Christmas themed evenings. **Christmas cabarets, story times** and **singalongs** are on the cards, too. And to top it all off, our entertainment team puts on a **festive pantomime**.

Just so you know, the activities on offer may vary depending on which hotel you're in.

HOTELS WITH A SNOWCLUB:

- Crazy Reindeer, **Levi**
- The Snow Elf Hotel & Apartments, **Yllas**
- Hotel Snow Princess, **Yllas**
- Luosto Hotel, **Luosto**
- Lapland Hotel Hetta, **Hetta**
- Snowy Wilderness Lodge, **Pallas**
- Winter Wonderland Hotel and Log Cabins, **Rovaniemi**
- Holiday Club Kuusamo, **Kuusamo**
- Hotel Snowflake and Apartments, **Saariselkä**



Don't worry if you're a little old to be in Captain T's gang – there'll also be quizzes and games for the whole family.

Look out for this logo on our hotel pages – it shows which hotels have a SnowClub.



SNOWCLUB



Little kids' wishlist... and big kids', too

As you'd expect, Lapland has all the ingredients for every child's dream Christmas getaway, but there's more to this place than the big man in red. As well as Santa, reindeer and elves, here are some of the activities you can book for big kids and little ones...

ZOOM ACROSS THE SNOW WITH A HUSKY

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

VISIT THE FAMOUS SNOW VILLAGE

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

MEET SANTA'S LITTLE HELPERS ON THE ELF ADVENTURE

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

EXPLORE IN STYLE WITH OUR SNOWMOBILE ADVENTURE

If you're in need of an adrenaline kick, this is it. Kids can sit back and enjoy the ride while parents take the controls and get off the beaten track to see the sights. Just so you know, there are some age and height restrictions – the littlest members of the family will need to travel in a sleigh.

NIGHT-TIME SNOWMOBILE ADVENTURE

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

Experiences may vary depending on which resort you choose.

RIDE WITH RUDOLPH ON A REINDEER SAFARI

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

GAZE UP AT THE STARS ON A SLEIGH RIDE

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



Take a look at our full range of experiences and book before you go at tui.co.uk/things-to-do

Santa's guide to Lapland



Saariselkä



Rovaniemi

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

WHAT'S THE WEATHER LIKE?

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

WHAT'S THE FOOD LIKE?

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

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

IS LAPLAND SUITABLE FOR YOUNG CHILDREN?

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

DO I NEED INSURANCE?

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



Levi

IS THERE ANY SKIING?

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



Trips to Lapland definitely make it onto the nice list.

CAN I DRIVE A SNOWMOBILE?

If you fancy having a go on a snowmobile, make sure you pack your full UK driving licence. As long as local guides agree, children aged 12 and over can ride with you as a passenger on the back, so long as they are over 140cm tall. Younger children under 10 will need to travel in a sleigh pulled by one instead. Or you can take one that's reindeer-powered. Rudolph and the gang are always more than happy to lend a hoof.

HOW DO YOUR REINDEER FLY?

Most people think it's Christmas spirit that makes my reindeer fly. While that helps, it doesn't end there. I'm going to let you in on a secret. Flying for reindeer is like singing for humans, it's only a select few that are able to do it right. So, back in the day, I set up an X-Factor style boot camp to find the most talented flying reindeer in all of Lapland. As you know, Dasher, Dancer, Prancer, Vixen, Comet, Cupid, Donner and Blitzen, plus Rudolph, made the cut. And they've been flying for me ever since.

WHY DOES RUDOLPH HAVE A RED NOSE?

Because he forgot to put suncream on when he was holidaying in Magaluf. Ok, not really. Truth is, Rudolph's always had a glowing red nose, and nobody really knows why. It does come in useful, though, especially when I'm flying across the globe on Christmas Eve, or when I've lost the keys to my grotto.

CAN I VISIT JUST FOR A DAY?

Yes – we run a Search for Santa daytrip to Kittilä. The flights are about three and a half hours long, each way. This trip's perfect if your kids are energetic, outdoorsy types. On arrival you'll all be given a snowsuit and boots. Then you'll get up close and personal with Lapland's great outdoors, with plenty of time to make the most of the snow. There are also lots of activities and the chance to meet me – so don't forget to bring your list of what you want for Christmas.



DO YOU EVER GO ON HOLIDAY?

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

DO YOU HAVE ANY PHOTOGRAPHY TIPS?

Lapland is a magical place, so do make sure you take lots of photos while you're here. I'm always snapping pics with my North Pole-aroid. Your camera needs to work in low-light conditions, or you might find that they don't turn out too well. The cold weather makes your camera battery run out quicker, too, so pack an extra one to be safe.

WHAT IF I NEED SOME EXTRA HELP?

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

*Calls to 020 numbers cost the standard rate from UK landlines, but calls from mobiles may be higher. Check with your network provider.



Kittilä

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

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

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

One of the main hubs here is Levi, a compact town with a European ski resort feel. Its lively centre is lined with shops, restaurants and hotels, all framed by huge slopes dotted with ski lifts and log cabins. There's a huge spa and pool complex*, too. Just so you know, men need to wear speedos to swim in Finland, not shorts.

For something a bit quieter, consider Yllas. This small village has a handful of shops and restaurants, but that's where the appeal lies. Spare time here is best spent taking walks

through snowy woodland and zooming across frozen lakes on a snowmobile.

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

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



CAPTAIN T ONLY FROM TUI

In the UK, only holidays from the TUI Group come with the added bonus of Captain T. You can meet our popular mascot at selected times in any of our hotels that have got a SnowClub. Little ones can look forward to playing games and taking photos with everyone's favourite dog.



Lapland Explorer

- Fly to Kittilä
- Stay in Levi, Yllas or Pallas
- 3 or 4-night Trip

From London Gatwick, Manchester, Birmingham, East Midlands, Bristol, Dublin and Glasgow. Flying days of the week vary. **See Page 73 for more details.**

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

DAY 2: It's a jam-packed schedule of festive fun today. You can take a short husky sleigh ride, and take a seat in a sleigh behind a snowmobile. Or you can head inside the Kota tent – a teepee-style hut – for a traditional Lappish ceremony. Then meet some reindeer, before topping your day off with a face-to-face meeting with Santa himself.

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

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

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

If you want to celebrate Christmas Day in Lapland, book our 4-night trips leaving on 22nd or 24th December. There's also a 4-night New Year trip where you can enjoy a gala dinner on New Year's Eve. Flights leave on the 28th December.

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**TRAVEL AWARE - STAYING SAFE
& HEALTHY ABROAD**

Turn to page 2 to find out more.

*Approximate daylight hours.*Extra charge.



SNOWCLUB



White reindeer building



SNOWCLUB

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

See **Welcome to The SnowClub** page at the front of this brochure to find out more.



All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal

Crazy Reindeer Hotel

LEVI LAPLAND

T T T Plus   **4.0/5** Based on 737 reviews

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

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

This hotel comes with a SnowClub, where children can get involved with entertainment and activities. You can join the SnowClub entertainment team and our mascot Captain T for indoor and outdoor activities. Like snowdog-building and tobogganing, snowgolf and marshmallow toasting. There's lots of entertainment, too, like pantomimes and festive-themed parties.

Key Facilities

- 2 bars • 7 restaurants • A la carte dining*
- Free Wi-Fi zones

Location

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

Please note: The official name of this hotel is Hullo Poro.

Transfer time: 20 minutes by coach

Number of rooms: 157

What's Included

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

Food & Drink

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

Evening Entertainment

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

Sports & Activities

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



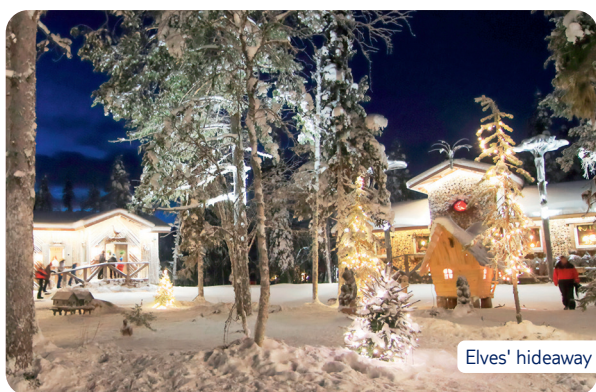
Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**

*Extra charge



Taivas restaurant



Elves' hideaway



Reindeer ride



Twin Room

Take a look inside your room...

There's **twin rooms** and **family rooms** available at both the Crazy Reindeer and White Reindeer. If you're staying at the Crazy Reindeer, please bear in mind that this is situated in the Annexe building. You can choose **twin rooms** at the White Reindeer to have an interconnecting room. For a bit more space, **suites** are also available at the White Reindeer and come with a **lounge**.



SEE PRICES ONLINE

Available from
December 2024 & December 2025



Board Options

• Half Board • Full Board

Click the link or head to **tui.co.uk** for more info about our holidays, including hotel details, helpful videos and more.

[View online](#)



All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal



International à la carte restaurant*



Twin Room with Sauna

Lapland Hotel Sirkantähti

LEVI LAPLAND

T T T Plus 4.0/5 Based on 368 reviews

Ski slopes, snowshoe trails and ice-fishing lakes are right on your doorstep when you stay at the Lapland Hotel Sirkantähti – it's in the heart of Levi village.

Twin rooms come with a sauna, while apartments are designed with families in mind. Whichever you choose, you'll get ultra-cosy interiors that pair pine-green lounge chairs with berry-coloured bedspreads.

Key Facilities

- 1 bar • 1 restaurant • Free Wi-Fi

Location

- Great central location • 400m to resort centre
- 500m to ski lifts, slopes and ski school

Transfer time: 20 minutes by coach

Rooms

All rooms and studios have their own private **sauna**. There's **Annexe duplex studios** and **Annexe studios** – that have an equipped kitchenette, which is handy to prepare meals. The **Annexe duplex family room** also has a **terrace**, and can sleep up to 6 people, so it's perfect for larger families. **Twin rooms** vary in occupancy.

Number of rooms: 146

What's Included

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

Food & Drink

At breakfast, a selection of options are available at the buffet including porridge and toast. In the evening, meanwhile, the bistro menu teams Lappish dishes like reindeer with international options. Plus, the lobby bar serves snacks like toast and fries.

Evening Entertainment

The hotel is a 5-minute walk from the centre of Levi, where you'll find late-opening coffee shops and a host of après-ski bars.

Sports & Activities

A ski bus* will take you straight to the slopes, plus cross country ski trails* are just moments away.



Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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Board Options

- Bed & Breakfast
- Full Board
- Half Board

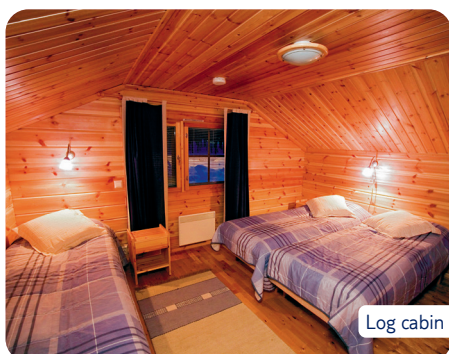
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All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal



Log cabin

Levi Cabins

LEVI LAPLAND

TTTTT 5.0/5 Based on 60 reviews

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

Inside, the cabins are as cosy as they come. They're wood-panelled and full of comfortable furnishings like rugs and plump sofas. Plus, fireplaces and saunas come as standard in each one.

Key Facilities

- Open-plan lounge and dining room • Kitchenette

Location

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

Transfer time: 25 minutes by coach

What's Included

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

Food & Drink

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

Evening Entertainment

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

Sports & Activities

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

Accessibility

The property is generally unsuitable for those with reduced mobility. See the A-Z guide for more details.



Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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Board Options

- Self Catering

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All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal



Twin Room

Levi Panorama

LEVI LAPLAND

TTTT  4.0/5 Based on 680 reviews

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

The property is wedged into the white stuff on the side of a fell that leads down to Levi – a ski lift connects you to the village. Its slope-side position puts you in touching distance of Finland's top ski and snowboard runs.

Key Facilities

- 1 bar • 3 restaurants • Restaurant Panorama*
- Free Wi-Fi

Location

- Close to world-class ski runs

Transfer time: 20 minutes by coach

Rooms

Rooms here come with free Wi-Fi, shower and an LCD TV. **Twin rooms** offer space for three adults or two adults and two children, while **superior twin rooms** are more spacious.

Number of rooms: 170

What's Included

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

Food & Drink

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

Sports & Activities

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



Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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Board Options

- Bed & Breakfast
- Half Board

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All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal



Hotel Bar



Twin Room

Hotel K5 Levi

LEVI LAPLAND

TTTTT 4.5/5 Based on 351 reviews

The Hotel K5 Levi is only five minutes' walk from the nearest chairlifts, so it's a popular base for skiers. Dramatic mountain views are the cherry on top.

For meals, there's an authentic sámí gammi – a sunken turf-topped hut – in the grounds. Here, traditional dishes are cooked on an open fire. Later on, you can sip drinks in the lobby lounge, which looks like the crystal dome, with floor-to-ceiling windows for viewing the night sky.

Key Facilities

- 1 bar • 2 restaurants • Free Wi-Fi zones

Location

- 300m to shops, bars and restaurants • 600m to the Levi Ski Resort

Transfer time: 35 minutes by coach

Number of rooms: 35

Food & Drink

Buffet breakfasts kick off each day in the restaurant. Updated restaurant services and food options can be seen on hotel's website.

Evening Entertainment

The lobby lounge has a giant glass ceiling and wall, so you can see the night sky and illuminated outdoor paddock outside.

Sports & Activities

Because this hotel's right in the heart of Levi's ski district, you won't have to carry your gear far to reach the slopes – you can walk it in five minutes.

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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Board Options

- Bed & Breakfast
- Half Board

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- Festive Finale meal



Twin room

Aurora Pyramids

LEVI LAPLAND

T T T 4.0/5 Based on 5 reviews

The pyramids have got lots of write-home-about features. Like mechanised beds that move up and down at the touch of a button – perfect for looking up at the night sky. And underfloor heating, a sofa and a shower.

There are 11 pyramids in total and they're all located in the resort of Tonttula Elves Village. You can get your meals here, or book a slot in a special breakfast hut. There's a sauna, too, plus access to ski and walking routes.

Key Facilities

- 1 restaurant • Free Wi-Fi

Location

- 2km to Ounaskievari Reindeer Farm • 8km to Levi
- 21km to the airport

Transfer time: 20 minutes by coach

Rooms

Twin rooms come with a double bed and 2 child beds. They also have a TV, Wi-Fi, shower, mini-fridge and tea and coffee-making facilities.

Number of rooms: 11

Food & Drink

You can grab breakfast in the dedicated breakfast hut – it comes with a cosy open fire. There's also a traditional Lappish restaurant in the Tonttula Elves Village. Or you can drive the 10 minutes into Levi centre.

Health & Beauty

There's a sauna in the Tonttula Elves Village – simply book a slot at the resort reception.

Your service at this hotel

Holidays here come with **24/7 support on the TUI app and by phone**



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Board Options

- Half Board

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[View online](#)



All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal



Indoor pool



Twin Room

Lapland Hotel Saaga

YLLAS LAPLAND

T T T T Plus 4.0/5 Based on 671 reviews

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

The hotel's mountain setting and next-door ski lift gives instant access to hiking, skiing, snowboarding and tobogganing trails. As for the interiors, expect roaring fires, sink-into sofas and wood-panelled walls.

Key Facilities

- 1 pool • 1 kids' pool • 2 bars • 2 restaurants
- Free Wi-Fi • Spa*

Location

- 4km from Ylläsjärvi village and 14km from Äkäslompolo village • Nearest ski lift* 50m and main ski lift* just 200m away • Ski school 200m away

Transfer time: 60 minutes by coach

Number of rooms: 84

What's Included

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

Food & Drink

When it comes to dining, you can take your pick from the buffet restaurant*, which serves hearty dishes like soup, stews and pasta, and the bistro*, with its menu of snacks and burgers.

Evening Entertainment

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

Sports & Activities

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

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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Board Options

- Bed & Breakfast
- Half Board

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*Extra charge



SNOWCLUB



SNOWCLUB

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

See **Welcome to The SnowClub** page at the front of this brochure to find out more.



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- Meeting with Santa • Thermal clothing
- Festive Finale meal

The Snow Elf Hotel & Apartments

YLLAS LAPLAND

T T T   **4.0/5** Based on 412 reviews

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

As well as comfortable and spacious apartments, you can stay in cosy log cabins, which feature traditional décor, a fireplace and a sauna.

This hotel comes with a SnowClub, where children can get involved with entertainment and activities. You can join the SnowClub entertainment team and our mascot Captain T for indoor and outdoor activities. Like snowdog-building, snowgolf and marshmallow toasting. There's lots of entertainment, too, like pantomimes and festive-themed parties.

Key Facilities

- 1 pool • 1 bar • 1 restaurant • Free Wi-Fi
- Evening entertainment programme

Location

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

Transfer time: 50 minutes by coach

Number of rooms: 88

What's Included

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

Food & Drink

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

Evening Entertainment

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

Sports & Activities

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



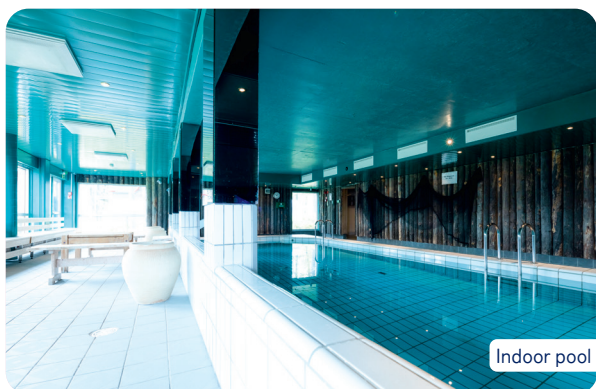
Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**

*Extra charge



Buffet restaurant*



Indoor pool



Annexe 1 Bedroom Apartment with Sauna

Take a look inside your room...

You can opt for a **log cabin** which comes with a **kitchenette** and **sauna**. For a bit more space- **1 bedroom apartments** are available in the annexe with a lounge, kitchenette and sauna and can be upgraded to a **superior** for a **sauna, kitchenette** and **lounge**.



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Board Options

- Full Board

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See **Welcome to The SnowClub** page at the front of this brochure to find out more.



- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal

TTT

The hotel mixes modern and traditional décor. Outside, glass and wood dominate, while inside, everything centres round a flagstoned lobby bar. Rooms are simple, and they all come with their own sauna.

This hotel comes with a SnowClub, where children can get involved with entertainment and activities. You can join the SnowClub entertainment team and our mascot Captain T for indoor and outdoor activities. Like snowdog-building, snowgolf and marshmallow toasting. There's lots of entertainment, too, like pantomimes and festive-themed parties.

- 1 bar • 1 restaurant • Free Wi-Fi

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

Transfer time: 60 minutes by coach

Number of rooms: 72

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

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

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

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



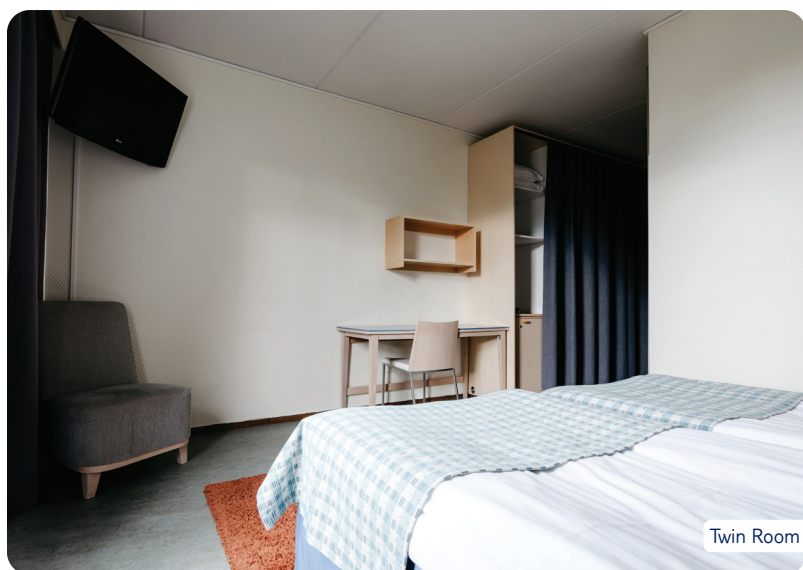
Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



Buffet restaurant



Sauna



Twin Room

Take a look inside your room...

Duplex family room covers two floors, and features two twin bedrooms, plus 1 child's bed in the lounge. And there's a separate bathroom with shower. **Twin rooms** are available too, and they accommodate up to 3 people – and include 1 child's bed in the bedroom.



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Board Options

- Full Board

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SNOWCLUB



SNOWCLUB

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See **Welcome to The SnowClub** page at the front of this brochure to find out more.



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- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal

Snowy Wilderness Lodge

PALLAS LAPLAND

TTT   **4.5/5** Based on 299 reviews

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

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

This hotel comes with a SnowClub, where children can get involved with entertainment and activities. You can join the SnowClub entertainment team and our mascot Captain T for indoor and outdoor activities. Like snowdog-building and tobogganing, snowgolf and marshmallow toasting. There's lots of entertainment, too, like pantomimes and festive-themed parties.

Key Facilities

- 1 bar • 1 restaurant • Free Wi-Fi

Location

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

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

Transfer time: 60 minutes by coach

Number of rooms: 52

What's Included

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

Food & Drink

A wood-beamed buffet restaurant serves big international and local selections, including warming soups and fluffy fresh bread. Our Santa-Clusive offering has unlimited beer, tea, berry juice and snacks, too.

Evening Entertainment

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

Sports & Activities

A Santa-Clusive activity programme is laid on by the hotel's Elf Academy, where sports like snow football are run by Santa's little helpers.



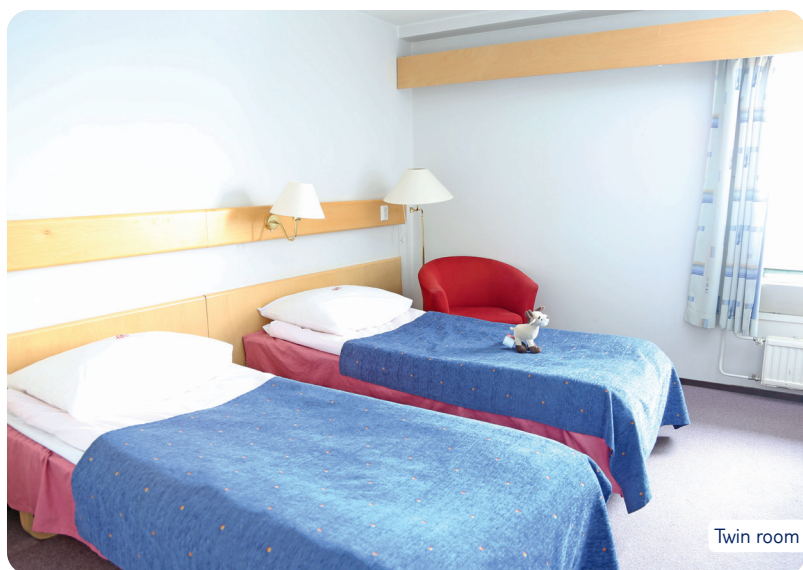
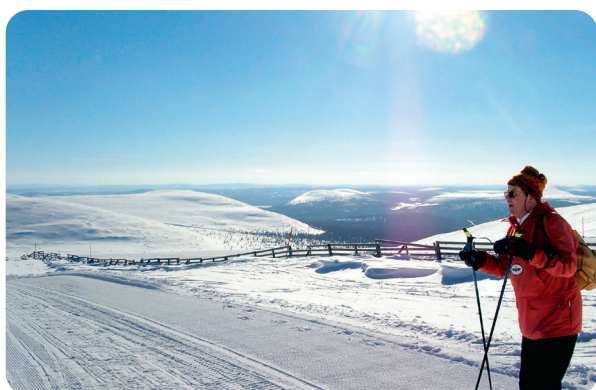
Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**

*Extra charge



Buffet restaurant



Twin room

Take a look inside your room...

All rooms here are **twin rooms** and come complete with a TV, a shower, and a hairdryer. Some rooms can accommodate 3 or 4 people – with **1 extra bed in bedroom** for either 1 adult or 2 children.



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Board Options

- Full Board

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[View online](#)



Hetta

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

Hidden away on the north-western arm of Finland, Hetta looks like a Christmas card come to life. It's about as far north as you can get in Europe, around 200 kilometres or so from the Arctic Ocean. In other words, it's seriously remote – think flat-topped mountains, tiny wooden huts and a huge frozen lake.

It probably goes without saying, it's the snow that really draws visitors here. Hetta's

untouched wintry landscapes make the perfect playground for all manner of adventures. Cue snowmobile safaris that zoom across polar-like plateaus, reindeer sleigh rides through glittering glades, and husky-pulled sleds that sweep you over the fresh drifts. Plus, there are hundreds of kilometres of tracks nearby for a spot of cross-country skiing.

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



Just so you know, the north of Lapland sees hardly any daylight in December.



Lapland Adventure

- Fly to Kittilä
- Stay in Hetta
- 3 or 4-night Trip

From London Gatwick, Manchester, Birmingham, East Midlands, Bristol, Dublin and Glasgow. Flying days of the week vary. **See Page 73 for more details.**

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

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

DAY 3: Choose from extra excursions* like reindeer sleigh rides and snowmobiling today. Just so you know, those of you on a 3-night trip will enjoy Day 4's activities today instead.

DAY 4: Today, there's time to go tobogganing or explore more of the great outdoors. The day will end with a festive feast..

Lapland Adventure can be teamed with a stay at the Lapland Hotel Hetta. The order of events may change slightly from trip to trip, but all included activities will be available at some point during your holiday

If you want to celebrate Christmas Day in Lapland, book our 4-night trips leaving on 22nd or 24th December.



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Turn to page 2 to find out more.

Approximate daylight hours. Extra charge.



SNOWCLUB



SNOWCLUB

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

See **Welcome to The SnowClub** page at the front of this brochure to find out more.



All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal

Lapland Hotel Hetta

HETTA LAPLAND

T T T T       **4.0/5** Based on 176 reviews

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

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

This hotel comes with a SnowClub, where children can get involved with entertainment and activities. You can join the SnowClub entertainment team and our mascot Captain T for indoor and outdoor activities. Like snowdog-building and tobogganing, snowgolf and marshmallow toasting. There's lots of entertainment, too, like pantomimes and festive-themed parties.

Key Facilities

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

Location

- On the banks of Ounasjärvi Lake

Transfer time: 120 minutes by coach

Number of rooms: 51

What's Included

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

Food & Drink

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

Pools

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



Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**

*Extra charge



Indoor pool



1 Bedroom Bungalow

Take a look inside your room...

Twin rooms and **suites** are in the main building of the hotel, meanwhile **bungalows** are in separate buildings. **1 bedroom bungalows** have 2 extra beds in the lounge, or **2 bedroom bungalows** come with 2 twin bedrooms, plus 1 double sofa-bed in the lounge. **Suites** feature a kitchenette, twin beds, 1 extra bed in the bedroom, plus a **sauna**. And lastly, **twin rooms** can occupy 1-2 guests or 1-3 guests.



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Board Options

• Half Board • Full Board

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including hotel details, helpful
videos and more.

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Rovaniemi

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

Holidaymakers flock to Lapland's capital, Rovaniemi, as much for the snow sports and the after-dark offerings as they do for the scenery and the chance to meet Santa. Locals and university students keep the place ticking over long after the tourists have left.

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

What's more, head just five minutes outside the city, and the dramatic scenery and snowy wilderness this part of the world is synonymous with stretches out in every direction. And there's no end of ways to explore it. Zoom through the forest on a snowmobile, or take a seat in a sleigh pulled by huskies.



Classic Lapland

- Fly to Rovaniemi
- Stay in Rovaniemi
- 3 or 4-night Trip

From London Gatwick, Manchester, Birmingham, Bristol and Newcastle on Mondays or Thursdays in December.
See page 73 for full flight details.

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

DAY 2: On today's fun-filled agenda, you'll graduate from Elf School and meet Santa himself. You can also try out a snowmobile sleigh ride, enjoy a short husky sleigh ride, and meet some reindeer.

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

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

Classic Lapland can be teamed with any of our Rovaniemi accommodation. The order of events may change slightly from trip to trip, but all included activities will be available at some point during your holiday.

If you want to celebrate Christmas Day in Lapland, book our 4-night trip leaving on 22nd December.

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& HEALTHY ABROAD**
Turn to page 2 to find out more.

*Approximate daylight hours.*Extra charge.



All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal



Indoor pool



Twin Room

Santasport Hotel

ROVANIEMI LAPLAND

T T T Plus   3.5/5 Based on 186 reviews

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

Bedrooms here are modern and spacious, and come with wooden furniture and plenty of soft seating. They each come with a handy kitchenette, too.

Key Facilities

- 1 pool • 1 kids' pool • 2 restaurants • Free Wi-Fi

Location

- 2km away from the city centre of Rovaniemi

Transfer time: 15 minutes by coach

Rooms

There are 1 **bedroom family rooms**, or you can upgrade to a **superior** – with the option to have a **sauna**, or **interconnecting room**. And there are **superior 2 bedroom family rooms** and **annexe 2 bedroom apartments** – both include a **sauna**, too. You can expect a kitchenette in all room types.

Number of rooms: 123

What's Included

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

Food & Drink

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

Sports & Activities

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

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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Available from
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Board Options

- Bed & Breakfast
- Half Board

Click the link or head to **tui.co.uk** for more info about our holidays, including hotel details, helpful videos and more.

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All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal



Double Room

Hotel Santa Claus

ROVANIEMI LAPLAND

TTTTT  4.0/5 Based on 801 reviews

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

Bedrooms are stylish and contemporary, with accents of cherry-red, and the newly renovated rooms are decorated with a warm palette. Upgrade to a deluxe room or junior suite and you'll get your own private sauna, too.

Key Facilities

- 1 bar • 1 restaurant • Free Wi-Fi

Location

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

Transfer time: 20 minutes by coach

Number of rooms: 170

What's Included

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

Food & Drink

Restaurant Gaissa lays on a Santa-themed breakfast spread, including the likes of traditional dishes, local specials and DIY waffles. It'll have you feeling like it's Christmas morning every day. A Lappish-themed menu* is on offer in the evenings, alongside things like burgers and local-style pub food.

Evening Entertainment

As well as the hotel's café bar, you've got Rovaniemi's nightlife within a 5-minute walk.

Sports & Activities

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

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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Board Options

- Bed & Breakfast
- Half Board

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*Extra charge



SNOWCLUB



SNOWCLUB

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

See **Welcome to The SnowClub** page at the front of this brochure to find out more.



All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal

Winter Wonderland Hotel and Log Cabins ROVANIEMI LAPLAND

T T T Plus   **4.5/5** Based on 373 reviews

This property is set on the edge of a frozen lake, and is surrounded by fields and snow-dusted woodland. It's also just 10 minutes' drive from the starting points for snowmobiling sessions and reindeer safaris.

You can stay in a cosy bedroom here, or upgrade to a log cabin, which comes with a fireplace and a DVD player. For a real treat, book a deluxe cabin, which features a private Jacuzzi®. Just so you know – this hotel's a short transfer from the airport, which means you'll arrive before you're able to check in. You can drop your bags off inside the hotel, leaving you free to head out and explore.

This hotel comes with a SnowClub, where children can get involved with entertainment and activities. You can join the SnowClub entertainment team and our mascot Captain T for indoor and outdoor activities. Like snowdog-building and tobogganing, snowgolf and marshmallow toasting. There's lots of entertainment, too, like pantomimes and festive-themed parties.

Key Facilities

- 1 bar • 1 restaurant • Free Wi-Fi

Location

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

Transfer time: 30 minutes by coach

Number of rooms: 58

What's Included

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing – but please bring your own gloves and hat – SnowClub entertainment programme and activity tasters included. And that's not forgetting meeting Santa himself and getting a present, too.

Food & Drink

The buffet restaurant serves warming dishes like sausages and mash. There's also a children's menu to keep little ones happy. Packed lunches of Lappish goodies are on offer, too.

Evening Entertainment

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

Sports & Activities

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

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**

*Extra charge



Buffet restaurant



Twin Room

Take a look inside your room...

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



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Board Options

- Half Board

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All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal



Forest Heights ROVANIEMI LAPLAND

TTTTT 4.0/5 Based on 406 reviews

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

The rooms are all super smart inside, with wood-panelled walls and chic interiors. Some of them come with their own sauna, too.

Key Facilities

- 1 bar • 1 restaurant • Free Wi-Fi

Location

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

Transfer time: 15 minutes by coach

Rooms

There are **twin rooms**, or you can upgrade it to **superior**, which accommodates 4 people. A **1 bedroom family room** with **sauna** features a twin bedroom, plus 2 extra single beds and 1 sofa-bed in the lounge area.

Number of rooms: 71

What's Included

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

Food & Drink

A stylish, award-winning restaurant offers up panoramic views through its floor-to-ceiling windows. It's a buffet setup, with a bunch of international dishes to pick from.

Evening Entertainment

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



Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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Board Options

- Half Board

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All three and four-night holidays include:

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- Meeting with Santa • Thermal clothing
- Festive Finale meal

Santa's Igloos Arctic Circle

ROVANIEMI LAPLAND

TTTT 4.0/5 Based on 142 reviews

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

Pitched glass roofs mean you can stare up at the night sky from the comfort of your bed. And, if the elusive northern lights decide to make an appearance, you couldn't be in a better spot.

Key Facilities

- 1 bar • 1 restaurant

Location

- Short drive from the centre of Rovaniemi • Next to attractions of Santa Claus Village

Transfer time: 10 minutes by coach

Number of rooms: 71

What's Included

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing – but please bring your own gloves and hat – a gala meal, and activity tasters included.

Food & Drink

The restaurant here is found in the center of Santa's Igloos, it specialises in traditional Lappish dishes and comes with a bar.

Sports & Activities

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

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



Twin room



Board Options

- Bed & Breakfast
- Half Board



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2-bedroom cottage



All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal

Christmas Cottages

ROVANIEMI LAPLAND

T T T Plus   4.0/5 Based on 438 reviews

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

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

Key Facilities

- 1 bar • 1 restaurant • Free Wi-Fi

Location

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

Transfer time: 15 minutes by coach

What's Included

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

Food & Drink

Restaurant Thulia's* menu features plenty of warming dishes. You can round off your meal with a hot chocolate at the bar*.

Evening Entertainment

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

Sports & Activities

Downhill ski* slopes sculpt the hills.



Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**





Take a look inside your room...

A **cottage** features a kitchenette, a separate bathroom with shower, and a sauna. If you're in a party of 4 - you'll have one twin bedroom, plus 2 child beds are in the lounge. Meanwhile, some **cottages** sleep up to 6 - with two twin bedrooms and a bunkbed.



Lobby/reception



Board Options

- Bed & Breakfast • Half Board

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- Meeting with Santa • Thermal clothing
- Festive Finale meal



Buffet restaurant



Twin Room

Scandic Pohjanhovi ROVANIEMI LAPLAND

T T T Plus   3.5/5 Based on 716 reviews

Set next to the Kemijoki River, this place is just a few minutes' walk from Rovaniemi's bars and restaurants. And you're in a good spot for snow sports like skiing and snowmobiling.

Facilities-wise, this place has all the essentials to help you recharge your batteries after a day around Lapland. It's got a buffet restaurant, two bars and a sauna.

Key Facilities

- 1 pool • 2 bars • 1 restaurant • A la carte dining*
- Free Wi-Fi zones

Location

- In the centre of Rovaniemi with shops and restaurants nearby • Take the riverside walk to the Arktikum Museum 1km away

Transfer time: 15 minutes by coach

Rooms

These **twin rooms** sleep up to 3. You'll have twin beds, plus 1 extra single bed. Plus, it features a desk and chair, a seating area, a TV, and a shower.

Number of rooms: 212

What's Included

If you book the full package you'll get thermal clothing – but please bring your own gloves and hat – a gala meal and activity tasters included. And that's

not forgetting meeting Santa himself, and getting a present at the gala meal. But if you prefer our Bare Essentials package, this includes return flights and a 3 or 4-night stay in Rovaniemi. Plus you'll get thermal clothing and a taster of husky and reindeer sleigh rides on one of our tours.

Food & Drink

The restaurant serves a hot and cold buffet spread, with everything from sausage and eggs to Finnish porridge on offer. In the evenings, there's a Lappish à la carte menu* featuring lots of meat and fish dishes.

Pools

You can soak in the rectangular indoor pool, which you'll find on the basement floor. There's a waterside bar, too, as well as a couple of saunas.

Evening Entertainment

After dark, you can let loose in the nightclub or karaoke bar.

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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Board Options

- Bed & Breakfast
- Half Board

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All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal

Glass Resort

ROVANIEMI LAPLAND

TTTTT 4.5/5 Based on 197 reviews

The resort's made up of 24 teepee-shaped apartments, each boasting its own private sauna and hot tub, plus a kitchenette for home-cooking. Every apartment is made of glass to show off panoramic views of the dramatic landscape.

There's fresh Lappish food on the menu in the restaurant – think reindeer, fresh vegetables and local berries. If you're visiting around Christmas time, there's Santa Claus Village nearby.

Key Facilities

- Free Wi-Fi

Location

- In Santa Claus Village • 10-minute drive from Rovaniemi airport

Transfer time: 10 minutes by coach

Number of rooms: 24

Food & Drink

The Glass Resort Restaurant menu features all-Finnish cuisine. Dishes features ingredients like reindeer meat from the country's Muonio region, fresh fish caught in Lake Miekkojärvi, and wild berries picked in local forests.

Health & Beauty

This place is ideal for chilling out – each apartment has its own indoor sauna, as well as a private hot tub sunk into the ground outside.

Sports & Activities

You've got your pick of activities*. The resort hosts a regular hunt for the Northern Lights* as well as landscape photography tours*. You can also book tickets for the nearby Santa Claus Village.

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



Board Options

- Half Board



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Luosto

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

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

The village has a secluded setting in the heart of the Pyhä-Luosto National Park, which is studded with 200-year-old pine forests and

a chain of picture-perfect fells. Days here are filled with once-in-a-lifetime activities, like snowmobiling or riding a sleigh pulled by reindeer or huskies. Walking and cross-country skiing trails snake through the surrounding landscape, and the hills are carved with a handful of powdery downhill ski runs.

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

The skies above Lapland are often striped with the glowing Northern Lights, and Luosto is no exception. And thanks to the remote location and lack of light pollution – the village only has 200-odd residents – the conditions here are near-perfect for spotting this natural light show.



Lapland Discovery

- Fly to Rovaniemi
- Stay in Luosto
- 3 or 4-night Trip

From London Gatwick, Manchester, Birmingham, Bristol and Newcastle on Mondays or Thursdays in December.
See page 73 for full flight details.

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

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

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

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

Lapland Discovery trip can be teamed with a stay in the Hotel Luosto. The order of events can change slightly from trip to trip, but all included activities will be available at some point during your holiday.

If you want to celebrate Christmas Day in Lapland, book our 4-night trip leaving on 22nd December.



Northern Lights



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& HEALTHY ABROAD
Turn to page 2 to find out more.

*Approximate daylight hours.*Extra charge.



SNOWCLUB



SNOWCLUB

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

See **Welcome to The SnowClub** page at the front of this brochure to find out more.



All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal

Luosto Hotel

LUOSTO LAPLAND

TTTT 4.0/5 Based on 548 reviews

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

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

This hotel comes with a SnowClub, where children can get involved with entertainment and activities. You can join the SnowClub entertainment team and our mascot Captain T for indoor and outdoor activities. Like snowdog-building and tobogganing, snowgolf and marshmallow toasting. There's lots of entertainment, too, like pantomimes and festive-themed parties.

Key Facilities

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

Location

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

Transfer time: 80 minutes by coach

Number of rooms: 176

What's Included

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

Food & Drink

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

Sports & Activities

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

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



Tunturi restaurant



Take a look inside your room...

1 bedroom family rooms have a twin bedroom, plus 3 extra single beds. **Suites** and **log cabins** come complete with a **sauna**, kitchenette and lounge area. Log cabins each have their own fireplace. And you can opt for your **suite** to have a **balcony**, too. And lastly, **twin rooms** can be upgraded to **superior**.



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Board Options

- Bed & Breakfast • Half Board
- Full Board

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Saariselkä

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

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

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

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

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

specialities like reindeer steak. There's also an indoor pool complex* with a wave machine and slide, for those times you fancy a break from the snow. Just so you know, men need to wear speedos to swim in Finland, not shorts.

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

Just so you know, the north of Lapland sees hardly any daylight in December.



Santa's Wonderland

- Fly to Ivalo
- Stay in Saariselkä
- 3 or 4-night Trip

From London Gatwick and Manchester on Mondays or Thursdays in December. See page 73 for full flight details.

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

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

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

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

Santa's Wonderland can be teamed with any of our Saariselkä accommodation. The order of events may change slightly from trip to trip, but all included activities will be available at some point during your holiday.

If you want to celebrate Christmas Day in Lapland, book our 4-night trip leaving on 22nd December.

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TRAVEL AWARE - STAYING SAFE & HEALTHY ABROAD
Turn to page 2 to find out more.

*Approximate daylight hours.*Extra charge.



All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal



Holiday Club Saariselka

SAARISELKA LAPLAND

T T T 4.0/5 Based on 829 reviews

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

The complex is made up of low-rise buildings. Interiors are cosy and feature a fire place in the lobby.

Key Facilities

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

Location

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

Transfer time: 30 minutes by coach

Number of rooms: 139

What's Included

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

Food & Drink

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

Evening Entertainment

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

Sports & Activities

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

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



Indoor pool



Twin room

Take a look inside your room...

An **Annexe 2 bedroom apartment** is ideal for families – they have two twin bedrooms, 1 sofa-bed in the lounge, a kitchen, plus a **balcony** and **sauna**. Meanwhile, **twin rooms** sleep up to 3, and feature 1 extra single bed in the bedroom.



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Board Options

- Bed & Breakfast • Half Board
- Self Catering

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[View online](#)



SNOWCLUB



SNOWCLUB

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

See **Welcome to The SnowClub** page at the front of this brochure to find out more.



All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal

Hotel Snowflake and Apartments

SAARISELKA LAPLAND

T T T T      **4.0/5** Based on 717 reviews

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

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

This hotel comes with a SnowClub, where children can get involved with entertainment and activities. You can join the SnowClub entertainment team and our mascot Captain T for indoor and outdoor activities. Like snowdog-building and tobogganing, snowgolf and marshmallow toasting. There's lots of entertainment, too, like pantomimes and festive-themed parties.

Key Facilities

- 1 bar • 1 restaurant • Wi-Fi

Location

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

Transfer time: 25 minutes by coach

Number of rooms: 196

What's Included

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

Food & Drink

The hotel's restaurant features a buffet at breakfast, lunch and dinner. Between meals, you'll find a snack menu in the lobby bar.

Evening Entertainment

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

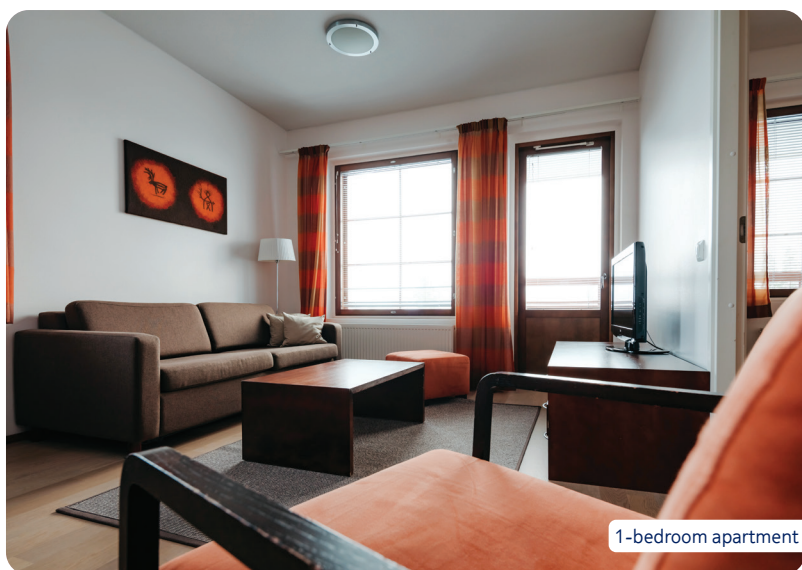
Sports & Activities

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



Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



1-bedroom apartment

Take a look inside your room...

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



Board Options

- Bed & Breakfast • Half Board
- Full Board

Click the link or head to tui.co.uk for more info about our holidays, including hotel details, helpful videos and more.

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All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal



Santa's Hotel Tunturi SAARISELKA LAPLAND

T T T 4.0/5 Based on 611 reviews

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

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

Key Facilities

- 4 bars • 3 restaurants • A la carte dining*
- Free Wi-Fi

Location

- Central location • 1.5km from the ski slopes
- Next to National Park trails

Transfer time: 25 minutes by coach

Number of rooms: 260

What's Included

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

Food & Drink

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

Evening Entertainment

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

Sports & Activities

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

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



Kaltio Scandinavian restaurant, Tunturi Gielas



Buffet restaurant Siula*



Twin bedroom

Take a look inside your room...

Twin rooms can accommodate four people and include 1 sofa-bed in the bedroom. If you opt for a **superior twin room** then you'll have a **balcony** and **sauna**, too.



Reception and lounge



Board Options

- Bed & Breakfast • Half Board

Click the link or head to **tui.co.uk** for more info about our holidays, including hotel details, helpful videos and more.

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Kuusamo

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

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

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

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



CAPTAIN T ONLY FROM TUI

In the UK, only holidays from the TUI Group come with the added bonus of Captain T. You can meet our popular mascot at selected times in any of our hotels that have got a SnowClub. Little ones can look forward to playing games and taking photos with everyone's favourite dog.



Arctic Adventure

- Fly to Kuusamo
- Stay in Kuusamo and Ruka
- 3 or 4-night Trip

From London Gatwick and Manchester on Mondays or Thursdays. **See page 73 for full flight details.**

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

DAY 2: Your morning's all about experiencing Lapland's landscapes. Kick things off by having a go at tobogganing. Then take a turn at petting some of the region's famous husky dogs. There's also the chance to try curling and snowmobiling – adults get to drive, while kids get pulled along behind on a sledge. Next, you'll warm up around a roaring campfire with some snacks and hot drinks, listening to Lappish stories.

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

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

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

If you want to celebrate Christmas Day in Lapland, book our 4-night trip leaving on 22nd December.

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**TRAVEL AWARE - STAYING SAFE
& HEALTHY ABROAD**
Turn to page 2 to find out more.

*Approximate daylight hours.†Extra charge.



SNOWCLUB



SNOWCLUB

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

See **Welcome to The SnowClub** page at the front of this brochure to find out more.



All three and four-night holidays include:

- Taster husky, reindeer or snowmobile rides
- Meeting with Santa • Thermal clothing
- Festive Finale meal

Holiday Club Kuusamo

KUUSAMO LAPLAND

T T T Plus   **3.5/5** Based on 367 reviews

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

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

This hotel comes with a SnowClub, where children can get involved with entertainment and activities. You can join the SnowClub entertainment team and our mascot Captain T for indoor and outdoor activities. Like snowdog-building and tobogganing, snowgolf and marshmallow toasting. There's lots of entertainment, too, like pantomimes and festive-themed parties.

Key Facilities

- 1 bar • 1 restaurant • Angry Birds Activity Park*
- Bowling* • Spa*

Location

- 22km to Ruka • 220km to Oulu • 420km to Kuopio
- 800km to Helsinki

Transfer time: 15 minutes by coach

Number of rooms: 211

What's Included

Santa's elves and the TUI reps will be at your service during your stay. You'll get thermal clothing – but please bring your own gloves and hat – a gala meal,

SnowClub entertainment programme and activity tasters included. And that's not forgetting a visit to Santa's Creek, meeting Santa himself and getting a present too.

Food & Drink

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

Pools

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

Health & Beauty

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

Sports & Activities

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



Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**

*Extra charge



Twin Room



Take a look inside your room...

You can stay in an **Annexe 2 bedroom apartment** with **large balcony** and **sauna**, or a **Bungalow** with **enclosed terrace** and **sauna**. The former has 2 twin bedrooms, meanwhile the latter has 2 double bedrooms. There are also **family rooms** and **twin rooms**, plus **studios**. Just so you know, some of the **apartments** are a few minutes' walk from the restaurant, in the building where breakfast is served.



Board Options

- Bed & Breakfast • Half Board

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[View online](#)



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Available from
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- Meeting with Santa • Thermal clothing
- Festive Finale meal



CAMP Kitchen & Bar



Studio

Ruka Valley

RUKA LAPLAND

T T T 4.5/5 Based on 18 reviews

Getting around Ruka's a doddle at this hotel. It's connected to the nearby village by a cable car, putting a collection of bars and restaurants within a 10-minute jaunt. What's more, you can also use the cable cars to reach the area's best ski slopes.

Room-wise, each studio flaunts Scandi-style interiors, some kitchen appliances – a coffee maker, a microwave, toaster and a fridge – and a sauna.

Key Facilities

- 1 bar • 1 restaurant

Location

- Next to a nature reserve and national park • Close to bars & restaurants in Ruka Village - Cable car stop outside the hotel

Transfer time: 40 minutes by coach

Rooms

All **studios** come with twin beds, a shower, a coffee maker and kettle, toaster, microwave and fridge. Plus, they each have their very own **sauna**, too.

Number of rooms: 120

Food & Drink

The restaurant, Camp Kitchen & Bar, lines up breakfast buffets in the mornings, and at sunset, you'll either get a buffet spread or a three-course à la carte meal, depending on the number of pre-booked reservations.

Health & Beauty

If you need to unwind after an adrenaline-pumping skiing session, your private sauna does the trick.

Sports & Activities

The hotel's connected to Ruka's ski routes by a cable car. It can take you to the slopes in less than 10 minutes.

Your service at this hotel

Holidays here come with **24/7 support on the TUI app and by phone**



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Board Options

- Half Board
- Bed & Breakfast
- Self Catering

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- Meeting with Santa • Thermal clothing
- Festive Finale meal



Maston Aitio Cabins

RUKA LAPLAND

TTTTT 4.5/5 Based on 57 reviews

These log cabins are found in the snow-covered woods, just outside of Ruka. It's easy to get to the village, though, via a 10-minute bus. There's a blue run just behind the cabins, too, and night sledding after dark, plus a gondola ride.

The cabins are well-equipped for a cosy night in. You've got a fully stocked kitchenette, a wood-burning stove and a TV. Underfloor heating and a sauna are on hand, as well, to keep things extra toasty.

Key Facilities

- Free Wi-Fi

Location

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

Transfer time: 30 minutes by coach

Number of rooms: 52

Food & Drink

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

Sports & Activities

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

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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Board Options

- Self Catering

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[View online](#)



All three and four-night holidays include:

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- Meeting with Santa • Thermal clothing
- Festive Finale meal



2 Bedroom Apartment with Balcony and Sauna



Studio with Balcony and Sauna

Aurinkorinne Apartments

RUKA LAPLAND

TTTTT 4.5/5 Based on 104 reviews

The hillside Aurinkorinne Apartments have secured a picture-perfect spot just outside of Ruka – walk for 10 minutes and you'll get into the centre. Plus, there's a ski lift just two minutes' walk from your door, and a gondola ride and night sledding after dark, which you can reach on foot in about 10 minutes too.

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

Key Facilities

- 2 restaurants

Location

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

Transfer time: 31 minutes by coach

Rooms

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

Number of rooms: 90

What's Included

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

Food & Drink

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

Health & Beauty

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

Your service at this hotel

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SEE PRICES ONLINE

Available from
December 2024 & December 2025



Board Options

- Self Catering

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[View online](#)



All three and four-night holidays include:

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- Meeting with Santa • Thermal clothing
- Festive Finale meal



Restaurant Rukahovi



Twin Room

Scandic Rukahovi

RUKA LAPLAND

T T T Plus 3.5/5 Based on 297 reviews

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

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

Key Facilities

- 1 bar • 2 restaurants • Free Wi-Fi • Evening entertainment programme • Ihku apres-ski terrace and bar*

Location

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

Transfer time: 30 minutes by coach

Number of rooms: 163

What's Included

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

Food & Drink

Head over to the Rukahovi restaurant for breakfast. There are 'better morning' breakfasts, where you can choose from a range of hot and cold buffet options, as well as lots of choice for those with dietary requirements.

Evening Entertainment

The Ihku apres-ski terrace and bar is the place to go to have a drink, a dance, and even a spot of karaoke, if you fancy. Plus, throughout the winter, live performances are hosted here.

Health & Beauty

You can warm up in one of the hotel's saunas*. There are two public saunas, plus a third that comes with its own fireplace and is available for private hire*.

Sports & Activities

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

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



SEE PRICES ONLINE

Available from December 2024 & December 2025



Board Options

- Half Board
- Bed & Breakfast

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[View online](#)

*Extra charge

Green & Fair hotels



At TUI, we believe in responsible travel. In fact, our ever-growing range of **Green & Fair** hotels helps us support local communities in our destinations, look after the environment and create holiday memories in a way that tries to minimise any impact on Mother Earth.

WHAT ARE GREEN & FAIR HOTELS?

Green & Fair hotels have been recognised by an independent organisation for their sustainability standards, according to criteria set by the Global Sustainable Tourism Council (GSTC). The GSTC Criteria works as a worldwide standard in sustainability that all hotels should strive for, and is focused around four key areas:

- ✓ Sustainable management
- ✓ Environmental protection
- ✓ Social and economic support of the local community
- ✓ Recognising and promoting cultural heritage

If a hotel has earned a certification that shows it complies with the GSTC Criteria, we award it with a Green & Fair label. This badge of honour not only shows off hotels with more planet-friendly practices, it also makes it easier for you to make more sustainable holiday choices. Just look for the Green & Fair label when you're browsing for your next getaway.



GREEN & FAIR HOTELS

Find out more about the
GSTC Criteria at
gstccouncil.org/gstc-criteria



Looking to find out more about our sustainability work? Simply click the button to visit our sustainability page. Or, use your web browser and visit tui.co.uk/destinations/info/sustainability

Find out more



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- Emergency medical cover including 24/7 medical assistance helpline
- Options to flex your cover to suit your plans

Chat to our team in store for more information or visit tuitravelinsurance.co.uk.

Terms, conditions and limitations apply. See policy for full details.

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Unleash your inner explorer with TUI experiences

With TUI experiences, you can get even more out of your holiday. Pre-book your holiday highlights before you're due to go, or from the comfort of your hotel room, at times and dates to suit you. Here are some of our favourites...



1000s of experiences worldwide



Pick-ups available from selected hotels



Customer care 7 days a week

All-out adventure



Ride snowmobiles through a frosty forest in **Lapland**. Or, see why Iceland got its nickname as the 'land of fire and ice' on a **walk through a lava tunnel**, or a **visit to a natural ice cave**.

Fun for families



Reykjavik's Whales of Iceland Exhibition makes for a fun and educational trip. For something a little more adventurous, you can ride through the snow on a **traditional sleigh in Lapland**.

Calm and cultured



Get the lowdown on Icelandic mythology on a **walking tour with a local guide** around **Reykjavik**. Or, relax and unwind in the warm waters of the iconic **Blue Lagoon**.



TUI Collection

These experiences let you get to the heart of every destination. With guaranteed great value and top-rated guides, they're the best way to explore popular sights and hidden gems, while caring for the environment and supporting local communities.

More info



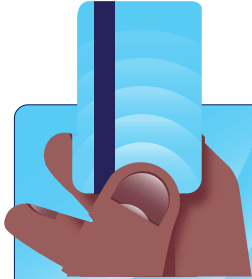
Finishing touches

Once you've picked your flights and hotel, here's how we can help to get the final pieces of your holiday all squared away...

BEFORE YOU GO

It's important to arrange **travel insurance** for your trip. Visit tui.co.uk/destinations/holiday-extras

Get sorted ahead of your break, with commission-free currency exchange, UK airport transfers, travel insurance and more.

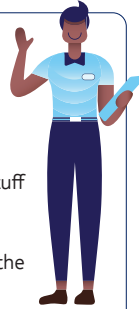


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AIRPORT EXTRAS

Start your holiday off right by pre-booking your airport parking, dropping your bags the day before or staying in an airport hotel.

AIRPORT PARKING AND HOTELS

Reserve your parking space at holidayextras.com/tui/parking. Or, get a good night's sleep before your flight at an airport hotel – you can choose one that comes with parking.

See our **Never Beaten on Price** guarantee at holidayextras.com/tui/nbop

AIRPORT LOUNGES AND FAST TRACK

Start your holiday as you mean to go on, with lounge access and an Airport Fast Track Pass. Visit holidayextras.com/tui/lounges



FLIGHT EXTRAS

Fly in style by upgrading to Premium or choosing a seat with extra legroom or extra space. Plus, pre-book your extra luggage or sports equipment.

FREE DAY-BEFORE BAG DROP

At selected airports, you can drop your bags the day before you're due to fly if your flight is eligible. Save even more time by checking in online beforehand.



DURING YOUR HOLIDAY

Get your holiday activities sorted before you go by booking your car hire, TUI experiences, or golfing tee times.



CAR HIRE

You can head off on your own adventures when you book car hire with us.

EXPERIENCES

Wherever you're travelling, we'll offer an experience to level up your break. Visit tui.co.uk/things-to-do



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An eSim makes it easy to stay in touch with friends and family back at home while you're away. You can add low-cost data to your current plan, which means you'll save money and your number won't change. And, there's no need to get a new SIM card.



AIRPORT TRANSFERS

Upgrade your package transfer to a private taxi. Or, if you've just booked a flight or hotel stay, you can add a transfer.

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Start your holiday early with Holiday Extras

Want less hassle, more holiday? That's where Holiday Extras comes in. Through them, you can book the likes of airport parking, lounge access, and security fast track – plus all sorts of extras to help get your holiday off to a flying start. Here's a taste of what they offer...



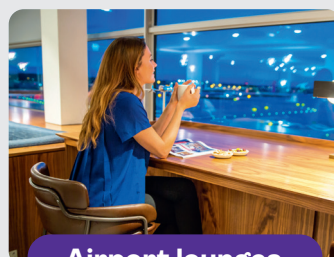
Airport parking

Book your airport parking in advance. Then, you can enjoy your holiday knowing your car is parked in a safe, secure parking space.



Airport hotels

Say goodbye to traffic worries on the day of your flight. Instead, spend the night before you fly at an airport hotel and you'll wake feeling refreshed, minutes from the airport terminal.



Airport lounges and fast track

Treat yourself to a VIP start to your holiday with airport lounge access, or whizz through security with a handy Airport Fast Track Pass.

Never beaten on price guarantee

If you can find exactly the same product cheaper within 24 hours of paying for your booking with Holiday Extras, they'll match the price by refunding the difference. You'll find all the T&Cs at holidayextras.com/tui/nbop

Click this button to find out more

More info



Flight guide

Stay trips

CLASSIC LAPLAND & LAPLAND DISCOVERY

Fly to Rovaniemi for Rovaniemi & Luosto

	NO. OF NIGHTS	CARRIER
London Gatwick – approx 3½ hour flight time		
Monday 1st, 8th, 15th December	3	TOM
Thursday 4th, 11th, 18th December	4	TOM
Monday 22nd December	4	TOM
Manchester – approx 3 hour flight time		
Monday 1st, 8th, 15th December	3	TOM
Thursday 4th, 11th, 18th December	4	TOM
Monday 22nd December	4	TOM
Birmingham – approx 3 hour flight time		
Monday 1st, 8th, 15th December	3	TOM
Thursday 4th, 11th, 18th December	4	TOM
Monday 22nd December	4	TOM
Newcastle – approx 3 hour flight time		
Monday 1st, 8th, 15th December	3	TOM
Thursday 4th, 11th, 18th December	4	TOM
Monday 22nd December	4	TOM
Bristol – approx 3½ hour flight time		
Monday 1st, 8th, 15th December	3	TOM
Thursday 4th, 11th, 18th December	4	TOM
Monday 22nd December	4	TOM

LAPLAND EXPLORER & LAPLAND ADVENTURE

Fly to Kittilä for Hetta, Ylläs, Pallas & Levi

	NO. OF NIGHTS	CARRIER
London Gatwick – approx 3½ hour flight time & Manchester – approx 3 hour flight time		
Monday 1st, 8th, 15th December	3	TOM
Sunday 30th November, 7th, 14th, 21st December	3	TOM
Wednesday 3rd, 10th, 17th, 24th December	4	TOM
Thursday 4th, 11th, 18th December	4	TOM
Monday 22nd December	4	TOM
Wednesday 24th December	4	TOM
Sunday 28th December	4	TOM
Birmingham – approx 3 hour flight time, East Midlands – approx 3 hour flight time		
Monday 1st, 8th, 15th December	3	TOM
Thursday 4th, 11th, 18th December	4	TOM
Monday 22nd December	4	TOM
Bristol – approx 3½ hour flight time & Glasgow – approx 3 hour flight time		
Sunday 30th November, 7th, 14th, 21st December	3	TOM
Wednesday 3rd, 10th, 17th, 24th December	4	TOM
Dublin – approx 3½ hour flight time		
Sunday 30th November, 7th, 14th December	3	TOM
Wednesday 3rd, 10th December	4	TOM

SANTA'S WONDERLAND

Fly to Ivalo for Saariselkä

	NO. OF NIGHTS	CARRIER
London Gatwick – approx 3½ hour flight time		
Monday 1st, 8th, 15th December	3	TOM
Thursday 4th, 11th, 18th December	4	TOM
Monday 22nd December	4	TOM
Manchester – approx 3 hour flight time		
Monday 1st, 8th, 15th December	3	TOM
Thursday 4th, 11th, 18th December	4	TOM
Monday 22nd December	4	TOM

ARCTIC ADVENTURER

Fly to Kuusamo for Kuusamo & Ruka

	NO. OF NIGHTS	CARRIER
London Gatwick – approx 3½ hour flight time		
Monday 1st, 8th, 15th December	3	TOM
Thursday 4th, 11th, 18th December	4	TOM
Monday 22nd December	4	TOM
Manchester – approx 3 hour flight time		
Monday 1st, 8th, 15th December	3	TOM
Thursday 4th, 11th, 18th December	4	TOM
Monday 22nd December	4	TOM

Day trip (Average flight time, approx 3 hours)

SEARCH FOR SANTA DAY TRIP

Fly to Kittilä

DATE	UK AIRPORT	CARRIER
Saturday 6th December	Stansted	TOM
Saturday 6th December	Newcastle	TOM
Sunday 7th December	London Gatwick	TOM
Sunday 7th December	Birmingham	TOM
Saturday 13th December	Glasgow	TOM
Saturday 13th December	Dublin	TOM
Sunday 14th December	London Gatwick	TOM
Sunday 14th December	Manchester	TOM
Friday 19th December	Bristol	TOM
Friday 19th December	Birmingham	TOM
Saturday 20th December	Newcastle	TOM
Saturday 20th December	East Midlands	TOM
Sunday 21st December	London Gatwick	TOM
Sunday 21st December	Manchester	TOM
Monday 22nd December	Bristol	TOM
Monday 22nd December	Birmingham	TOM
Tuesday 23rd December	Manchester	TOM
Tuesday 23rd December	Glasgow	TOM

A-Z guide

We understand the small print is the last thing anyone wants to read. But we believe it's really important to be clear in the information we give you. This A-Z outlines to what extent we would be liable, if at all. If any part of this guide isn't valid or can't be enforced, the rest will still apply. Not everything here will apply to you but a lot of it will so you'll need to read this guide before you book. You'll also need to read Our Agreement With You and Your Agreement With Us. Together, they explain every aspect of your holiday. If you need information in another format, do contact our Assisted Travel team on 0800 145 6920. In line with EU regulations, we need to let you know who you'll be flying with, as your holiday package flights may not be with TUI. You'll see which airline is included in your package as part of your booking journey, and we'll also let you know who the airline is when we send your tickets. If there are changes after that point, we'll tell you before you check in or at the boarding gate. When you come across anything to do with flights in this guide, we'll usually be talking about flights with TUI. So if you're flying with another airline, you'll need to check their conditions, too. From time to time, we need to change airlines or plane types but this isn't classed as a 'Major Change' to your holiday.

A

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

Accessibility Here at TUI, we want to make travelling as easy as possible. That's whether you or someone you're travelling with has access needs, reduced mobility or a disability, including non-visible ones, and neurodiversity. We know holiday planning can be stressful if you're relying on the hotel's accessibility details being available before booking. So, we've partnered with AccessAble to bring you Detailed Access Guides for our most popular hotels, so you can check if they meet your individual needs. You can view these at [accessable.co.uk/tui](https://www.accessable.co.uk/tui).

Whether you book your holiday in one of our TUI Stores, or make your booking online, our friendly and knowledgeable Assisted Travel Team are on hand to make sure your holiday's right for you. Give the team a call for free on 0800 145 6920. If you're a British Sign Language (BSL) user, you can also contact us via SignLive. Or, for more on accessible holidays, head over to our assisted travel page at tui.co.uk.

Accuracy We published our latest brochures in July 2024. Our prices and information in those brochures were accurate on that date but they may have changed since then. We always check our properties regularly to make sure we're giving you accurate information and we'll tell you of any changes we know about when you book. If you've already booked, we'll tell you about any major changes we're aware of as soon as we can. Bear in mind public holidays and religious festivals affect whether or not facilities are available. Also, it may be the case some facilities aren't managed directly by the hotel and they could close without notice.

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

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

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

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

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

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

The Transportation Security Administration (TSA) requires you to provide your full name, date of birth and gender for the purpose of watch list screening. You may also provide your Redress Number (as well as a Known Traveler Number), if available. Failure to provide details may result in denial of transport or denial of authority to enter the boarding area. TSA may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. Please see the TSA website for more details. These requirements may differ depending on your destination and you are advised to check. Even if not mandatory, we may assist where appropriate.

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

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

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

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

- Cuban nationals may travel to any international Cuban airport, except Cayo Largo and Cayo Coco, and must be travelling as part of an inclusive tour package.

- Indian and Turkish passport holders can only travel on inclusive tour package arrangements. Please check with your embassy or consulate before you book.

- If you're going to Goa, Kerala and Sri Lanka, on an Indian, Pakistani, Sri Lankan, Nepalese or Bangladeshi passport you can't fly on British charter flights. This travel restriction doesn't apply if you have a Pakistani, Sri Lankan, Nepalese or Bangladeshi passport but your spouse has a foreign – non-Indian – passport.

Airport Assistance See **Assisted Travel**.

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

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

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

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

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

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

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

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

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

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

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

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

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

Assisted Travel If you or anyone you're travelling with has a disability, is less mobile, has a vision or hearing impairment, or is undergoing medical treatment and needs support, contact our Assisted Travel Team – their number is at the end of this guide. Our colleagues can advise you which holidays are more suitable and meet your requirements. Also, if you've got any medical or dietary needs, they will do their best to help.

Assisted Travel at the Airport Assistance teams will be on hand at the airport, once notified of the request for assistance.

Assistance is given at the designated points inside and outside terminal buildings. Assistance can include moving across various areas within the airport (e.g. check-in counter, toilet facilities and the luggage hall). And you can be assisted to the aircraft as well as boarding it. You can highlight to the Assisted Travel Team what type of assistance, and in which part of the airport experience, is needed.

Assisted Travel on Your Flight If you or a member of your party has a disability, uses a mobility aid, can't walk, or has difficulty climbing stairs, you should notify us of your assistance needs before travel. You can do this by contacting our Assisted Travel Team. You are strongly advised to contact us at least 48 hours before your departure.

Assisted Travel on Transfers If you aren't able to use our coach transfers, we can arrange an adapted transfer, if you tell us in advance by contacting our Assisted Travel Team. See **Medical Conditions & Wheelchairs**.

B

BabyClub These are available at selected TUI BLUE and Sensori by TUI BLUE hotels, and selected properties with TUI Kids' Clubs. There is always a minimum of one NNEB, CACHE or equivalent qualified staff member present. Trained staff look after under-threes for two-hour sessions throughout the day. Sessions in BabyClub are at an additional charge and can be booked in advance.

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

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

Baby Equipment If you're travelling to one of our selected TUI BLUE or Sensori by TUI BLUE hotels, or a Holiday Village resort, you can book a baby equipment pack, including highchair, changing mat, bottle warmer, steriliser, food blender, baby bath, stroller, playpen and UV sun tent. They are available to book before travel, or you can when in resort, subject to availability.

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

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

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

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

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

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

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

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

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

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

C

Check-in

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

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

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

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

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

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

Check-out

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

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

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

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

Child Protection We believe we have an important role to play in protecting children's rights everywhere. Our child protection policy applies both in the UK and abroad. We train our resort staff to identify situations where children may need protection and report them to the relevant organisations. We're signed up to the Child Protection Code www.thecode.org. This independent organisation monitors and supports our child protection activities. If you suspect any child is at risk on your holiday, please tell your Holiday Advisor or call Crimestoppers, anonymously, on 0800 555 111. For more information, visit <https://www.tui.co.uk/editorial/child-protection.html>.

Conditions Of Carriage When you travel by air or river, your journey may be subject to certain international conventions including, but not limited to, the Warsaw and Strasbourg Conventions, and the Montreal Convention for air. By law we need to give you these in 'legal speak' to avoid any misinterpretation. We can supply a full copy of these if you ask us to.

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

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

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

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

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

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

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

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

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

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

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

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

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

Crèches See **BabyClub**

Customer Welfare See **Assisted Travel**.

D

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

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

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

Deposits As well as the deposit you pay when you book, if you're staying in an apartment or villa, you may also be asked to pay a deposit in local currency when you arrive. If you're on a Scene holiday, you may be asked to pay a deposit – in cash – even if you're in a hotel. Some hotels require a credit card swipe or cash deposit when you check in. Deposits cover all, or part of, the replacement costs for things being lost, broken or damaged. It's also to take care of any unusual cleaning charges. You'll get it back when you leave, or with an amount deducted if necessary. The property needs to be inspected before you leave. In some cases, your deposit will be returned to you by post.

Unfortunately we can't accept responsibility for any disputes which may arise, although we'll try to help you to resolve them. You'll find details of the amount and type of deposit for each property on our website, or you can call us. See **Low Deposit Offer** for more details on the deposit you pay when you book.

Disability Assistance See **Assisted Travel**.

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

E

ESTA See **Visas**.

Extra Charges The key aspects of your holiday will be included in the price when you book – see **Prices** for details. But it's important to point out you may have to pay extra for some things when you get there. For example, you might want to book an excursion, use the safety deposit box in your room or enjoy something from the minibar. You may also need to pay extra for things like sports, beauty treatments and classes. If we're aware you'll need to pay extra for a particular activity or facility, we'll show you by adding an asterisk after the item. You may also need to pay extras locally if you choose to hire a car, for example: upgraded insurance cover, young driver's insurance, local taxes etc. Please refer to the car rental terms and conditions for details when booking your holiday. See **Meals** and **All Inclusive Hotels** for more details.

F

Family Rooms These are generally for two adults and two children. These are only available for selected holidays in selected accommodation, and only where the child is sharing a room, apartment or villa with a minimum of two full-fare-paying adults. When hotels are fully occupied, family rooms may be limited. Bear in mind, family- and 4-bedded rooms might not be larger than standard rooms.

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

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

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

Football Academy Our Football Academy is available at selected Holiday Village resorts. We offer 2, 3 or 4 football training sessions of two hours each. Approximate prices are 2 sessions £35, 3 sessions £48 and 4 sessions £61. Please note that prices can vary depending on exchange rates.

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

G

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

Green & Fair You may see hotels marked as Green & Fair in this brochure. These are hotels, which at the time of going to print, were certified as sustainable by an independent organisation. This process involved a third-party assessment to certify that the hotel complies with the Global Sustainable Tourism Council (GSTC) criteria or an equivalent standard. The GSTC criteria serves as the global standards for sustainability in travel and tourism and covers four main areas of impact: sustainable management, environment, social and economic benefits to the local community, and cultural heritage. For every holiday sold to a Green & Fair hotel, TUI makes a donation of £1 per person to the TUI Care Foundation (www.tuicarefoundation.com/en).

You can find out more about Green & Fair Hotels and the latest list of certified hotels – including the name of the certification body for each hotel - at www.tui.co.uk/holidays/green-and-fair. You should know that we review our portfolio of Green & Fair hotels three times a year and grant the Green & Fair label to any hotel certified at that time.

We're also members of Sustainable Aviation, a UK initiative that sets out the collective, long-term strategy of UK aviation to tackle the challenge of ensuring a cleaner, quieter, smarter future for our industry. You can find more information at www.sustainableaviation.co.uk.

A-Z guide

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

H

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

Holiday Villages Our full Holiday Village programme will end on 31st October each year. Some of the hotels will stay open after this date but will be run as standard hotels, without the Holiday Village programme. Check the hotel descriptions for details.

I

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

Infants See **Child Prices, Cots and Luggage**

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

If you're travelling to the European Economic Area you'll also need a European Health Insurance Card. You'll get a new UK Global Health Insurance Card (GHIC) instead of an EHIC. You can apply at www.gov.uk/global-health-insurance-card. Visit www.nhs.uk/ehic for full details on what it covers. You do not need to apply for a GHIC if you already have an EHIC. Your EHIC remains valid in the EU until it expires. An EHIC or GHIC is free of charge. You'll need to have both this card and adequate travel insurance.

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

J

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

K

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

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

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

TUI Kids' Club We offer TUI Kids' Club for different age groups, with bespoke sessions designed for age ranges 3-6 and 7-12. There is a minimum of two 2-hour supervised sessions per day (morning and afternoon) six days a week. These can be booked in resort. Sometimes we'll combine ages for activities, but it won't affect our strict staff-to-child ratios. We'll have two staff on hand at all times. Kids' club activities run from 1st May to 31st October, unless stated otherwise. We may need to finish before the end of October if there isn't enough demand.

Kids' Clubs at selected TUI BLUE hotels and Sensoratori by TUI BLUE hotels (except at The Residence at TUI BLUE Sensoratori Akra Fethiye). We offer up to two, two-hour sessions a day, six days per week for kids aged 3-12 with a variety of themed activities. For our TUI BLUE hotels with the Family Fun highlight, we split out the sessions by age group 3-6 and 7-12. Nearly all of our Kids' Clubs are free, with parties available at a small charge. All of our Kids' Club team are trained to TUI standards and have undergone relevant checks.

At our TUI BLUE hotels with a Family Fun highlight, and Sensoratori by TUI BLUE resorts (except The Residence at TUI BLUE Sensoratori Akra Fethiye) we've created The Hangout - an area exclusively for teenagers aged 12-15 where they can meet new friends and have a place to chill. Our Hangout Hosts arrange a variety of daily activities and a few nights a week they provide fun or chill evening events. Bespoke teen activities are also available in some of our TUI BLUE hotels without the Family Fun highlight in the Teens Lounge, in high season only.

Kids' Clubs at Holiday Village There are four age groups in HV Kids' Clubs, each with their own club, numbers permitting. HV Creche is for 0-35 months, HV Club for 3-8 years and HV Crew for 9-12 and 13-17. Evening clubs may be available but you'll need to pay a little extra when you get there. Sometimes we'll combine ages for activities but it won't affect our strict staff-to-child ratios. Our HV Kids' Clubs run all season while it operates as a Holiday Village - please see **Holiday Villages** for details. We're constantly reviewing our clubs, so things like activities or the names of clubs might be different to what we describe.

L

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

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

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

Lost Property If you leave something behind on the plane during your flight out, you'll need to contact the overseas airport and ask them to check their lost property. If it's on your flight home, let us know and we'll do our best to track down the item for you. If you leave what we class as a 'valuable item' at your hotel, like a camera, a laptop or a wallet, we'll do our best to find it for you. If your item is found, you'll need to contact the hotel to arrange for it to be returned, and there may be a charge for this. If we can't find your item, we'll send you a statement to support your travel insurance claim. For help with lost property, contact After Travel Customer Support – you'll find their details in the Getting In Touch section.

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

Low Season You may find that if you're travelling outside of peak holiday periods, some facilities, both in your hotel and resort, may not be available and entertainment may be more low-key. Hoteliers may remove facilities at certain times due to low demand. These can include restaurants or bars and can be sudden, implemented by hotels on the spot without prior notice. Low season is usually May and October for short and mid-haul destinations like Spain and North Africa. For long haul destinations such as in the Caribbean and Mexico, low season tends to impact other months including January, May, September, October and November. However, unforeseen circumstances or lower-than-expected hotel occupancies can happen at any time, so facility closures are not limited to these specific months

Luggage When travelling with TUI your checked-in allowance will vary between 15kg and 23kg depending on your holiday, so make sure you check when you book, and check your booking confirmation to confirm your allowance, as it may vary depending on the airline you are flying with. You can buy extra checked-in luggage allowance if you need to - you'll need to do this at least 3 days before departure. If you're booking a tour or twin centre, remember to check your allowance, as your amount during the tour or twin centre may be less than for your international flights.

On package holidays with TUI, under twos get 10kg hold luggage allowance – hand luggage is not included. If you've booked a flight only, there is 0kg hold or hand luggage for infants. Folding pushchairs can be brought onboard, but will count towards your own adult hand luggage allowance and must fit within the size and weight limits – please see **Hand Luggage**. You also have the option to check this in with your luggage, or take it to the aircraft door where we'll pop it in the hold for free. Please let the check in staff know on the day.

You can share your hold luggage allowance with others on your booking, but no single bag can be more than 25kg. If you have booked extra luggage allowance, you still need to make sure each bag is under 25kg, otherwise check-in staff won't accept it.

If you've booked one of our wedding packages as a couple, you'll qualify for an extra 5kg of luggage allowance each for your wedding attire. This will be added to your booking when you book your wedding package. Bear in mind, if your flights change to another airline we won't be able to offer this allowance.

Hand luggage The maximum dimensions are 55x40x20cm, and your weight allowance is 10kg. You can't buy extra hand luggage allowance. In addition to this, passengers can bring one small personal item, ie a handbag, laptop bag, briefcase or camera bag. This must be small enough to be stored under the seat. There are restrictions on what you can carry in your hand luggage so please read the information that comes with your tickets. Your airline won't be liable for loss or damage to valuable or fragile items packed in hold luggage, no matter how it's caused.

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

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

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

M

Meals

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

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

Medical Conditions

On Your Flight If you have a medical condition, a serious illness, or you've recently had surgery or an accident, you'll need to be cleared for travel by the airline. You may also need a 'Fitness to Fly' certificate from your GP. Conditions that need medical clearance include respiratory, coronary or infectious illness. You'll need to give your request for medical clearance to the airline at least four working days before you're due to fly. If you're unsure what conditions require medical clearance, or if you have any concerns about your health, we recommend that you contact your doctor before you book.

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

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

Mobility Aids See Wheelchairs

Mobility Assistance See Assisted Travel

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

O

Official Ratings Each country has its own system for rating properties, but at TUI we use our own ratings to make it easier to compare hotels. See **Tour Operator Ratings** for details.

P

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

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

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

Passenger Assistance See Assisted Travel.

Playgrounds You need to supervise your children on all play equipment.

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

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

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

Premium Seating Premium seating is available to book on long haul TUI flights. If you book to fly Premium, your luggage allowance will be 25kg in the hold and 10kg as hand luggage. Lounge access and fast-track security are only available on departure from UK airports. You can access the lounge from 3 hours before and up to your original scheduled departure time. We advise you wear smart casual clothing. Fancy dress, vests, football shirts, tracksuits, baseball caps and other sports clothing are not allowed to be worn in the lounge. Shorts aren't permitted either, unless they are tailored and knee-length. Entry to lounges is subject to the individual lounge operator who may impose their own conditions and who reserves the right to refuse admission to anyone wearing clothing which their staff believe may cause offence to others. If the lounge is unavailable then alternative facilities may be offered. The location of fast-track security and airport lounges in the UK will be provided by TUI staff at the TUI bag drop.

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

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

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

- Return flight from the UK
- Air passenger duty at the standard economy rate.
- Departure taxes are included on holidays to Jamaica, Aruba, Puerto Vallarta, Costa Rica, Cancun and Punta Cana.
- Transfers between the airport and your accommodation - this is usually by coach. Where we provide a taxi, the price we quote is for each person and based on 3 adults sharing a return taxi transfer.
- Car hire on selected holidays - check when you book
- The accommodation and meals as advertised or confirmed on your invoice
- Luggage allowance as confirmed on your ticket
- Aviation insurance and security charge
- Estimated fuel costs
- A Travel Expert at the UK airport and in resort
- All obligatory hotel service charges and taxes payable in advance
- VAT on all holidays to EC countries

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

- Additional flight charges, such as taxes and regional supplements

■ Additional air passenger duty - there's a difference between standard and premium cabin charges. A higher rate is charged by the government for passengers travelling in premium cabins.

- In-flight meals unless we say otherwise
- Seats together on the plane unless we say otherwise
- Fuel supplements where applicable
- Excursions and shore excursions
- Holiday insurance
- Additional charges for particular room types, meals or under-occupancy in apartments. For details, ask your Travel Expert.
- Excess luggage and the transport of any sporting equipment
- Deposits requested on arrival by some apartment or villa owners, and by some hotels in Florida - see **Deposits**
- Any local taxes, levies or similar that local authorities abroad expect you to pay yourselves

R

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

S

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

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

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

- Wash your hands after going to the toilet
 - Shower before you get into the pool
 - Encourage children to go to the toilet before getting in the pool
 - Make sure babies and infants wear swim nappies in the pool
- Scuba Diving** We recommend you check with your doctor before you go, and have a full medical examination in resort if you're planning scuba training. You may need to pay extra for this. It's also dangerous to fly within 24 hours of scuba diving. This is because pressure changes might cause 'the bends' or even in severe cases, paralysis. Of course, you also need to make sure you have adequate insurance cover.

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

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

Seat Upgrades If you buy any seat upgrade, including Select your Seat, seats can be selected via Manage My Booking as soon as your booking is confirmed. If you've paid extra for Select Your Seat or if you've reserved Premium Seats, Extra Legroom Seats or Extra Space Seats, on some holidays you will be able to choose your seats at the time of booking, otherwise you'll be able to access the seat map immediately after you book your holiday. You can also choose your seats by logging in to your Customer Account or the Flight Extras website.

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

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

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

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

Select Your Seat If you pay to take advantage of our Select Your Seat service, you'll be able to log in to your booking and choose where you sit on the plane. If you're flying with TUI, online check-in opens 14 days before your flight takes off. You'll need to check in for your outbound and return flights separately.

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

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

Select Your Room You can select your room after you've booked your TUI BLUE, TUI MAGIC LIFE or ROBINSON holiday via the link on your booking confirmation email or via the TUI app, subject to availability. Select your room is only available in select TUI BLUE, TUI MAGIC LIFE or ROBINSON properties, and you can only select a room within your booked room type. Room allocation takes place on arrival and in rare cases, the hotel may not be able to provide the selected room due to operational reasons e.g. repairs. In this case, an equivalent replacement room will be allocated without charge. Full Terms & Conditions can be found at www.tui-blue.com/en/en/select-your-room, www.magiclife.com/en/en/all-about-booking/select-your-room-booking, and www.robinson.com/en/en/select-your-room

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

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

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

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

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

Supplements

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

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

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

Sustainability See Green & Fair

Swim Academy These courses are available at our Holiday Villages between 1st May - 31st October. They cost between £15 and £30 depending on whether you book group or one-to-one sessions. You'll need to register your children at the start of each session. We may have to cancel courses if there isn't enough demand. You can book them before you go, or when you get there if places are still available.

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

A-Z guide

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

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

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

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

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

If you've booked an A La Carte holiday, you get a private taxi transfer included for most destinations - see A La Carte for important information. Occasionally we may have to provide alternative transport, and in some cases you may have to share your taxi with other A La Carte guests. If you're not on an A La Carte holiday, you've still got the option of booking a private transfer, which will either be by minibus or taxi. In some destinations we feel that it's more suitable to book private transfers. Our prices are competitive against similar transfer services. Taxis take a maximum of three adults. Prices shown are per person, per return trip, based on three adults sharing. Luggage space may be limited and baby seats aren't provided. The majority of Florida packages will include a coach transfer, but please note that priority drop-off isn't guaranteed. Transfers to theme parks in Florida are organised by the hotel so you may need to book when you get there. They're likely to be on a first-come first-served basis, and timings may change.

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

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

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

W
Waterparks SplashWorld waterparks may be located onsite at your hotel or may be independent and located away from your hotel. They may also be open to non-hotel residents. Your All Inclusive board basis won't be available in the waterpark unless stated in the hotel description. Height or age restrictions may apply for some attractions. Some rides and facilities may need to be closed for maintenance. See **Swimming Pools**.

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

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

Please also bear in mind that some hotel facilities - like outdoor bars and some sports - may not be available in adverse weather. Where we display weather information, this is supplied by the Met Office. © Crown copyright, the Met Office.

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

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

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

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

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

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

If you want to check whether your wheelchair will fit onboard our aircraft, please contact our Assisted Travel Team - the number can be found at the end of this guide.

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

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

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

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

Our agreement with you, and yours with us

We are TUI UK Limited, Company Number 02830117, our Registered Office is Wigmore House, Luton, LU2 9TN and Our Agreement sets out what we can expect from each other when you buy a holiday from us.

Booking Your Holiday

When you book your holiday you are accepting Our Agreement on behalf of everyone travelling with you. We will only deal with you, the lead name, and you must be an adult when you book. Anyone aged under 18 on your holiday must be accompanied by an adult.

When we say "you" and "your" we mean you, as the lead name, or you and everyone travelling, depending on the context. Our Agreement, includes our A-Z Guide, the conditions of carriage of the airline or cruise operator and the provisions of international conventions (including the Warsaw, Montreal, Strasbourg and Athens conventions) that apply to travel by air, land, sea or river. Please ask for a copy of any conditions applicable. Our Agreement along with the relevant details in the booking confirmation is the entire agreement between us for your holiday.

Our Agreement is made under the laws of England and Wales. You submit to the exclusive jurisdiction of those courts. You can choose the law and jurisdiction of Scotland or Northern Ireland but only if you live there.

Providing Information

You must ensure all information you give is correct. We'll use the personal data you give us in line with our Privacy Notice. You must pass on any information we give you to everyone travelling. You must comply with all passport, visa and other immigration requirements. Your passport and travel documents must be in good condition - you may be refused travel if they are damaged. If you are not self-reliant or have reduced mobility (like finding it hard to walk 500 metres) you must tell us before you book and if this changes tell us at least 48 hours before your holiday.

The Price You Pay

When you book your holiday, you must pay a deposit unless this is within 12 weeks of your holiday when you must pay in full. We'll tell you the price of your holiday and the deposit before

you book. At least 12 weeks before you go you must pay the full balance. If you don't, we can cancel your holiday and charge you a termination fee.

When you book your holiday, we'll send your booking confirmation within 14 days. Mistakes can happen, so if any price on your booking confirmation, our website or our booking systems is obviously wrong, a booking made based on that price won't be valid, we can cancel it and refund you unless you want to pay the correct price.

If your holiday price changes because of movement in the relevant exchange rates, taxes or fees charged by someone else including tourist or landing taxes, port or airport fees or the cost of transport fuel or other power sources we can charge you that increase or refund to you a decrease (less our administrative expenses) providing it doesn't happen within 20 days before the start of your holiday. If we need to do this, we'll forward an amended invoice to you showing the changes made along with a detailed explanation.

We'll absorb any increase of 2% or less of your holiday price, so we won't pass on any increase below that level.

If the increase is more than 8% of the holiday price, you may cancel your holiday within 14 days of us telling you about the increase and we'll refund your holiday price except any amendment charges; and the increase will be considered a major change, see below.

Before Your Holiday

If You Change Your Holiday

Airlines or other transport providers can charge a fee for a change and sometimes treat a change as a cancellation. Fees can be up to 100% of the price for that part of your holiday. You must pay those fees as well as the amendment fee shown below.

When making changes, the price of your new travel arrangements will be based on the price that applies on the day you make the change. If your change means fewer adults travel, and your holiday price is based upon the number of adults, we'll recalculate the total price and the price per person may go up. This extra price isn't a termination fee. You will also need to pay the appropriate proportion of the termination fee for the adult who has cancelled. See "If you Cancel Your Holiday".

Some elements of your holiday, such as excursions, transfers, children's activities, flight or accommodation options, room/ board upgrades, late check-out rooms theme park tickets and airport parking, may be non-refundable.

You may transfer your holiday to someone else if you give us at least 7 days' notice in writing or by email and the new lead name accepts the transfer and the terms of Our Agreement - insurance can't be transferred. You will be responsible, together with the new lead name, for our amendment fees and any costs as a result of the change.

Change	Days before your holiday			
	71+	70-29	28-15	14-0
To change a name, passenger or passenger type (you can correct a spelling error without a fee).	£25 per person			
To upgrade a service, add on a flight extra, upgrade a room type or board basis.	No fee			
To change to a new package holiday from a TUI accommodation-only or TUI Airways flight-only booking travelling on the same dates as original booking. Does not apply to third party accommodation or flights. <i>Note: if your change request includes travelling on different dates to your original booking, the cancellation/amendment fees set out in the T&Cs applicable to your original booking will apply.</i>	No fee (But you will need to pay the difference in price if your new TUI package booking is more expensive.)			
To change duration, the time of a TUI Airways flight or to travel on an earlier date than planned.	£50 per person			
To change accommodation, departure or destination airport, or change a flight not operated by TUI Airways.	£50 per person	Treated as a cancellation		
To travel on a later date than planned.	£50 pp	Treated as a cancellation		

Our agreement with you, and yours with us

If You Cancel Your Holiday

To cancel your holiday you must tell us as soon as possible. If you booked using a travel agency, that agency must tell us. When your holiday has been cancelled you will receive a cancellation invoice. You must pay a termination fee which covers our administration costs and compensates us for the risk that we do not resell your holiday. The fee is based upon how long before your holiday you tell us you want to cancel and is a percentage of the total price of your holiday.

How long before your holiday you cancel	Percentage of your holiday price
70 days or more	Loss of deposit
69-63 days	30%
62-49 days	50%
48-29 days	70%
28-15 days	90%
14-0 days	100%

Even if the termination fee is lower than the deposit, your deposit will not be refunded. We may not be able to refund elements of your holiday if they are added extras. If you are cancelling because of an unavoidable and extraordinary circumstance happening at your destination that will significantly impact the performance of your holiday or your flight to get there, you will not have to pay a termination fee and your deposit will be refunded.

If We Cancel Your Holiday

If we cancel your holiday, except where it's because you haven't paid or you have been disruptive, you can have a refund or accept a replacement holiday from us of a similar standard and price if we can offer you one. We'll also pay the compensation shown below (unless we have cancelled because of one of the reasons listed in 'Events Beyond Our Control' or where you haven't paid) and we'll refund the difference if the replacement holiday is of a lower price.

If We Change Your Holiday

We aim to give you what we promise but, as we plan our holidays a long time in advance, sometimes things can change. We can make a change at any time but will let you know before your holiday if there's time.

Flight times given are for guidance only – your actual times will be shown on your e-ticket. Check that carefully when you receive it. Aircraft type can change and some facilities such as entertainment or advertised seat pitch may not be available. If we can't provide a seat option, we'll refund the price you paid for that option.

Occasionally, we may have to make a major change to your holiday such as a change of destination, a downgrade of your accommodation by one full star rating, a change in flight time by more than 12 hours or a change of UK departure airport. A change in flight time that we need to make within 24 hours before you are due to fly is not a major change unless the time changes by more than 24 hours.

If we tell you about a major change after you book your holiday, you can accept the new arrangements offered by us; or accept a replacement holiday from us of the same or similar standard and price at the date of the change (we'll always refund the difference in price if the replacement holiday is a lower price at the date of the change), if we are able to offer you one; or cancel your holiday with us and receive a full refund.

If we make a major change, and you choose to cancel your holiday and receive a full refund, we'll pay the compensation shown below, unless the change is because of an event beyond our control. Any compensation payable is based upon how many days before your holiday departure we tell you about a major change. We'll pay 50% of the compensation for each person who paid a child price. No compensation will be paid for free child places.

How long before your holiday we tell you about a major change	Compensation per person
84 days or more	0
83-29 days	£25
28-15 days	£35
14-8 days	£50
7-0 days	£100

Events Beyond Our Control

Examples of events beyond our control are: war, threat of war, riots, civil disturbances, terrorist activity or its consequences, industrial disputes, any failure to secure relevant flying rights, natural or nuclear disasters, fire, health risks, unavoidable and unforeseeable technical problems with transport, closed or congested airports or ports, actual or potential severe weather conditions, the imposition of sanctions or other Governmental action and any other similar events.

On Your Holiday

Behaviour

Only you can use your accommodation. You must not let anyone else stay there. You are responsible for any damage to your accommodation or its contents during your holiday.

We can refuse to accept you on your holiday or continue dealing with you if we, or someone in authority, believe your behaviour (by any form of communication or in person) is disruptive. The Captain of your aircraft or ship can restrict your movements on board or remove you.

If you are disruptive and stopped from boarding your flight from the UK, or disruptive during your flight, we'll treat your booking as cancelled by you at that moment. If you are disruptive on your holiday we can remove you from your accommodation and you will be responsible for your own return home and for any other members of your group who cannot or will not travel without you. You will not be entitled to a refund in either case and we will not provide compensation or meet any costs or expenses.

If you are disruptive you will be responsible for any damages, costs and expenses (including legal expenses) incurred as a result. This can include cleaning, repairing or replacing property lost, damaged or destroyed by you, compensating any passenger, crew, staff or agent affected by your actions and diverting the aircraft or ship for the purpose of removing you. Disruptive behaviour includes being threatening or abusive, damaging property, upsetting, annoying or disturbing any other traveller, our staff or agents or putting any of them in danger.

Excursions

We may introduce you to suppliers of excursions or other services. If you buy one of these, you'll be contracting with the supplier directly, we act only as an agent and have no liability for the performance of that contract. Our Agreement doesn't apply to any contract for excursions or other services.

If Things Go Wrong on Your Holiday

You benefit from the rights applying to packages under The Package Travel and Linked Travel Arrangements Regulations 2018. We are responsible for all the travel services included in your holiday. If any of them isn't provided as we agreed, we'll pay you compensation, if appropriate, unless it's due to an event beyond our control (see 'Events Beyond Our Control'), is your fault or is caused by a third-party.

If you are in difficulty on your holiday we'll help by providing information on health services, local authorities and consular assistance. We'll help you make phone calls, send emails or make alternative travel arrangements. You must pay any costs we incur if the difficulty is your fault.

If You Have A Complaint

It is very rare for things to go wrong. If they do, you must tell the supplier in question (e.g. the hotel) and our representative straight away so they can solve the issue. If our representative isn't available, you should contact our TUI Guest Experience Centre which is open 24/7. If you're still not satisfied, contact After-Travel Customer Support within 28 days of coming home so we can investigate properly. Contact details are in the A-Z Guide.

We usually solve any issues but you can use ABTA's scheme for resolving disputes at www.abta.com.

Personal Injury

Your holiday is made up from services provided by suppliers who follow local standards. Overseas safety standards are generally lower than in the UK.

If anyone travelling suffers injury, illness or death because of the services provided as part of your holiday, you must tell us and the supplier involved about it and complete a report at the time. After your holiday you can contact After-Travel Customer Support. It must be no more than 3 months after you come home so we can investigate properly. Contact details are at the end of this guide.

Protecting Your Money

We provide security for the money you pay for your holiday and to bring you home in the event we become insolvent. When you buy a holiday from us that includes a flight, we do this by way of an ATOL (number 2524) managed by the Civil Aviation Authority, Gatwick Airport South, RH6 0YR. We also place a bond held by ABTA (V5126), 30 Park Street, London, SE1 9EQ, for holidays that do not include flights.

We've tried to write Our Agreement clearly. Unfortunately, the ATOL rules make us to include the next three paragraphs exactly as they're written.

Your Financial Protection.

When you buy an ATOL protected flight or flight inclusive package from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Where your holiday is protected under the ABTA scheme, you agree to accept that in the event of our insolvency ABTA may arrange for the services you have bought to continue, or for a suitable alternative to be provided at the same cost as your original holiday. You also agree to accept that in circumstances where the travel service provider provides the services you have bought, you agree to pay any outstanding sum under your contract with us to that alternative travel service provider. However, you also agree that in some cases the services will not be provided, in which case you will be entitled to make a claim under ABTA's Scheme of Protection (or your payment card issuer where applicable) for a refund of the monies you have paid.

All money you pay to a travel agent for your holiday is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times but subject to the agent's obligation to pay it to us for so long as we do not fail. If we do fail, any money held at that time by the agent, or subsequently accepted from you by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

Getting In Touch

Before You Go

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

Bookings, Amendments or General Enquiries	0203 451 2688
Assisted Travel Team	0800 145 6920
Groups	0203 451 2684
Weddings and Renewal of Vows	0203 451 2688
Finishing Touches	0203 451 2963
TUI Airways - new bookings, amendments, in-flight extras and general enquiries	0203 451 2695

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

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

While You're Away

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

When You Get Home

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

After Travel Customer Support, TUI UK, Contact Centre, Alexandra House, Alexandra Road, Swansea, SA1 5ED

Travel Agent Support

If you're a travel agent and need our help...

Agent Reservations, Administration, Group Bookings and Weddings	0203 451 2677
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Calls to 0203 numbers cost the standard rate from UK landlines, but calls from mobiles may be higher. Check with your network provider.



EXPLORE tui.co.uk

CALL 0203 451 2688*

*Calls to 020 numbers cost the standard rate from UK landlines, but calls from mobiles may be higher. Check with your network provider.

VISIT your local TUI Store

DOWNLOAD the TUI app



All the flights and flight-inclusive holidays in this brochure are financially protected by the ATOL scheme. When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. Please see our booking conditions for further information or for more information about financial protection and the ATOL Certificate go to: www.atol.org.uk/ATOLCertificate.



TUI UK Limited is a Member of ABTA. When you book with an ABTA Member you can expect high service standards, fair terms of trading and accurate information. ABTA's strict joining criteria for Members, code of conduct, customer helpline and approved ADR scheme to resolve complaints are all there to give you confidence and peace of mind when booking your travel arrangements. For more information see www.abta.com.



PEFC™

PEFC/16-33-141

PEFC Certified

This product is from sustainably managed forests and controlled sources

www.pefc.org

