



Lapland

JULY EDITION DECEMBER 2026 & DECEMBER 2027



Meet-and-greets with Santa | Snowsuit and boot hire included
Snowmobile and husky taster sessions | Plus more adventures and travel tips...

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.



More info

Click here for more information on where we fly.

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.

For the latest general FCDO travel advice, including security and local laws, plus passport and visa information, check gov.uk/travelaware and follow x.com/FCDOtravelGovUK and facebook.com/FCDOtravel

See FCDO travel advice about individual destinations and sign up for FCDO travel advice email alerts, so you automatically receive the latest travel advice updates and travel requirements for the destinations you want to know about, at gov.uk/foreign-travel-advice

For travel advice from TUI, see tui.co.uk/destinations/info/travel-aware

For current travel health news, see travelhealthpro.org.uk

Advice can change, so check regularly for updates.

travel
aware
gov.uk/travelaware

Contents

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 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.*

With you all the way.....	4
In the know.....	5
Lapland after dark – your guide to the Northern Lights.....	6
Get packing.....	7
Winter Wonderland.....	8
Must-do day trip.....	10
Welcome to the SnowClub.....	11
Little and big kids' wishlists.....	12
Santa's guide to Lapland.....	14

Lapland Hotels

Kittilä	16
Crazy Reindeer, Lapland Hotel Sirkantähti, Levi Cabins, Levi Panorama, Hotel K5 Levi, Aurora Pyramids, Lapland Hotel Saaga, The Snow Elf Hotel & Apartments, Hotel Snow Princess, Snowy Wilderness Lodge	
Hetta	32
Lapland Hotel Hetta	
Rovaniemi	36
Santasport Hotel, Santa Claus Hotel Winter Wonderland Hotel & Log Cabins, Forest Heights, Santa's Igloos Arctic Circle, Christmas Cottages, Santa Claus Hotel, Arctic City Hotel	
Luosto	48
Luosto Hotel	
Saariselkä	52
Holiday Club Saariselkä, Hotel Snowflake & Apartments, Santa's Hotel Tunturi	
Kuusamo and Ruka	60
Holiday Club Kuusamo, Ruka Valley, Maston Aitio Cabins, Aurinkorinne Apartments, Ruka Ski Chalets	

Information

A-Z guide & Our agreement.....	68
Take to the skies.....	74
Flights.....	76
Insurance.....	77
Unleash your inner explorer with TUI experiences.....	78
Finishing touches.....	79

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 2026.

© TUI is a trading name of TUI UK Limited, a member of the TUI AG group of companies.



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

*Please note, select your seat is not available on daytrips.

Brochure map credit: openstreetmap.org/copyright. All maps used in this brochure are for guidance only.



**CARBON
BALANCED
PAPER**

www.carbonbalancedpaper.com
CBP034334

This brochure was produced using 100% carbon-balanced paper.

With you all the way



There's nothing more important to us than making sure you have an amazing holiday. We're here for you throughout the entire process, from booking your getaway to returning home – and all those other bits in-between.

We're voted the **'Most Trusted Travel Company'**. And, we have thousands of excellent reviews on **Trustpilot**.

More info

Click this button or visit tui.co.uk/destinations/info/reviews-and-awards for more on our awards and reviews.

We're also the **home of holiday value** – we know that to Live Happy, you want to get the most for your money.

More info

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

Don't forget, all our package holidays come with ABTA and ATOL protection. We also offer 24/7 support on the TUI app, which offers lots of helping-hand features.

In the know

The hunt for your perfect holiday begins now – we hope you're as excited as we are. Here are a few handy things worth knowing...

T ratings

Because traditional hotel star ratings differ from country to country, we provide our own tried-and-tested TUI ratings to help you compare. They're based on the hotel's facilities, location, general atmosphere, and feedback from customers just like you.

TTTTT Plus

More on our hotels

Each hotel page in this brochure has a click-through button, which will take you to our website so you can find out more information and check out more photos. If you can't find what you're looking for, you can also create your own brochure online, or visit one of our TUI Stores for advice.



Holiday headliner

Snowy Wilderness Lodge

TTTT

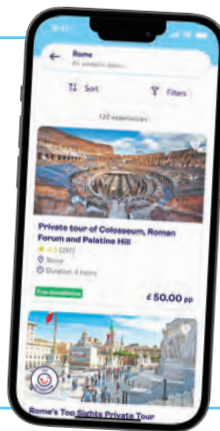
- Santa-Clusive offering
- SnowClub for kids
- Cosy interior with log fire

See page 30

TUI app

Your holiday needs in one place

The TUI app is like having a holiday expert in your pocket. It's a one-stop shop for everything to do with your holiday, from live travel updates and 24/7 chat support to tailored trip planning and heaps of destination info.



Family holidays

Lots of our hotels come with TUI SnowClubs, giving kids their own slice of wintry fun – think crafts, outdoor adventures, and festive games with our mascot, Captain T. Look out for the SnowClub logo to see which hotels are part of the fun.



MORE INFO

Click to view Detailed Access Guides, or visit accessible.co.uk/tui



AccessAble
Your Accessibility Guide

Accessible holidays

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 when you're reliant on the hotel's accessibility features being available before booking. That's why 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.

Whether you book your holiday in a TUI Store 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 Convo. Or, for more on accessible holidays, head over to our Assisted Travel page at tui.co.uk.



Lapland after dark

– your guide to the Northern Lights

Lapland's skies glow with the Northern Lights almost 200 nights a year – and we've got the expert trips to help you tick them off your travel list.

Tip 1 Time it right

Aurora season runs from late August to early April, when Lapland's skies are at their darkest. Autumn and spring are actually the most active periods, but winter wins for those snowy, storybook scenes.

Tip 2 Aim for prime time

You don't need to pull an all-nighter, but late evenings are your golden window. Aim for around 9pm to 2am – and maybe pack a flask of hot chocolate for the wait.

Tip 3 Watch the weather

You'll want clear, dark skies, so check your local weather and grab an app like My Aurora Forecast

TUI Tip

Book a Northern Lights tour – expert guides know the best local spots away from any light pollution.

Know your glow

Green's the most common colour, but if you're lucky, you might spot purple, pink, or even red – rare, but so magical.

Lapland's Aurora Borealis hotspots



Snap the lights like a pro



Phones

- Use a tripod or steady surface
- Download a manual camera app like ProCamera or Camera FV-5

Try these settings:

- ISO: 800–1600
- Shutter: 10–20 seconds
- Focus: Manual, set to infinity

Extra tip: Keep batteries warm – Arctic cold zaps them fast

For cameras (DSLR Mirrorless)

- Use a wide-angle lens (f/2.8 or wider)
- ISO: 1600–3200
- Shutter speed: 10–25 seconds
- Focus: Manual, set to infinity
- Shoot in RAW for better editing later

We've got hotels in all these resorts, so you're never far away from a chance to see the Northern Lights.



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 – those aren't included, and you'll want to keep those fingers and toes nice and toasty.

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 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 **Rovaniemi's** bright lights, check out winter sports in **Kittilä**, **Luosto** or **Kuusamo**, or experience **Saariselkä** – one of the best spots to see the Northern Lights.

'Tis the season

We fly on dates over Christmas and to Kittilä for 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 in to 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.

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.



📍 Snowy Wilderness Lodge - page 30



📍 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 Kittilä daytrip

Fly to Kittilä

After tucking in to a cooked English breakfast on your flight out, 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

Climb into a sleigh, and let Rudolph and Co. gently guide you through snow-covered forests on a short ride.

Husky adventure

Hop on the back of a husky-led sleigh and you'll be whisked off on a short ride around the Lappish countryside. There'll be the time to find out how the dogs are trained, plus Santa's elves have a fun story to tell about how the huskies saved Christmas.

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, where you'll tuck into a Christmas dinner for a festive sendoff.

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, London Stansted, Newcastle and Dublin.

See **page 76** for full flight details.

Just so you know
- the day is yours
to enjoy at your
own pace, and
you can do the
activities in any
order you'd like.





Welcome to The SnowClub

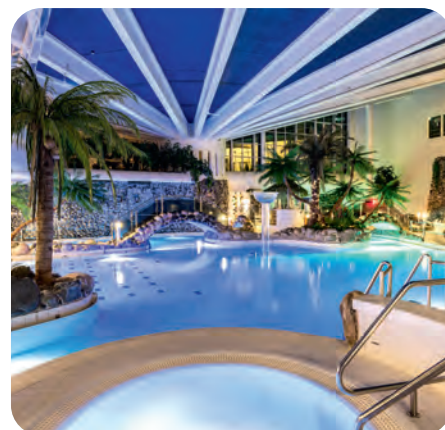
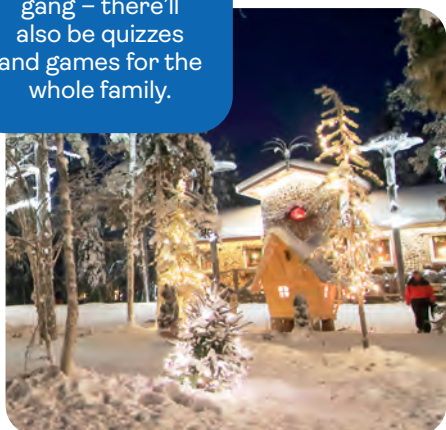
Some of our Lapland hotels come with SnowClubs, where children can get involved with entertainment and activities.

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.

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.



Hotels with a SnowClub:

- Crazy Reindeer, **Levi**
- The Snow Elf Hotel & Apartments, **Ylläs**
- Hotel Snow Princess, **Ylläs**
- 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**



SNOWCLUB

Look out for this logo on our hotel pages – it shows which hotels have a 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 must-do experiences to add to your itinerary.

Best for... **Santa apprentices**



Ever wondered what it's like to travel Santa-style? With this experience, you'll hop into a cosy sleigh and let Rudolph – or one of his friends – lead the way through Lapland's snowy landscapes. Then, you'll drop by a reindeer farm, learning how these gentle creatures are looked after, before warming up with a hot berry juice and a snack by the fire. And to top it all off, you'll earn your very own reindeer driving licence – proof you're sleigh-ready.

Best for... **animal enthusiasts**



Tick off a true Lapland pinch-me moment with a husky sleigh ride. Hold on tight as you zip through the snow, then stop at a husky farm. Here, you'll warm up by the campfire learning all about these speedy Arctic dogs. They're athletic, alert, and have great stamina. Plus, they're as friendly as they are fast. Husky rides are available in most of our Lapland destinations – check out our TUI experiences* to find yours.

Best for... **family festive fun**



Step into Santa's grotto on this tour in Rovaniemi. The elves will be there to greet you, and you'll get to hang out with Mrs Claus, decorating biscuits, singing Christmas songs, and even helping to trim the tree. Afterwards, there'll be time to head out into the snow for some fun and games, or stay snuggled up inside with a warm berry tea – because that's what Lappish Christmas is all about.



Find all these TUI experiences and more by visiting tuimusement.com

Best for... **treasure hunters**



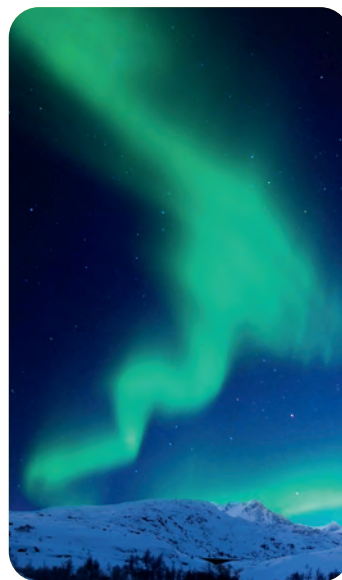
Ready to strike it lucky? This tour takes you off the beaten track to Lapland's amethyst mine. Zoom through snowy landscapes on a snowmobile from Luosto before arriving at this dazzling, 2,000-million-year-old treasure trove. Warm up in a cosy wooden cabin, sip a hot drink, and get the inside scoop on this precious purple quartz. Best of all? You'll dig up your very own amethyst gem to take home.

Best for... **thrill seekers**



Think of it as a jet ski for the snow – snowmobiling is one of the best ways to explore Lapland's endless winter wilderness. Whether you're revving up the engine or riding as a passenger, you'll carve through frostbitten landscapes, passing snow-draped trees and marshmallow-white horizons. And for something extra special? Try a night-time snowmobile tour under the stars.

Best for... **Northern Light chasers**



Speed into the Arctic night on a snowmobile for a chance to catch the Northern Lights. With almost no light pollution, Lapland's skies are super clear, making it one of the best places on Earth to see these magical ripples of colour. Once you're all wrapped up, you'll climb onboard your snowmobile, whizzing through frosty nightscapes with your guide. It's all up to nature, but with a little luck, those colourful wisps might just come out to play.

Santa's guide to Lapland



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

What's the weather like?

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

What's the food like?

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

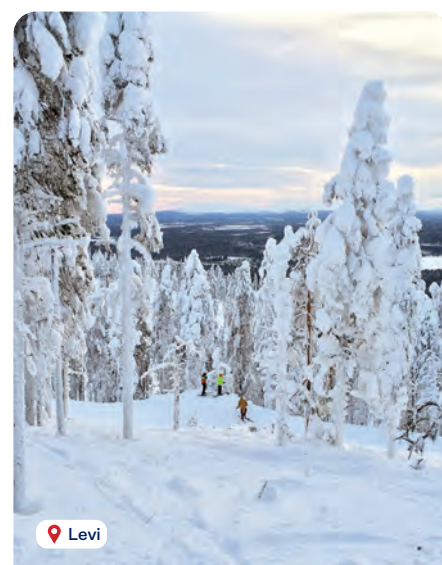
You'll be pleased to hear there's a bit more variety in the hotels. Most of them serve up Finnish cuisine, with meat, fish and vegetables. You'll also find children's favourites, such as meatballs, chips and chicken nuggets.

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 4 years old. The chilly temperatures and activities tend to be a bit much for them. If you do bring toddlers along, you'll need to provide their own thermal clothing.

Do I need insurance?

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



Is there any skiing?

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



Trips to Lapland definitely make it on to 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 a snowmobile 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 sunscreen 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.



Ylläs

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 laidback 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.

DAYLIGHT HOURS*

Early December
2¼ hours

Mid December
0 hours

Late December
0 hours



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 Snow Club. 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 76 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 on to 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.

*Approximate daylight hours.*Extra charge.

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



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 our 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

LEVI LAPLAND

T T T Plus **3.8/5** Based on 764 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 at Crazy Reindeer, including family rooms with a private sauna. And, if you've got the whole family in tow, suites sleep up to seven.

This hotel comes with a SnowClub, where families can get involved with entertainment and activities. You can join the SnowClub entertainment team for indoor and outdoor activities like snowman-building, tobogganing and Christmas crafts. There's plenty of entertainment, too, including live shows, festive parties and a Christmas-themed silent disco.

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 the two buildings of Crazy Reindeer.

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

Transfer time: 20 minutes by coach from Kittilä, Finland Airport

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. Wanha Hullu Poro restaurant is your go-to for burgers, local favourites and meats fresh from the grill.

Evening Entertainment

By night, Wanha Hullu Poro restaurant turns up the tempo, doubling as a nightclub with fun themed nights and a giant disco ball to kick off the party. There's also 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 - or you've got the Santa's Workshop programme.

Your service on holiday

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

Board Options

- Full Board • Half Board

*Extra charge



Twin Room

Rooms

There's **twin rooms** and **family rooms** available across the two buildings at Crazy Reindeer. For a bit more space, **annexe suites** are also available – each one comes with two twin bedrooms, two single beds and 1 sofa-bed in its lounge. If you opt for an **annexe 2 bedroom family room** or a **main building twin room** – you'll have a **sauna**, too.



Taivas restaurant



Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



All three and four-night holidays include:

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



Twin Room with Sauna



International à la carte restaurant*

Lapland Hotel Sirkantähti

LEVI LAPLAND

TTT                               3.8/5 Based on 388 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 • A la carte dining*
- Free Wi-Fi

Location

- Great central location • 100m to resort centre
- 600m to ski lifts, slopes and ski school

Transfer time: 20 minutes by coach from Kittilä, Finland Airport

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: 107

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. 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. If you prefer to walk, you can get to the lifts in under ten minutes.

Your service on holiday

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

Board Options

- Full Board • Half Board

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

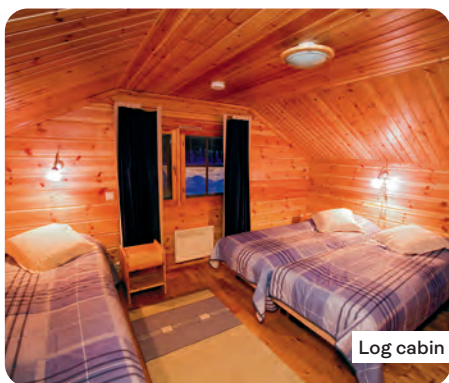
[View online](#)

*Extra charge



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  4.8/5 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 from Kittilä, Finland Airport

Rooms

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

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, too.

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 on holiday

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

Board Options

- Self Catering

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



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

TTTTT  4.2/5 Based on 701 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 from Kittilä, Finland Airport

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, too.

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 specialties, 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,

Your service on holiday

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

Board Options

- Bed & Breakfast • Half Board

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



K5 Villa



All three and four-night holidays include:

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

Hotel K5 Levi

LEVI LAPLAND

TTTTT 4.4/5 Based on 363 reviews

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

For meals, there's an authentic sámi 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 from Kittilä, Finland Airport

Rooms

All rooms here come equipped with the holiday essentials – you'll have free Wi-Fi, air-conditioning is centrally controlled, a TV, self-service laundry, a hairdryer, plus tea or coffee-making facilities. You can choose a twin room that comes with a **sauna**. Or, for a bit of added luxury, upgrade to a **duplex twin room**.

Number of rooms: 35

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

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 reindeer 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 on holiday

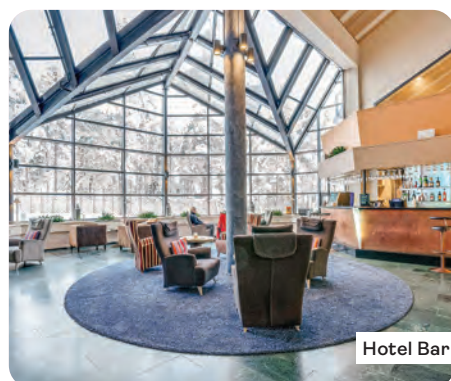
Holidays here come with **Hotel rep + 24/7 support on the TUI app and by phone**

Board Options

• Bed & Breakfast • Half Board



Twin Room



Hotel Bar

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



All three and four-night holidays include:

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

Aurora Pyramids

LEVI LAPLAND

TTTTT 3.6/5 Based on 7 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, two armchairs 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 • A la carte dining • Free Wi-Fi

Location

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

Transfer time: 20 minutes by coach from Kittila, Finland Airport

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

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

You can grab breakfast in the Tonttula restaurant - 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 on holiday

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

Board Options

• Half Board



Twin room



Kitchen

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



All three and four-night holidays include:

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



Twin Room



Buffet restaurant*

Lapland Hotel Saaga

YLLAS LAPLAND

TTTTT Plus 4.2/5 Based on 700 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 • Free Wi-Fi in apartments • 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 from Kittilä, Finland Airport

Rooms

Twin rooms have one extra bed, if there's more than two of you staying. **1 bedroom apartments** have a twin bedroom and one double sofa-bed in the lounge, meanwhile **2 bedroom apartments** have two twin bedrooms and two sofa-beds in the lounge. They both also feature a kitchenette and **sauna**, too.

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 on holiday

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

Board Options

- Half Board

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)

*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 our 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

The Snow Elf Hotel & Apartments

YLLAS LAPLAND

TTT           4.2/5 Based on 424 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 families can get involved with entertainment and activities. You can join the SnowClub entertainment team for indoor and outdoor activities like snowman-building, tobogganing and Christmas crafts. There's plenty of entertainment, too, including live shows, festive parties and a Christmas-themed silent disco.

Key Facilities

• 1 pool • 3 bars • 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 from Kittilä, Finland Airport

Number of rooms: 100

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 on 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 on holiday

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

Board Options

• Full Board

*Extra charge



Annexe 1 Bedroom Apartment with Sauna

Rooms

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**.



Buffet restaurant*



Indoor pool

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[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 our 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 Snow Princess YLLAS LAPLAND

TTT             3.9/5 Based on 277 reviews

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

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 families can get involved with entertainment and activities. You can join the SnowClub entertainment team for indoor and outdoor activities like snowman-building, tobogganing and Christmas crafts. There's plenty of entertainment, too, including live shows, festive parties and a Christmas-themed silent disco.

Key Facilities

- 1 bar • 1 restaurant • Free Wi-Fi

Location

- 500m from the village centre with its small selection of bars and shops • A ski bus will take you from the hotel to the slopes, approximately 3km away

Transfer time: 60 minutes by coach from Kittilä, Finland Airport

Number of rooms: 72

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, a Christmas activity event and activity tasters included. And that's not forgetting regular visits from Captain T, meeting Santa himself at activity time and getting a present, too.

Food & Drink

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

Evening Entertainment

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

Sports & Activities

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

Your service on holiday

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

Board Options

- Full Board

*Extra charge



Buffet restaurant



Twin Room

Rooms

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.



Sauna



Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[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 our 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

Snowy Wilderness Lodge

PALLAS LAPLAND

TTT      4.4/5 Based on 309 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 families can get involved with entertainment and activities. You can join the SnowClub entertainment team for indoor and outdoor activities like snowman-building, tobogganing and Christmas crafts. There's plenty of entertainment, too, including live shows, festive parties and a Christmas-themed silent disco.

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 Hotels Pallas.

Transfer time: 60 minutes by coach from Kittilä, Finland Airport

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, wine, tea, soft drinks, 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.

Accessibility

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

Your service on holiday

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

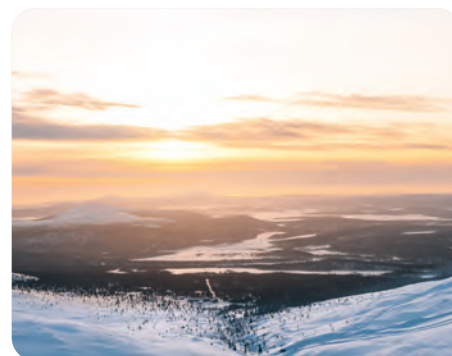
Board Options

• Full Board



Rooms

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.



Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[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.

DAYLIGHT HOURS+

Early December
2 hours

Mid December
0 hours

Late December
0 hours

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 76 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.

*Approximate daylight hours.*Extra charge.

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



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 our 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

TTTTT      4.1/5 Based on 184 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 families can get involved with entertainment and activities. You can join the SnowClub entertainment team for indoor and outdoor activities like snowman-building and Christmas crafts. There's plenty of entertainment, too, including live shows, festive parties and a Christmas-themed silent disco.

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 from Kittilä, Finland Airport

Number of rooms: 49

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 specialties, 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 on holiday

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

Board Options

• Half Board



Rooms

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 twin beds, a double sofa-bed in the lounge, plus a **sauna**.



Restaurant



Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



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.

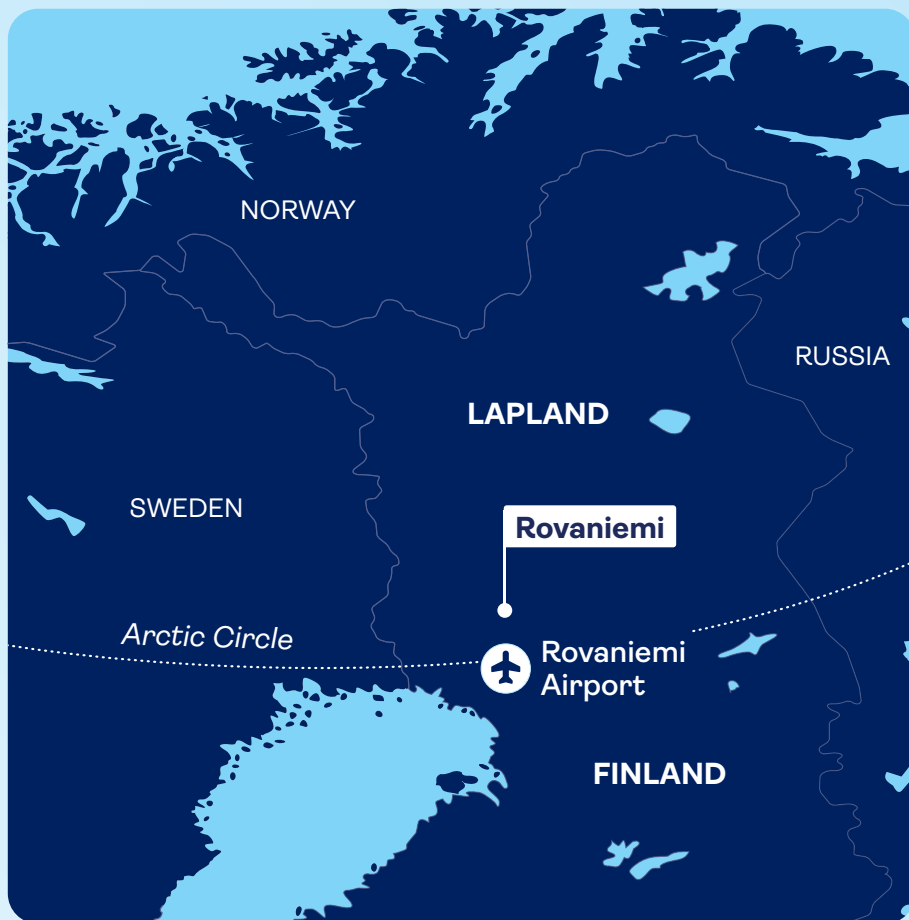
What's more, head just five minutes outside the city, and the dramatic scenery and snowy wilderness this part of the world is synonymous with stretches out in every direction. And there's no end of ways to explore it. Zoom through the forest on a snowmobile, or take a seat in a sleigh pulled by huskies.

DAYLIGHT HOURS+

Early December
3¼ hours

Mid December
2¼ hours

Late December
2¾ hours



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 76 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 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 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*.

¹Approximate daylight hours.*Extra charge.

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



All three and four-night holidays include:

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

Santasport Hotel

ROVANIEMI LAPLAND

TTT      3.6/5 Based on 200 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 from Rovaniemi Airport

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, too.

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 on holiday

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

Board Options

• Bed & Breakfast • Half Board



Santasport cafe



Santasport buffet restaurant



Annexe 2 Bedroom Apartment with Sauna



Twin Room

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.



Indoor pool



Children's play area

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[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 our 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                          **4.3/5** Based on 406 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. 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 families can get involved with entertainment and activities. You can join the SnowClub entertainment team for indoor and outdoor activities like snowman-building, tobogganing and Christmas crafts. There's plenty of entertainment, too, including live shows, festive parties and a Christmas-themed silent disco.

Key Facilities

• 2 bars • 2 restaurants • 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 from Rovaniemi Airport

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. 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 on holiday

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

Board Options

• Half Board



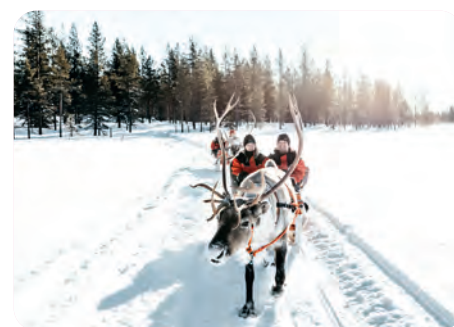
Buffet restaurant



Twin Room

Rooms

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®**.



Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



Lobby bar*



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 4.1/5 Based on 459 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 • A la carte dining*
- 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 from Rovaniemi Airport

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, too.

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 on holiday

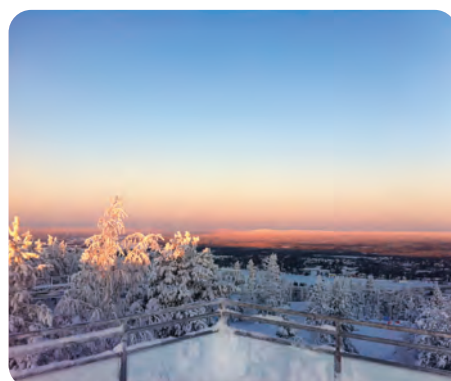
Holidays here come with **Hotel rep + 24/7 support on the TUI app and by phone**

Board Options

- Half Board



Twin Room



Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



All three and four-night holidays include:

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



Twin room



Arctic Eye Restaurant & Bar

Santa's Igloos Arctic Circle

ROVANIEMI LAPLAND

TTTTT 4/5 Based on 168 reviews

These high-quality 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 from Rovaniemi Airport

Rooms

Standard twin rooms here are igloo-style with pitched, heated glass roofs and panoramic windows looking out over the spectacular Finnish scenery. Each one comes with free Wi-Fi, a shower, a mini-fridge, a TV, plus tea or coffee-making facilities.

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 on holiday

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

Board Options

• **Bed & Breakfast** • **Half Board**

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



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 4.2/5 Based on 462 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 from Rovaniemi Airport

Number of rooms: 66 chalets

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 on holiday

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

Board Options

• Bed & Breakfast • Half Board



Reception area



Lobby



Cottage with Sauna



Cottage with Sauna



Thulia local cuisine restaurant*

Rooms

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, or a sofa-bed for groups of 5.

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)

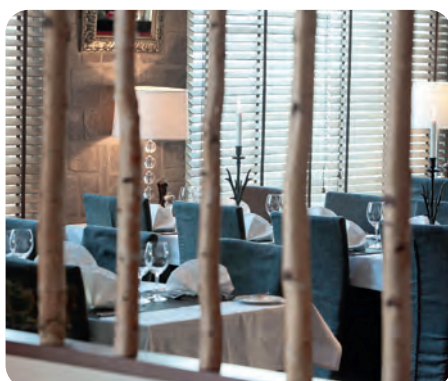


All three and four-night holidays include:

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



Deluxe Twin Room with Sauna



Hotel Santa Claus

ROVANIEMI LAPLAND

TTTTT 4/5 Based on 846 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 fifteen-minute drive from Santa Claus Village.

Bedrooms are stylish and contemporary, with accents of dove-grey and navy, 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 from Rovaniemi Airport

Rooms

Superior and **deluxe twin rooms** sleep up to 4 – the latter also has its own **sauna**, too. **Double rooms** are available, with some having an **interconnecting room**. A **junior suite** sleeps up to 3, featuring a King-size bed, 1 extra single bed, plus a **sauna**. All of these rooms come newly renovated, too.

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.

Accessibility

This hotel's generally suitable for those with reduced mobility, but all access needs are different. See the A-Z guide for more details.

Your service on holiday

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

Board Options

• **Bed & Breakfast** • **Half Board**

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



All three and four-night holidays include:

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

Arctic City Hotel

ROVANIEMI LAPLAND

TTTTT 4/5 Based on 837 reviews

This place is Lappish with an international edge. Dining-wise, the main restaurant, Monte Rosa, gives a big nod to Lappish culture – it's one of the top eateries in town, too. Meanwhile, the Bull Bar & Grill is an all-American joint.

As well as access to the capital's shops, restaurants and bars, you've also got Lapland's dramatic wilderness on your doorstep. Visit in the summer and you can borrow bikes for free.

Key Facilities

• 1 bar • 2 restaurants • Free Wi-Fi

Location

• Surrounded by shops, restaurants and bars
• 6km to SantaPark • 7km to Santa Claus Village

Transfer time: 25 minutes by coach from Rovaniemi Airport

Rooms

All rooms have a TV, a kettle, a minibar, a shower, a hairdryer and free Wi-Fi. **Classic twin room** has a double bed or twin beds, meanwhile a **Style twin room** comes with twin beds only, plus bathrobes and slippers, too.

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, and activity tasters included. And that's not forgetting meeting Santa himself and getting a present, too.

Food & Drink

There are a couple of places to eat. The Monte Rosa Restaurant serves a mix of international food and traditional Lappish meals, like reindeer steak. The Bull Bar & Grill, meanwhile, majors in American dishes.

Health & Beauty

On the top floor, you'll find a sauna for unwinding after a busy day.

Sports & Activities

If you holiday here in the summer, you can take advantage of free-to-use bicycles – you're only a five-minute drive away from quiet forests and walking trails.

Your service on holiday

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

Board Options

• Bed & Breakfast • Half Board



Classic Twin Room



Buffet restaurant

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



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.

DAYLIGHT HOURS*

Early December
3¼ hours

Mid December
1¼ hours

Late December
1¾ hours



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 76 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.

*Approximate daylight hours.*Extra charge.

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



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 our 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

TTTTT 4.2/5 Based on 571 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 families can get involved with entertainment and activities. You can join the SnowClub entertainment team for indoor and outdoor activities like snowman-building, tobogganing and Christmas crafts. There's plenty of entertainment, too, including live shows, festive parties and a Christmas-themed silent disco.

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 from Rovaniemi Airport

Number of rooms: 165

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 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. There's a Finnish sauna on hand, too.

Your service on holiday

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

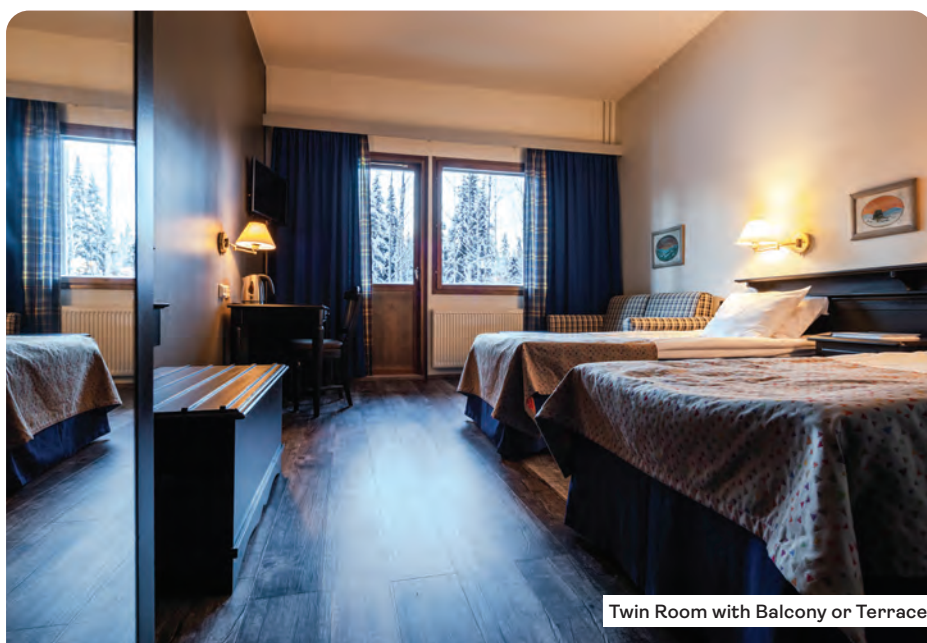
Board Options

- Bed & Breakfast • Full Board • Half Board

*Extra charge



Bistro international à la carte restaurant*



Twin Room with Balcony or Terrace

Rooms

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**.



Breakfast room



Indoor pool

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



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.

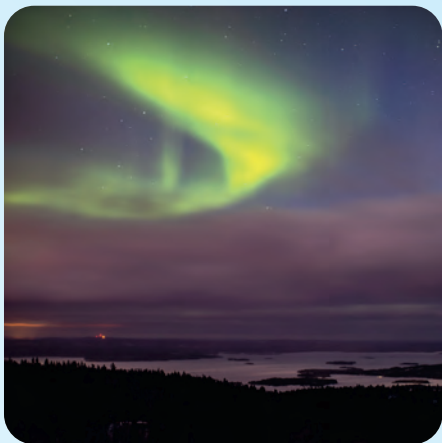
DAYLIGHT HOURS+

Early December
2 hours

Mid December
0 hours

Late December
0 hours

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 76 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*.

*Approximate daylight hours.*Extra charge.

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



All three and four-night holidays include:

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



Twin room

Holiday Club Saariselka

SAARISELKA LAPLAND

TTT  3.8/5 Based on 881 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.

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

Key Facilities

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

Location

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

Transfer time: 30 minutes by coach from Ivalo Airport

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

There are two eateries here – a breakfast buffet, which lays on a spread of fresh fruit in the mornings, and a buffet-style dinner spot called Restaurant Revontuli.

Evening Entertainment

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

Your service on holiday

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

Board Options

• Bed & Breakfast • Half Board • Self Catering

*Extra charge



Annexe 2 Bedroom Apartment
with Balcony and Sauna

Rooms

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.



Rakka restaurant



Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



See our **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 Plus **4/5** Based on 942 reviews

Accommodation here comes in two forms – rooms and apartments. Both are dressed in copper and brown colour schemes, inspired by the forested landscape. Plus, the apartments have the added benefit of a sauna and a balcony, and a kitchenette.

This hotel comes with a SnowClub, where families can get involved with winter activities and entertainment. You can join the SnowClub entertainment team for indoor and outdoor activities like snowman-building, tobogganing and Christmas crafts. There's plenty of evening entertainment, too, including live shows and festive parties.

Key Facilities

- 1 bar • 1 restaurant • Wi-Fi

Location

- 27.2km from airport • 200m from the village centre with shops, bars and restaurants

Transfer time: 25 minutes by coach from Ivalo Airport

Number of rooms: 230

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.

Accessibility

This hotel's generally suitable for those with reduced mobility, but all access needs are different. See the A-Z guide for more details.

Your service on holiday

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

Board Options

- Full Board • Half Board



Bar



1-bedroom apartment

Rooms

Rooms here provide a simply furnished base, free Wi-Fi, a hairdryer, and satellite TV. Plus all rooms have a balcony, where you might be lucky enough to spot the Northern Lights. **Superior twin rooms and apartments** have a **sauna**, too.



Shop



Restaurant

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



All three and four-night holidays include:

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



Pirtti à la carte restaurant*



Santa's Hotel Tunturi

SAARISELKA LAPLAND

T T T 3.9/5 Based on 637 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 from Ivalo Airport

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 on holiday

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

Board Options

- Bed & Breakfast • Half Board



Kaltio Scandinavian restaurant, Tunturi Gielas*



Twin Room

Rooms

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.



Buffet restaurant Siula*



Reception and lounge

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



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.

DAYLIGHT HOURS+

Early December
4 hours

Mid December
2¾ hours

Late December
3 hours



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 Snow Club. 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 76 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.

*Approximate daylight hours.*Extra charge.

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



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 our 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 388 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 families can get involved with entertainment and activities. You can join the SnowClub entertainment team for indoor and outdoor activities like snowman-building, tobogganing and Christmas crafts. There's plenty of entertainment, too, including live shows, festive parties and a Christmas-themed silent disco.

Key Facilities

• 1 pool • 1 kids' pool • 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 from Kuusamo Airport

Number of rooms: 120

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 on holiday

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

Board Options

• Bed & Breakfast • Half Board

*Extra charge



Twin Room

Rooms

You can stay in an **annexe 2 bedroom apartment** with **large balcony** and **sauna**, or a **bungalow** with **enclosed terrace** and **sauna**. 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 hotel itself.



Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



All three and four-night holidays include:

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

Ruka Valley
RUKA LAPLAND

TTT       **4.7/5** Based on 24 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 from Kuusamo Airport

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

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

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 on holiday

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

Board Options

- Bed & Breakfast • Half Board • Self Catering



Start your holiday search

To see prices, dive in to destination details,
or check out our full range of holiday types.

View online



All three and four-night holidays include:

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



Maston Aitio Cabins

RUKA LAPLAND

TTTTT 4.7/5 Based on 60 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 from Kuusamo Airport

Rooms

There are **2** and **3 bedroom apartments**, which feature a fireplace to keep you warm on those cool Finnish nights. You'll also have free Wi-Fi, a TV, plus a kitchenette with dishwasher, washing machine, and a dining area with sofas, a table and chairs. Plus, there's a **sauna**, too

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, and activity tasters included. And that's not forgetting meeting Santa himself, and getting a present, too.

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 on holiday

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

Board Options

- Self Catering

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



All three and four-night holidays include:

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

Aurinkorinne Apartments

RUKA LAPLAND

TTTTT 4.5/5 Based on 109 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 from Kuusamo Airport

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, too.

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 on holiday

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

Board Options

- Self Catering



Studio with Balcony and Sauna



2 Bedroom Apartment with Balcony and Sauna

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)



All three and four-night holidays include:

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

Ruka Ski Chalets

RUKA FINLAND

TTTTT 4.5/5 Based on 45 reviews

You'll find these Scandi-style apartments in the middle of Ruka, surrounded by ski slopes suited for every skill level – you can reach them using the nearby ski lifts.

When you're done on the slopes, you can recharge your batteries at the on-site restaurant. It deals in traditional Finnish fare, like roasted reindeer and bread cheese.

Key Facilities

- 2 restaurants • Free Wi-Fi

Location

- At the centre of Ruka ski resort • A short walk to shops, restaurants and bars

Transfer time: 30 minutes by coach from Kuusamo Airport

Rooms

The apartments come with their own private **sauna**. They can accommodate groups of 6 and have a kitchen, a TV, a lounge and Wi-Fi. For parties of up to 4, there are **1 bedroom apartments** which have a twin bedroom and 1 double sofa-bed – the latter is located in its lounge area.

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, and activity tasters included. And that's not forgetting meeting Santa himself and getting a present, too.

Food & Drink

The restaurant here's all about showing off the local cuisine, so expect things like roasted reindeer to headline the menu.

Health & Beauty

Your apartment's fitted with a private sauna, meaning your post-ski detox sessions are sorted.

Sports & Activities

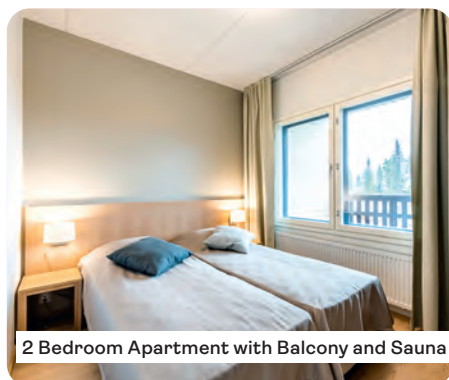
This place is within walking distance of loads of Ruka's ski lifts, making it super easy to hit the slopes.

Your service on holiday

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

Board Options

- Bed & Breakfast



2 Bedroom Apartment with Balcony and Sauna



2 Bedroom Apartment with Balcony and Sauna

Start your holiday search

To see prices, dive in to destination details, or check out our full range of holiday types.

[View online](#)

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

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 accessible.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 2026. 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.

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

Baby & Tots Club 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. Sessions in Baby & Tots Club are at an additional charge and can be booked in advance.

Bear in mind, wherever the Baby & Tots Club, 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 Baby & Tots Clubs 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 https://transport.ec.europa.eu/transport-themes/eu-air-safety-list_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.

Check In - Online 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.

Check In - For Your Accommodation Check-in time is usually 3pm to 4pm for hotels. 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 **Baby & Tots Club**

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. 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 ones.

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.

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.

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

A-Z guide

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.

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 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 and Teen activities at selected TUI BLUE hotels and Sensatori by TUI BLUE hotels (except at The Residence at TUI BLUE Sensatori 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.

At selected TUI BLUE hotels, 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 selected TUI BLUE hotels and Sensatori by TUI BLUE resorts (except The Residence at TUI BLUE Sensatori Akra Fethiye) we've created teen activities - sessions exclusively for teenagers aged 13-17 - that combine social, wellbeing, and sports activities. The programme runs through high season June-September 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 and £0 Deposit Holidays For new package holiday bookings, flying with TUI, you can book and pay a low deposit. The rest of the deposit will be due up to eight weeks later. If you cancel your holiday you still have to pay the full deposit. If you're booking at least six months in advance and use our Direct Debit scheme, you will be eligible for the £0 deposit option. Your holiday cost will be spread over at least three Direct Debit payments.

These offers are per passenger, and we can change or withdraw them at any time. Please see tui.co.uk/destinations/info/low-deposit for more information.

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

Package Holidays including a checked-in luggage allowance

All our packages include at least 20kg of checked-in luggage, when you fly both ways with TUI Airways. (If you're not travelling both ways with TUI Airways, check your booking confirmation e-mail or Manage My Booking to see your checked-in luggage allowance.)

When you're flying on a TUI Airways flight the following holidays come with a 25kg luggage allowance per person: TUI BLUE, Sensatori by TUI BLUE and Holiday Villages. If you upgrade to Premium on long-haul flights with TUI Airways, you'll also get 25kg of luggage, regardless of your holiday type.

Couples who've booked one of our wedding packages will get 25kg hold luggage each when flying with TUI Airways. Our luggage allowances apply to all customers over the age of 2 years old. Infants under 2 get a 10kg checked-in allowance if travelling as part of a package.

If you're booking a TUI Tours or Multi-Destination holiday, remember to check your allowance. This is because your luggage allowance on any flight that forms part of the itinerary may be lower than the luggage allowance on your flights to / from the UK.

You can buy extra checked-in luggage allowance in 5kg amounts if you need more space.

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

Also, we can only accept luggage if it's packed and secured in suitcases or bags, and we believe it can stand up to reasonable handling. Otherwise, we may ask you to sign a disclaimer before we can take it. This also includes any bags we believe are already damaged.

Hand luggage

On a TUI Airways flight, you can take one 10kg bag with maximum dimensions of 55x40x20cm, plus one personal item that must fit under the seat in front of you with maximum dimensions of 40x30x20cm.

You can't buy extra hand luggage allowance. You should be able to lift your hand luggage into the overhead storage compartments yourself. There are restrictions on what you can carry in your hand luggage so make sure you read the information that comes with your booking confirmation. For example, you should pack valuables in your hand luggage - never your checked luggage. This includes money, house and car keys, jewellery, computers and important documents. Your airline won't be liable for loss or damage to valuable or fragile items packed in hold luggage, no matter how it's caused

Flying with another airline

Just so you know, TUI Airways flights have a flight number that starts with TOM or BY. If you're not travelling with TUI Airways, you'll need to check your airline's luggage allowance policies for checked-in luggage and hand luggage. Some airlines do not give infants their own allowance. For full terms and conditions, see Luggage Allowance on TUI Airways at TUI.co.uk

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.

Meals - 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.

Medical Conditions - 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. 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 reserves the right to refuse admission to anyone wearing clothing which their staff believe may cause offence to others. If the lounge is unavailable, 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 451 2688. 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 Any 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, either within the high season or outside the high season. The price you pay will depend on when you're travelling and the size of your party. Prices may go up and down throughout the season.

Prices - 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 & 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

Prices - 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 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

Safeguarding We don't knowingly allow anyone to travel with us who is (a) a convicted child sex offender, (b) subject to the notification requirements of the Sexual Offences Act 2003, or (c) subject to a Sexual Risk Order or a Child Abduction Notice.

You must let us know if any of these apply to you or anyone you intend to include in your booking before you try to book.

If you fail to disclose any such information and it later becomes known to us, we may cancel your booking (if before departure) or remove you or the relevant member of your booking from the accommodation (if you are in resort) without any right to a refund, compensation and/or costs and expenses. In the latter case, you or the relevant party member would also be responsible for your/their own return home. We further reserve the right to refuse bookings from individuals with serious criminal convictions if we feel there is a specific risk to our guests, crew and/or staff.

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

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. There may also be more obstructions like trees between your room and the sea than in a Sea View room.

Seating If you're flying with TUI Airways 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 Airways
- 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 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 Airways, 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.

A-Z guide

Snow Promise We understand that snow is a magical part of your Lapland experience. If weather conditions mean there isn't enough snow for all the activities included in your holiday package to take place, we promise to contact you before you travel. We'll provide clear information and offer alternative options to help you make the best decision for your trip - so you can avoid disappointment and still enjoy a truly memorable holiday.

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 - 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.

Supplements/Discounts - Occupancy 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.

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

Sustainability We're 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.

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.

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. If it's a Holiday Village holiday, the coach will drop you off directly wherever possible. 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.

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 your destination country before you book. It's obligatory for all visitors to Thailand to complete the Thailand Digital Arrival Card (TDAC) 3 days before arrival to avoid being denied entry. You'll need to do this via the official Thai government website <https://tdac.immigration.go.th>.

W

Weather 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 on our accommodation pages, this is historical data supplied by the Met Office, © Crown copyright, the Met Office. On destination pages, this data is from Open-Meteo.com.

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. Wedding package terms & conditions can be found at tui.co.uk/destinations/info/booking-terms-and-conditions.

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 is 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.

Wheelchairs - 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, and 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. For a breakdown of what's included in your basic holiday price, please see **Prices** in the A-Z.

Just so you know, you might also need to pay a tourist tax locally. We'll let you know what the approximate cost of this is before you book with us. Please also see **Taxes** in our A-Z.

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 place on the booking 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. Please note - if everyone on your booking transfers their place to someone else, our standard cancellation charges will apply.

Our agreement with you, and yours with us

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		

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 follow ABTA's Code of Conduct and usually solve any issues but you can use ABTA's ADR 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 OYR. 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

To get in touch with us before, during or after your holiday, visit tui.co.uk/destinations/contact-us

Before You Go

If you're yet to travel with us, but you would like to get in touch, please call **0203 451 2688**. We can help you with holiday bookings or amendments, making group bookings, weddings and renewal of vows, adding on finishing touches, and any general enquiries. If you'd like to speak to someone in the **Assisted Travel Team**, you can contact them on **0800 145 6920**.

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 then address your letter to 'Weddings & Renewal of Vows' instead of Pre-Travel Customer Services. Pre-Travel Customer Services, TUI UK, Contact Centre, Alexandra House, Alexandra Road, Swansea, SA1 5ED

While You're Away

For help while you're away, please contact our TUI Guest Experience Centre on **+4420 38 303 111***, text: **80247****, or get in touch via the **TUI app**. The team will be there for you 24 hours a day, 7 days a week.

When You Get Home

When you're back in the UK, to discuss your TUI Airways flight experience, call **0203 451 2699**. For any other aspects of your holiday you can complete the online form at www.tui.co.uk/destinations/contact-us. Alternatively, you can write to us at the address below. Remember to give us your booking reference. After Travel Customer Support, TUI UK, Contact Centre, Alexandra House, Alexandra Road, Swansea, SA1 5ED

Travel Agent Support

If you're a travel agent, contact us on **0203 451 2677**

Calls to 0203 numbers cost the standard rate from UK landlines, but calls from mobiles may be higher. Please check with your network provider.
*Calls from abroad will be charged at international rates.
**Texts to 80247 cost 50p plus your network rate.

Take to the skies

Flights for most TUI holidays are with our very own airline, which means a seamless experience from the moment you step on board. Here's what you can expect...



Why fly with TUI?



Fly from 21 UK airports

It's easy to find a flight that takes off near you.



Flexible flight times

We've got flight times and holiday durations to suit you.



70+ destinations

We fly to more than 70 worldwide destinations.



Easy airport experience

We offer day-before and self-service bag drop on eligible flights.

Flying short and mid-haul

Our short and mid-haul flights are less than seven hours long. In the summer, you can fly from more than 21 UK airports to destinations like Spain, Greece and Italy.

Family-friendly flying

Our cabin crew are experts when it comes to looking after little ones in the sky, and they're always on hand to help.

Food and drink

On board, you can buy a range of food and drinks, including hot and cold snacks. We also now have the option to pre-book a meal for your flight. If you're flying to Lapland, you'll get a free meal, with a hot drink.

Luggage allowance

Your luggage allowance ranges from 20kg to 25kg, depending on the type of holiday you've booked. And, you get 10kg hand luggage. Children under 2 get 10kg hold allowance*. You can also pool your luggage allowance with others on your booking – but each individual bag can't weigh more than 25kg. You've also got the option of purchasing an extra 5kg or 10kg of luggage allowance per passenger.



Flying long-haul

Long-haul TUI flights – of seven hours or more – take place on our 787 Dreamliners*.

In-flight entertainment

All our long-haul flights – which are over seven hours long – set you up with seatback screens, featuring on-demand TV programmes, movies and games.

Food and drink

Free meals are included with all our long-haul flights. We'll also pass through the cabin with a bar service offering soft drinks and hot beverages.

Luggage allowance

On long-haul flights, 20kg of hold luggage comes as standard, along with 10kg hand luggage. If you need to, you can add checked-in luggage for an extra charge on selected flights.

And if you've upgraded to Premium on long-haul flights with TUI Airways, you'll also get 25kg* of luggage, regardless of the holiday type.

More info

[Click here to watch our walk-through tour of a Dreamliner.](#)



Fly Premium

Premium is available to book on long-haul TUI flights. If you've upgraded to Premium on long-haul flights with TUI Airways, you'll get 25kg of checked-in luggage and 10kg of hand luggage.

Premium benefits include:

- Airport lounge on departure, priority boarding with a welcome glass of bubbly, and a second lighter meal on your flight
- A priority bag-drop at the airport and fast-track through security
- A bigger 38-inch seat pitch with footrests and adjustable headrests in a separate cabin
- A pillow and a blanket on outward and return flights, and a Rituals* amenity kit on your outward flight

Prices start from just **£399** return per person.

Seats & extras



Your seat on the plane

Your seats will be allocated to you when you check in. If you're travelling with a child under the age of 12, we'll make sure they're sat with at least one adult in your party – sat with means next to, across an aisle, or in front or behind.



Select your seat

Choose your exact seats from a plan of the plane by opting for our Select Your Seat service. You can add this on at the time of booking, or afterwards.



Seat upgrades

Extra Legroom Seats give from two extra inches on your seat pitch. And Extra Space Seats come with over eight inches of extra legroom, often without a row of seats in front – so you can expect a lot more space. You can opt for either of these at the time of booking or afterwards.

Flying with other airlines

We've teamed up with leading airlines to give you even more holiday choice.



More destinations

We know that hunting for a holiday is much easier when you've got more choice. That's why we work with over 20 other airlines, to provide you with the exact dates, airports and durations that you want. Flexible flying also means we can open to the door to a variety of holiday hotspots, from Mykonos and Zanzibar to the Maldives and Antigua.



TUI service as standard

While you're away, it goes without saying that the high-standard service you've come to expect from TUI will still be present and correct. Your holiday is still ATOL protected, too. And who you're flying with doesn't affect the support you'll get from us while you're away – you can get in touch with us around the clock if you need to.



Airline partners

We package up holidays with airlines we trust, as well as our own award-winning TUI Airways fleet. All the partner airlines we use have met the same rigorous international safety standards as TUI Airways.



*Not included if you book flights only

*The vast majority of long-haul TUI flights are on the 787 Dreamliner, but this is not guaranteed

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		
Thursday 2nd, 9th, 16th, 23rd December	4	TOM
Monday 6th, 13th, 20th December	3	TOM
Manchester – approx 3 hour flight time		
Thursday 2nd, 9th, 16th, 23rd December	4	TOM
Monday 6th, 13th, 20th December	3	TOM
Birmingham – approx 3 hour flight time		
Thursday 2nd, 9th, 16th, 23rd December	4	TOM
Monday 6th, 13th, 20th December	3	TOM
Newcastle – approx 3 hour flight time		
Thursday 2nd, 9th, 16th, 23rd December	4	TOM
Monday 6th, 13th, 20th December	3	TOM
Bristol – approx 3½ hour flight time		
Thursday 2nd, 9th, 16th, 23rd December	4	TOM
Monday 6th, 13th, 20th December	3	TOM

Santa's Wonderland Fly to Ivalo for Saariselkä		
	No. of nights	Carrier
London Gatwick – approx 3½ hour flight time		
Sunday 28th November, 5th, 12th, 19th December	3	TOM
Wednesday 1st, 8th, 15th, 22nd December	4	TOM
Manchester – approx 3 hour flight time		
Sunday 28th November, 5th, 12th, 19th December	3	TOM
Wednesday 1st, 8th, 15th, 22nd December	4	TOM

Arctic Adventurer Fly to Kuusamo for Kuusamo & Ruka		
	No. of nights	Carrier
London Gatwick – approx 3½ hour flight time		
Thursday 2nd, 9th, 16th, 23rd December	4	TOM
Monday 6th, 13th, 20th December	3	TOM
Manchester – approx 3 hour flight time		
Thursday 2nd, 9th, 16th, 23rd December	4	TOM
Monday 6th, 13th, 20th December	3	TOM

Lapland Explorer & Lapland Adventure Fly to Kittilä for Hetta, Yllas, Pallas & Levi		
	No. of nights	Carrier
London Gatwick – approx 3½ hour flight time		
Sunday 28th November, 5th, 12th, 19th December	3	TOM
Wednesday 1st, 8th, 15th, 22nd December	4	TOM
Thursday 2nd, 9th, 16th, 23rd December	4	TOM
Monday 6th, 13th, 20th December	3	TOM
Manchester – approx 3 hour flight time		
Sunday 28th November, 5th, 12th, 19th December	3	TOM
Wednesday 2nd, 9th, 16th, 23rd, 30th December	4	TOM
Thursday 2nd, 9th, 16th, 23rd December	4	TOM
Monday 6th, 13th, 20th December	3	TOM
Birmingham – approx 3 hour flight time		
Thursday 2nd, 9th, 16th, 23rd December	4	TOM
Monday 6th, 13th, 20th December	3	TOM
East Midlands – approx 3 hour flight time		
Thursday 2nd, 9th, 16th, 23rd December	4	TOM
Monday 6th, 13th, 20th December	3	TOM
Bristol – approx 3½ hour flight time		
Sunday 28th November, 5th, 12th, 19th December	3	TOM
Wednesday 1st, 8th, 15th, 22nd December	4	TOM
Glasgow – approx 3 hour flight time		
Sunday 28th November, 5th, 12th, 19th December	3	TOM
Wednesday 1st, 8th, 15th, 22nd December	4	TOM
Dublin – approx 3½ hour flight time		
Sunday 28th November, 5th, 12th, 19th December	3	TOM
Wednesday 1st, 8th, 15th, 22nd December	4	TOM

Daytrip (Average flight time, approx 3 hours)

Search for Santa daytrip Fly to Kittilä		
Date	UK airport	Carrier
Saturday 4th December	London Gatwick	TOM
Saturday 4th December	Glasgow	TOM
Sunday 5th December	Birmingham	TOM
Sunday 5th December	Newcastle	TOM
Friday 10th December	Cardiff	TOM
Friday 10th December	Manchester	TOM
Saturday 11th December	Dublin	TOM
Saturday 11th December	Bournemouth	TOM
Sunday 12th December	East Midlands	TOM
Sunday 12th December	Newcastle	TOM
Friday 17th December	Birmingham	TOM
Friday 17th December	London Gatwick	TOM
Saturday 18th December	Bristol	TOM
Saturday 18th December	Glasgow	TOM
Sunday 19th December	East Midlands	TOM
Sunday 19th December	Manchester	TOM
Tuesday 21st December	Birmingham	TOM
Tuesday 21st December	London Gatwick	TOM
Wednesday 22nd December	Cardiff	TOM
Wednesday 22nd December	Manchester	TOM



Great holidays start with travel insurance

TUI Travel Insurance offers...

- Holiday cancellation cover
- Emergency medical cover, including a 24/7 medical assistance helpline
- Options to flex your cover to suit your plans, including annual policies

Chat to our Travel Experts in store, check out Manage My Booking, or visit tuitravelinsurance.co.uk

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

Allianz  | Allianz Partners

TUI UK Limited (also trading as First Choice), TUI UK Retail Limited (also trading as TUI) and Marella Cruises Limited are Appointed Representatives of AWP Assistance UK Ltd. Insurance is underwritten by AWP P&C SA and is administered in the UK by Allianz Partners, a trading name of AWP Assistance UK Ltd Registered in England. Registration No. 1710361. AWP Assistance UK Ltd, PO Box 74005, 60 Gracechurch Street, London, EC3P 3DS. AWP Assistance UK Ltd is authorised and regulated by the Financial Conduct Authority.

Unleash your inner explorer with TUI experiences

From guided tours and sunset cruises to train rides and foodie masterclasses, the TUI experiences programme has got all sorts of activities for you to add to your holiday. Pre-book before your getaway, or from the comfort of your sunlounger while you're there. Here are some of the categories you can browse...



**All-out
adventure**



**Fun for
families**



**Calm and
cultured**



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

Click this button or
visit tui.co.uk/things-to-do
to see and book TUI experiences

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

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

Travel Money Mastercard®

With our reloadable TUI Travel Money card**, you can build up your getaway fund before you fly. It's a safe and secure alternative to carrying cash abroad. You can use it wherever Mastercard® is accepted. We also recommend downloading our TUI Travel Money app. Plus, keep an eye out for our new digital wallets, which are coming soon. For more info, visit tui.co.uk/travel-money



UK airport transfers

Get to the good stuff sooner by saving yourself time and booking your ride to the airport instantly. Visit tui-uk.mozio.com



TUI travel money

We offer great rates on up to 50 different currencies, all at 0% commission*. You can click and collect your currency in your local TUI Store. Visit tui.co.uk/travel-money



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

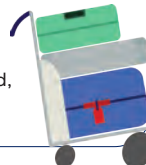
SAVE
UP TO
75%

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

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, too.



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.

During your holiday

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



Airport transfers

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

Keep your information safe with an eSim

An eSim makes it easy to stay in touch with friends and family back 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. There's no need to get a new sim card, either. Find out more at discover.airalo.com

Download the TUI app

The TUI app's like having a 24/7 holiday expert in your pocket. Simply install it on Google Play or the App Store, then browse, add your booking, discover your holiday destination and much more.



It's important to arrange **travel insurance** for your trip. Visit tuitravelinsurance.co.uk

*You may be charged for using your debit/credit card by your card provider for foreign exchange transactions; these charges may vary, please check with your card provider. All transactions are subject to currency availability and anti-money laundering controls. Not all currencies are in stock in TUI travel shops, you may need to pre-order, please ask in store for details or visit us online. The rate of the day applies for buy back transactions that are not subject to a Buy Back Guarantee. We may ask you to provide evidence of your identity prior to any foreign exchange transaction and retain copies of any evidence presented. Maximum transaction limits may apply. For online transactions please see <https://www.money4travel.com/tuiuk/terms-and-conditions> for terms of Use. TUI is a trading name of TUI UK Retail Limited, a member of TUI Group. Registered Office: Wigmore House, Wigmore Lane, Luton, LU2 9TN. Registered in England No: 1456086. ABTA No: L4750

**This card is issued by PrePay Technologies Limited pursuant to license by Mastercard® International. PrePay Technologies Limited is an Electronic Money Institution authorised by the Financial Conduct Authority under the Electronic Money Regulations 2011 (FRN: 900010) for the issuing of electronic money and payment instruments. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.



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.

