

# FOLLOW THE LIGHTS

## Special Departure

25 January – 8 February 2016

15 days/14 nights



**Bentours has put together a special 15 day tour especially designed to give you an opportunity to see the Northern Lights for yourself. The Northern Lights – or Aurora Borealis – are a natural phenomenon often seen in northern latitudes during the winter months.**

But, there's far more to experience in this magical winter wonderland as you will discover on a seven day cruise through Norway's picturesque fjords as the ship heads north for the Arctic Circle. Later, the tour takes in Finnish Lapland where you experience an overnight stay in a specially heated glass igloo. Imagine, lying back and gazing into the night sky – and who knows – you may have another chance to see those Northern Lights. Our tour finishes with a day excursion to the medieval town of Tallinn in Estonia.

Please remember the Northern Lights are a natural occurrence and visibility is subject to weather conditions. As such sightings are never guaranteed. However, our carefully planned itinerary and knowledgeable guides will give you the best possible chance.

### Highlights of this outstanding tour include:

- A night in a unique Levin Igloo, where you can lie in bed and gaze at the stars (and if you're lucky, the Northern Lights)
- Discovering the Sami culture and remarkable Arctic wildlife of Finnish Lapland
- A visit to Rovaniemi, the home of Santa Claus and one of Finland's best skiing areas
- A traditional husky dog safari through the icy wilderness
- A relaxing cruise along the coast of Norway, by far the best way to experience the country's stunning fjords and historic coastal towns
- A day excursion to the medieval town of Tallinn in Estonia
- The services of a Bentours' tour escort throughout the journey

**Spaces on this extraordinary voyage are strictly limited.  
Call Bentours to reserve your spot today!**



HURTIGRUTEN





# Follow the Lights Special Group Departure

25 January 2016 | 15 days/14 nights



## Day 1: Monday 25 January 2016 ARRIVE BERGEN (Norway)

Make your own way to the hotel. Tonight there is an opportunity to meet with your tour guide and fellow guests and hear about our exciting tour over a welcome drink.

*Overnight: Clarion Admiral Hotel (or similar)  
Room Category: Harbour View*

## Day 2: Tuesday 26 January 2016 BERGEN - NORWEGIAN COASTAL VOYAGE (DAY 1 OF NORWEGIAN COASTAL VOYAGE)

This morning is at leisure. This afternoon depart from the hotel with your English speaking guide on a 4 hour tour of Bergen. The tour passes St. Mary's Church & Haakon Hall. Walk around the colourful and picturesque fish markets and old Hanseatic wharf at Brygge. Visit Trolldhaugen, the home of Norway's most famous composer Edvard Grieg (1843 - 1907). Trolldhaugen consists of the Edvard Grieg Museum, Grieg's villa, the hut where he composed music and his gravesite. The tour ends at Bergen pier where we board M/S Trollfjord (please note no portage service is available at Bergen pier). The ship departs Bergen and heads north towards Florø and Ålesund.

**Meals Included: Breakfast & buffet dinner onboard**

*Overnight: Onboard M/S Trollfjord  
Room Category: N Twin Outside Cabin*

## Day 3: Wednesday 27 January 2016 ÅLESUND (DAY 2 OF NORWEGIAN COASTAL VOYAGE)

We navigate the skerries and islands further north before reaching Ålesund, renowned for its beautiful Art Nouveau architecture. Leaving Ålesund we head north towards Trondheim.

**Meals Included: Breakfast, lunch & dinner onboard**

*Overnight: Onboard M/S Trollfjord*

*OPTIONAL EXCURSIONS: Please refer to separate page for additional costs and details*

- 2C - Art Nouveau Walk (12:30pm - 2:30pm)
- 2D - Atlanterhavsparken Aquarium and Mount Aksla (12:30pm - 2:30pm)

## Day 4: Thursday 28 January 2016 TRONDHEIM (DAY 3 OF NORWEGIAN COASTAL VOYAGE)

Arrive early in the morning into Trondheim, with time to explore Norway's first capital. Look out for the storehouses along the river built on wooden stilts that are a colourful contrast to the pure white snow that covers the city during winter.

**Meals Included: Breakfast, lunch & dinner onboard**

*Overnight: Onboard M/S Trollfjord*

*OPTIONAL EXCURSIONS: Please refer to separate page for additional costs and details*

- 3B - Trondheim with Nidaros Cathedral (8:45am - 10am)
- 3F - Trondheim Winter Games (8:30am - 11am)

## Day 5: Friday 29 January 2016 ARCTIC CIRCLE & LOFOTEN ISLANDS (DAY 4 OF NORWEGIAN COASTAL VOYAGE)

As we cross the Arctic Circle the hunt for the Arctic light begins along with your chance to learn more about the Aurora Borealis. Later enter the dramatic and narrow Raftsund, and if the weather and ice conditions allow, sail to the entrance of the famous Trollfjord.

**Meals Included: Breakfast, lunch & dinner onboard**

*Overnight: Onboard M/S Trollfjord*

*OPTIONAL EXCURSION: Please refer to separate page for additional cost and details*

- 4E - Lofotr Viking Museum & Feast (7pm - 9:50pm)

## Day 6: Saturday 30 January 2016 TROMSØ (DAY 5 OF NORWEGIAN COASTAL VOYAGE)

After a morning stop in Finnsnes, we continue to the Arctic capital Tromsø. Perhaps take part in one of the optional excursions here today.

**Meals Included: Breakfast, lunch & dinner onboard**

*Overnight: Onboard M/S Trollfjord*

*OPTIONAL EXCURSIONS: Please refer to separate page for additional costs and details*

- 5A - The Arctic Capital Tromsø (2:45pm - 5:15pm)
- 5D - Polar History Walk (2:45pm - 5:30pm)



## Day 7: Sunday 31 January 2016 HONNINGSVÅG & THE NORTH CAPE (DAY 6 OF NORWEGIAN COASTAL VOYAGE)

Honningsvåg is the nearest port to the North Cape - at 71° 10' 21" N, only 2,000 kilometres from the Geographical North Pole. Continue on to Kjøllefjord where you might see the Northern Lights on a clear, starlit sky.

**Meals Included: Breakfast, lunch & dinner onboard**

*Overnight: Onboard M/S Trollfjord*

*OPTIONAL EXCURSION: Please refer to separate page for additional cost and details*

- 6A - The North Cape (11:30am - 2:30pm)

## Day 8: Monday 1 February 2016 KIRKENES - SAARISELKA (Finland) (DAY 7 DISEMBARK NORWEGIAN COASTAL VOYAGE)

Admire dramatic coastal vistas as you approach Kirkenes, where you disembark the cruise (please note no portage service is available at Kirkenes pier). In Kirkenes enjoy a guided visit to the Kirkenes Snow Hotel, which was voted 'Best Trip' by National Geographic. Visit the sculptured Icebar, take a look at the hotel suites and beautiful snow paintings by local and international artists. Visit the Gabba restaurant for a hot drink & finally visit the shop dedicated to native crafts. Depart the Snowhotel and drive across the border into Finland, where a stop is made in Inari to visit a reindeer farm where you will learn about reindeer breeding and herding, have a lesson in lasso throwing and enjoy coffee in a Sami tent, called a "lavvoo". Then continue to Saariselka for a 2 night stop.

**Meals Included: Breakfast onboard & dinner**

*Overnight: Lapland Hotel Riekonlinna (or similar)  
Room Category: Superior*

*OPTIONAL EXCURSIONS: Please refer to separate page for additional costs and details*

- 7A - Aurora Borealis Safari by Snowmobiles (6pm - 10pm)
- 7B - Aurora Borealis Adventure (8pm - 11pm)

## Day 9: Tuesday 2 February 2016 SAARISELKA

Transfer a short distance to the nearby village of Kakslauttanen for an exhilarating 2 hour husky dog safari. You are given a lesson in basic sled driving before the dogs take you through breath taking Arctic scenery. Then warm up with a light lunch around the campfire.

**Meals Included: Breakfast, lunch & dinner**

*Overnight: Lapland Hotel Riekonlinna (or similar)  
Room Category: Superior*

*OPTIONAL EXCURSIONS: Please refer to separate page for additional costs and details*

- 8A - Aurora Borealis Walk on Snowshoes (7pm - 9pm)



## Day 10: Wednesday 3 February 2016 SAARISELKA – LEVI

This morning is free to relax, or you might like to take one of the optional excursions below. This afternoon we travel to the small town of Levi where we will spend the night in glass-ceilinged igloos surrounded by stunning fell scenery. The constantly changing landscape is spread unobstructed before your eyes, this is sure to be a highlight of the tour. A light buffet dinner will be served tonight in the main house, known in Finland as a Kammi.

**Meals Included: Breakfast & dinner**

*Overnight: Golden Crown Levin Iglut  
Room Category: Glass Igloo*

*OPTIONAL EXCURSIONS: Please refer to separate page for additional costs and details*

- 9A - Reindeer Safari (9:30am – 11:30am)
- 9B - White Silence on Snowshoes (10am – Noon)

## Day 11: Thursday 4 February 2016 LEVI – ROVANIEMI

This morning we depart Levi and transfer to Rovaniemi for a 2 night stop. In the afternoon we travel to the Arctic Circle for a visit to the enchanting Santa's Village before returning to Rovaniemi.

**Meals Included: Breakfast**

*Overnight: City Hotel (or similar)  
Room Category: Standard*

*OPTIONAL EXCURSIONS: Please refer to separate page for additional costs and details*

- 10A - Aurora Borealis Safari by Snowmobile (6pm – 9pm)
- 10B - Reindeer Safari (6:30pm – 9pm)

## Day 12: Friday 5 February 2016 ROVANIEMI

Today is free to explore the small city of Rovaniemi on your own, or participate in one of the optional excursions below.

**Meals Included: Breakfast & dinner**

*Overnight: City Hotel (or similar)  
Room Category: Standard*

*OPTIONAL EXCURSIONS: Please refer to separate page for additional costs and details*

- 11A - Husky Safari (9:15am – 11:45am or 1:15pm - 3:45pm)
- 11B - Fishing Experience by Snowmobile (9:30am – 1pm)
- 11C - Snowmobile Safari to Wilderness (2pm – 4pm)
- 11D - Reindeer Safari (2pm – 4:30pm)
- 11E - Aurora Borealis Adventure (9pm – 1am)



## Day 13: Saturday 6 February 2016 ROVANIEMI – HELSINKI

Transfer to the station this morning and catch the train to the Finnish Capital, Helsinki. Stroll across the road to the hotel on arrival.

**Meals Included: Breakfast**

*Overnight: Sokos Hotel Vaakuna (or similar)  
Room Category: Standard*

## Day 14: Sunday 7 February 2016 HELSINKI – DAY EXCURSION TO TALLINN (Estonia)

Today we have an excursion to the medieval town of Tallinn in Estonia. Take the ferry across to Tallinn to enjoy a combined bus and walking tour of the most interesting parts of the city. Stops will include the baroque Kadriorg Park, Song Festival Grounds and the seaside district of Pirita. Walk through the winding, cobble stoned streets of the Old Town, cross Toompea Hill, before continuing to the Palace of Toompea that today houses the Estonian Parliament Riigikogu. Visit Aleksander Nevskij Cathedral and the Dome Church. There will be time at leisure in Tallinn before boarding your ferry to return to Helsinki. We will farewell the tour tonight with dinner at a local restaurant in Helsinki.

**Meals Included: Breakfast & dinner**

*Overnight: Sokos Hotel Vaakuna (or similar)  
Room Category: Standard*

## Day 15: Monday 8 February 2016 DEPART HELSINKI

Our tour ends after breakfast at the hotel - no transfers have been included but we can offer these at an additional cost.

**Meals Included: Breakfast**

### PRICE

**N Cabin on cruise**

**AU\$6,340** per person twin share\*

**AU\$8,395** per person single\*

**P Cabin on Cruise**

**AU\$6,420** per person twin share\*

**AU\$8,520** per person single\*

**U Cabin on Cruise**

**AU\$6,540** per person twin share\*

(Single not available)

### INCLUSIONS

- Transport in first class coaches as per the above itinerary
- All road tolls, tunnel & bridge fees as per itinerary
- Train from Rovaniemi to Helsinki including seat reservation
- Tour guide for the duration of the tour (25 January – 8 February)
- 8 night's accommodation in 4 star hotels as indicated above, or similar
- Breakfast daily
- 1 light lunch
- 5 dinners based on buffet or 3 course dinners
- 6 night Hurtigruten Coastal Voyage in outside twin cabin (departing 26 Jan on M/S Trollfjord) including cabin assignment fee, fuel surcharges and meals on full board basis on the cruise
- Sightseeing with local English speaking guides and entrance fees as indicated in the itinerary
- Vat, all service charges and reservation charges
- Porter service where possible at hotels

### EXCLUSIONS

- Any service not specifically mentioned in "package cost includes" or the itinerary
- Arrival and departure transfers
- Tips and gratuities
- Optional excursions
- Additional fees & entrances for optional excursions
- Meals & beverages other than those specifically mentioned
- Porter service at Igloo's, Bergen & Kirkenes ports
- Items of a personal nature (laundry, mini bar, room extras etc.)



**N cabin (Pictured) – approx. 7 – 13 m2**

Outside cabin with facilities. Separate beds, one bed can be turned into a sofa. Located on middle and lower decks of the ship.

**P cabin – approx. 7 – 13 m2**

Outside cabin with facilities. Separate beds, one bed can be turned into a sofa. Located on upper and middle decks of the ship.

**U cabin – approx. 7 – 13 m2**

Outside cabin with facilities. Separate beds, one bed can be turned into a sofa. Located on Upper decks of the ship.





Old Town, Helsinki

## OPTIONAL EXCURSIONS

Shore and land excursions are usually available to be booked locally onboard the cruise or at hotels and are subject to availability. We strongly recommend booking excursions in advance to avoid disappointment. Prices are per person.

### DAY 3: WEDNESDAY 27 JANUARY ÅLESUND

#### 2C - Art Nouveau Walk (12:30pm – 2:30pm)

Ålesund, a town renowned across the world for its beautiful Art Nouveau architecture was rebuilt after a disastrous fire in 1904, the town was recreated to reflect trend of the age. This fascinating guided tour brings the town, its history and the symbolism of its architecture to life. A visit to the Art Nouveau Centre is included.

##### Level 2

*Clothes/Footwear: Comfortable shoes  
Not suitable for people with impaired mobility*

Price: \$70

#### 2D - Atlanterhavsparken Aquarium & Mount Aksla (12:30pm – 2:30pm)

Atlanterhavsparken is one of Northern Europe's largest salt-water aquariums. It offers close encounters with some of the marine life found around the coastal waters of Norway. Visiting have chance to see the diving show. After the visit continue to the top of Aksla where you can admire the view of Ålesund below.

##### Level 2

*Transportation: Coach  
Clothes/Footwear: Comfortable shoes  
Not suitable for people with impaired mobility*

Price: \$105

### DAY 4: THURSDAY 28 JANUARY TRONDHEIM

#### 3B - Trondheim with Nidaros Cathedral (8:45am – 10:45am)

A former capital and Norway's third largest city; learn about the city's many features on a bus tour through Trondheim's streets and boroughs, including a short stop at Utsikten (The View) to admire the city from a high elevation. We continue to the impressive Nidaros Cathedral.

##### Level 1

*Transportation: Coach  
Clothes / Footwear: Comfortable shoes  
Photography is not allowed inside Nidaros Cathedral*

Price: \$100

#### 3F - Trondheim Winter Games (8:30am – 11am)

Visit the Sverresborg Trøndelag Folk Museum where you can try skiing, sledding and tobogganing, and also see the skiing exhibition and some houses from the old town in Trondheim which are exhibited there.

##### Level 3

*Transportation: Coach  
Meals on the trip: Chocolate and lemonade  
Clothes/footwear: Warm sturdy shoes and warm clothes for outdoor activities. We recommend good gloves.*

Price: \$55

### DAY 5: FRIDAY 29 JANUARY ARCTIC CIRCLE & LOFOTEN ISLANDS

#### 4E - Lofotr Viking Museum & Feast (7pm – 9:50pm)

At the Lofotr Viking Museum the largest Viking building ever found has been recreated. The chieftain and the lady of the house invite you to join them for a real Viking feast in the banquet hall. Experience the magic and excitement as they make sacrifices to the Gods, praying that the sun will return to avoid Ragnarok.

##### Level 1

*Transportation: Coach  
Meals on the trip: Dinner (a feast as served in Viking ages), mead  
Clothes/Footwear: Comfortable shoes/warm clothing  
Bonfire inside the Viking building*

Price: \$215

### DAY 6: SATURDAY 30 JANUARY TROMSØ

#### 5A - Arctic Capital Tromsø (2:45pm – 5:15pm)

Explore the gateway to the Arctic on this tour which takes in the modernistic Arctic Cathedral, where the eastern wall is a fabulous stained glass window. Visit Polaria, an interpretive centre about the Arctic.

##### Level 1

*Transportation: Coach*

Price: \$125

#### 5D - Polar History Walk (2:45pm – 5:30pm)

Guided walking tour of Tromsø highlighting the town and its vital links with polar exploration. Visit the fascinating Polar Museum and 'Olhallen', Tromsø's oldest pub, where you can meet the locals and taste the brew from the world's northern most brewery.

##### Level 2

*Meals on the trip: 1 beer/ mineral water  
We recommend spikes & reflector. (May be purchased in the shop on board)*

Price: \$100

### DAY 7: SUNDAY 31 JANUARY THE NORTH CAPE

#### 6A - The North Cape (11:30am – 2:30pm)

Enjoy the magnificent sub-Arctic landscape as you cross the 71st parallel on your journey towards the North Cape, the northernmost point of the continent. Visit the North Cape Hall where you can see an impressive 180° panoramic film about Finnmark and the North Cape.

##### Level 1

*Transportation: Coach  
Wear warm and windproof clothing*

Price: \$255

### DAY 8: MONDAY 1 FEBRUARY SAARISELKA

#### 7A - Aurora Borealis Safari by Snowmobiles (6pm – 10pm)

Experience an exotic Arctic evening by driving through snow-covered forests and over treeless fells to an Igloo site. During the trip your guide will build an open fire and you can enjoy a snack by the flames.

##### Level 3

*Transportation: Coach/Snowmobile  
Clothes/Footwear: Warm clothing/strong shoes (special clothing is provided)  
Bring drivers license if you wish to drive a snowmobile  
Subject to weather/snow conditions*

Price: \$215

Solo Driving Additional Cost: Price: \$70

#### 7B - Aurora Borealis Adventure (8pm – 11pm)

Head to the Igloo site by minibus where you can roam the forest around the igloo. During the trip your guide will build an open fire and you can enjoy a snack by the flames.

##### Level 1

*Transportation: Coach  
Clothes/Footwear: Warm clothing/strong shoes  
Subject to weather/snow conditions*

Price: \$125

### DAY 9: TUESDAY 2 FEBRUARY SAARISELKA

#### 8A - Aurora Borealis Walk on Snowshoes (7pm – 9pm)

Capture the true feeling of a winter night in the northern woods. While walking on the snow, you experience the light of the moon and stars cast enchanting shadows through the snowfields. Have a break and enjoy some warm berry juice while the only sound you hear is the night sounds of the forest and fells. This safari is not suitable for children under 12 years.

##### Level 3

*Clothes/Footwear: Warm clothing/strong shoes.  
Subject to weather/snow conditions*

Price: \$90

Please use the following guide to fitness to determine the suitability of the tour concerned.

**Level 1** – Suitable for everyone

**Level 2** – Suitable for some guests, requires some physical effort

**Level 3** – Suitable for guests in good physical condition



Dog Sledding

## DAY 10: WEDNESDAY 3 FEBRUARY SAARISELKA

### 9A - Reindeer Safari (9:30am – 11:30am)

In olden times the only means of winter transportation for the people of Lapland was on sleighs pulled by reindeer. You will experience this traditional, peaceful way of moving through snowscapes where the only sound you'll hear is the light ringing of reindeer bells. Coffee will be served before you transfer back to Saariselka by minibus.

#### Level 1

*Clothes/Footwear: Warm clothing/strong shoes.  
Subject to weather/snow conditions*

**Price: \$165**

### 9B - White Silence on Snowshoes (10am - Noon)

As you wander the fells you walk on both marked tracks and in the deep snow. You might find tracks of rabbits, foxes, snow grouses and squirrels if you are lucky! Take a break for photos and hot berry juice on the way.

#### Level 3

*Clothes/Footwear: Warm clothing/strong shoes.  
Subject to weather/snow conditions*

**Price: \$95**

## DAY 11: THURSDAY 4 FEBRUARY ROVANIEMI

### 10A - Aurora Borealis Safari by Snowmobile (6pm – 9pm)

Experience the Arctic night by driving through the snow-covered forest and frozen river. With a little luck, you have the bright sky, moon and the stars, maybe even the Aurora Borealis – Northern Lights – showing you the way. Sip warm beverages and snack by the campfire and learn more about the Northern Lights and Lapland.

#### Level 3

*Transportation: Snowmobile  
Clothes/Footwear: Warm clothing, good shoes  
(special clothing is provided)  
Bring drivers license if you want to drive a snowmobile  
Subject to weather/snow conditions*

**Price: \$185**

Solo Driving Additional Cost: **Price: \$70**

### 10B - Reindeer Safari (6:30pm - 9pm)

This traditional way of travelling through snowy forests is a unique experience. Enjoy a hot cup of coffee with a bun around a campfire and learn about the life of reindeer herders.

#### Level 1

*Clothes/Footwear: Warm clothing/strong shoes  
Subject to weather/snow conditions*

**Price: \$190**

## DAY 12: FRIDAY 5 FEBRUARY ROVANIEMI

### 11A - Husky Safari (9:15am - 11:45am or 1:15pm - 3:45pm)

After a short drive from town, we'll arrive at a husky ranch, where these friendly dogs will bark an enthusiastic welcome to you. Before departing on the safari, you will be given instruction on how to control the sleds, which you will ride in pairs. Enjoy some hot berry juice by an open fire and chat with the head musher about these amazing northern animals once you return to the ranch.

#### Level 3

*Clothes/Footwear: Warm clothing, good shoes  
(special clothing is provided)  
Subject to weather/snow conditions*

**Price: \$230**

### 11B - Fishing Experience by Snowmobile (9:30am - 1pm)

We head north on a snowmobile trail that takes you along the frozen River Ounasjoki and through snowy forests up into the hills, where you can admire the beautiful surrounding countryside of Lapland. Follow the trail through white, snow-covered fields to arrive at a small wilderness lake. The silence will envelop you as you prepare to go fishing. Try your hand at traditional ice fishing and fry your catch over a campfire. Afterwards, return to town for a well-earned rest.

#### Level 3

*Transportation: Snowmobile  
Clothes/Footwear: Warm clothing, good shoes  
(special clothing is provided)  
Bring drivers license if you want to drive a snowmobile  
Subject to weather/snow conditions*

**Price: \$185**

Solo Driving Additional Cost: **Price: \$70**

### 11C - Snowmobile Safari to Wilderness (2pm - 4pm)

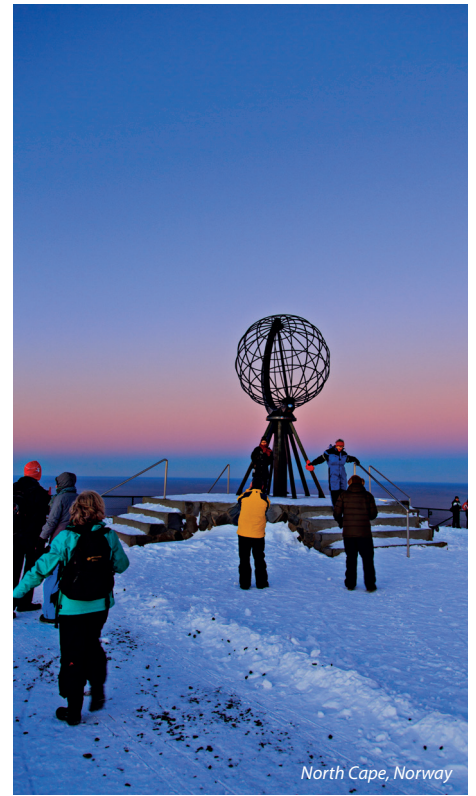
The best way to get to the heart of nature and back. During this fun safari, you'll learn how to snowmobile along frozen rivers and through forests covered with snow. Enjoy the beautiful views of the river valley from the hilltops. A break with hot beverages will keep your motor running.

#### Level 3

*Transportation: Snowmobile  
Clothes/Footwear: Warm clothing, good shoes  
(special clothing is provided)  
Bring drivers license if you want to drive a snowmobile  
Subject to weather/snow conditions*

**Price: \$145**

Solo Driving Additional Cost: **Price: \$70**



North Cape, Norway

### 11D - Reindeer Safari (2pm - 4:30pm)

This traditional way of travelling through snowy forests is a unique experience. Enjoy a hot cup of coffee with a bun around a campfire and learn about the life of reindeer herders.

#### Level 1

*Transportation: Coach/reindeer  
Clothes/Footwear: Warm clothing/strong shoes  
Subject to weather/snow conditions*

**Price: \$190**

### 11E - Aurora Borealis Adventure (9pm - 1am)

Step out of your vehicle in the middle of nowhere and walk down to a frozen river. While observing nature's own theatrical performance we fry sausages surrounded by the aroma of the fire. Before returning to civilisation, we drop by a cosy old building to be warmly welcomed by the hosts who will take you into the past and show you around their dwelling.

#### Level 2

*Transportation: Coach (50kms each way)  
Clothes/Footwear: Warm clothing/strong shoes  
(special clothing is provided)  
Subject to weather/snow conditions*

**Price: \$155**

## CONDITIONS:

All snowmobile safaris include thermal outfit, guide services in English, each snowmobile shared by two guests taking turns in driving. The driver of a snowmobile has to be at least 18 years of age with a valid driver's licence. Solo driving is possible where a single supplement has been stated. All other snowmobile excursions you will be sharing with another traveller where there is no supplement mentioned.

 **Follow  
Bentours**





## TERMS & CONDITIONS

**Please read this information carefully as payment of your deposit will constitute your agreement to all terms and conditions set out below.**

Tempo Holidays Pty Ltd trading as Bentours (referred to as the Company in this document), acts as the exclusive travel agent for reservations on this tour. The company is a licensed Travel Agent. The Company is also a member of the Australian Federation of Travel Agents (AFTA), and the Council of Australian Tour Operators (CATO).

### VALIDITY & PRICING

The brochure is valid for the dates shown. All prices are quoted in Australian dollars (A\$) and are current at the time of publication, (5 June 2015). The Company reserves the right to amend prices if the cost of services increases by 2.5% or more. Increases may be incurred through alterations in exchange rates, rises in tariffs applicable to the date of travel, airfares, fuel surcharges, taxes, or other price rises beyond the control of the Company. The current price will be advised on our invoice and revised on further invoices should prices change. No representation is made to imply that identical, or similar product may, or may not, be obtained at a lower price. Receipt of your payment signifies the acceptance of the costs of services provided on your invoice, E&OE\* accepted.

### TOUR OPERATION AND BOOKING INFORMATION

This tour is operated by Tempo Holidays Pty Ltd trading as Bentours. A representative will be appointed by The Company to travel with the group from Bergen to Helsinki. The tour will operate subject to the participation of a minimum number of passengers. Passengers will be notified at least 100 days prior to the scheduled departure date should a decision be made to cancel the tour on this basis. Should the tour be cancelled, the full cost of land arrangements paid to The Company will be refunded. However, The Company will not accept liability to provide refunds on other services which may or may not have been intended to be used in association with this tour, regardless of whether these services have been purchased through The Company or elsewhere. Examples of these services include (but are not limited to), domestic or international airfares, additional accommodation, transfers and tours.

### ACCOMMODATION STANDARDS

Hotels are generally selected for location, facilities and value. Classifications are based on assessments provided by local tourist authorities in the countries concerned and reflect the type of facilities offered, rather than denoting a style of hotel. Photographs are intended to give a general impression only. Room or cabin layouts and views may vary. City maps are only a guide to the location of the hotel. Hotel Facilities: The mention of facilities such as parking, gyms, saunas etc does not imply that the use of these is free. Where charges apply, they will be payable locally (unless otherwise specified). Tea and coffee making facilities in rooms are the exception rather than the rule. Swimming pools, heating and air-conditioning are not necessarily available all year round. Hotel Bedding Configuration: Prices are generally based on standard twin share accommodation. Requests for specific bedding types must be made at the time of booking, but are not guaranteed. Double rooms may have either twin or double beds. It is common practice to link two single beds together to use as a double bed. Single rooms are often smaller than other rooms and may contain a single bed. Cabins: The published tour price is based on Outside N category cabins as mentioned in the itinerary. Other cabin categories may be available at different prices. The configuration of the cabin is as described in the brochure and may differ from the illustration. Other cabin categories may have different configurations. Please note that we are unable to guarantee particular cabin numbers or deck locations, as cabin assignments are made at the discretion of the cruise company.

### SPECIAL REQUIREMENTS

No special provision is made for travellers with physical or mental disabilities. We will be pleased to request special dietary requirements, however we make no guarantee that these will be provided. Some accommodation and sightseeing may involve walking or climbing stairs.

### PASSENGER PARTICIPATION

The Company or its agents reserve the right to refuse a reservation, or to exclude a passenger from a service whose socially unacceptable behaviour or medical condition is likely to effect the smooth operation of a service, or adversely affect the safety or enjoyment of other passengers. Any decision to refuse carriage, or exclude any person on these grounds will be made without recourse, refund or compensation.

### VARIATION AND CANCELLATIONS

Product descriptions were correct at the time of publication. The company and its agents reserve the right to cancel or modify services due to events beyond our control including a lack of sufficient participants, or adverse weather conditions. Where cancellations occur The Company's liability is limited to the services to be provided in the context of this itinerary only, as defined under Tour Operations and Booking Information (above).

### OPTIONAL TOURS

We are pleased to offer a range of optional tours which may be purchased in association with this tour at additional charges. It is recommended that these tours are booked through us in advance of travel. It may also be possible to book optional tours with the supplier concerned up until close to the departure time. However, it should be noted that some tours have limited availability and may not be available at short notice. All optional tours are subject to confirmation. Payment terms for optional tours are in line with those for the main tour. Optional tours are subject to 100% cancellation fee once payment has been made.

## PAYMENT TERMS

### STANDARD DEPOSIT

A deposit of \$750.00 per person, is required within 7 days of making the booking, to secure your reservation, irrespective of the status of the booking. Failure to pay the deposit on time may result in your booking being cancelled.

### ADDITIONAL CHARGES

Any reservation that has to be rebooked due to expiry of the booking through non payment of a deposit will be subject to an amendment fee of \$33 in addition to immediate payment of the deposit. If we are unable to confirm the initial booking the deposit will be refunded in full. You will be notified at the time of booking if any additional deposit requirements apply.

### FINAL PAYMENT

Final payment is due 100 days prior to tour departure. Exceptions to this are bookings made less than 100 days prior to tour departure where full payment is required immediately. If you fail to meet payment conditions The Company reserves the right to cancel the booking and apply the appropriate cancellation charges.

### AIRFARES

Airfares are not included in the cost of this tour, and will be subject to their own rules and conditions of carriage. In some cases air tickets may attract 100% cancellation charges if they are amended or cancelled after issue.

### AMENDMENTS

Except as stated below, no fee will be charged for the first amendment or to extend an existing booking. For second and subsequent alterations, excluding extensions or additions, a fee of A\$33 per booking applies. A proposed amendment or name change may be treated as a cancellation. Any additional charges applied by suppliers are payable by you.

### ADDITIONAL CHARGES

Document Re-issue Fee: A\$66 for any amendment made which necessitates re-issue of documents. This may be in addition to any other amendment fee charged by our suppliers.

Credit Card Payment: A fee of 2% will be charged on the value of the amount being charged to all credit card payments and will be added to the amount being paid.

Courier Fee: Where vouchers, tickets and travel documents are sent via specialist courier this cost will be charged to your booking.

### INVOICE ERRORS OR OMISSIONS (E&OE\*)

We reserve the right to correct any errors in rates quoted or calculated for any service, notwithstanding that the invoice may have been paid in full. All confirmed bookings are issued with an invoice detailing the services booked. If any service is still on request this will be indicated on the invoice. It is the responsibility of the travel agent to ensure all invoice details are correct and the client acknowledges all cancellation conditions.

### DOCUMENTATION

Travel documentation will normally be issued two weeks prior to departure. Documentation will not be issued until we are in receipt of full payment. Issuance of documentation does not absolve responsibility for any outstanding payments due.

## CANCELLATIONS

All cancellations must be made in writing through The Company. No responsibility is taken for cancellations of hotel bookings or other services made directly by the client or the client's travel agent with the service provider, regardless of whether written proof is given.

### PARTIAL CANCELLATION

Cancellation of confirmed services forming part of an existing booking will incur cancellation fees as listed below.

### CANCELLATION FEES

Our standard schedule of cancellation fees is as follows. The departure date refers to the departure date of the tour from the first service provided in Bergen:

- 100 days + prior to departure: forfeiture of deposit.
  - Inside 100 days: 100% of total tour cost.
- If you fail to check-in at your designated hotel as confirmed, 100% No Show Fee will be charged.

## REFUNDS

No refund will be given for any service which is not used by you due to late arrival, early departure, or by choice. This includes the failure of any transportation to operate as scheduled. The Company does not authorise any supplier to promise refunds on its behalf.

### TRAVEL INSURANCE

Travel insurance is not included in our prices. We strongly recommend that you purchase travel insurance from your travel agent at the time of booking to cover yourself against loss of monies paid in the event of cancellation due to illness or other unforeseen circumstances; as well as for medical expenses, loss of luggage and other expenses incurred while travelling.

### LOCAL REPRESENTATIVES

Contact details of our local representatives are included in documentation. Please do not hesitate to contact local representatives or our tour escort for any assistance with difficulties or changes. If you need to alter your arrangements once overseas or to add services to your booking you may do this through our local representative. Any additional costs incurred therein must be paid directly. We cannot be held responsible for any subsequent complaint with arrangements booked directly with a supplier abroad. Cancellations of confirmed services must be notified through The Company even if you have advised the local representative. The Company does not authorise the employees of any overseas supplier to promise refunds to clients.

### CONSUMER CLAIMS

We endeavour to ensure that all your arrangements proceed smoothly. However, should a problem occur during your travels it is essential and most practical to try to resolve it locally with the service provider. If you are unable to resolve the matter, it should be referred to our local representative immediately. If this is not possible The Company should be informed immediately. If you are unhappy with your hotel room please inform the duty manager so the situation may be rectified on the spot. If you fail to take these steps any claim to compensation may be reduced or denied. If you have an unresolved complaint this should be put to us in writing detailing the efforts that were made with the local operator to resolve the issue. Please send this with supporting documentation, via your travel agent, within 30 days of the date of the service. No claim made after this period will be considered.

### TIPPING

Our prices do not include tipping to tour guides, drivers, and hotel portage. This is a discretionary gesture and should only be provided when exceptional or better than average service is provided.

### OVERBOOKING

Overbooking is common practice among airlines and hotels. Client/s accept that any claim arising from overbooking may only be made against the airline or hotel concerned. Without prejudice to the foregoing, The Company will take every possible action to protect the Client's interest should overbooking occur.

### THE COMPANY

"The Company" means Tempo Holidays Pty Ltd trading as Bentours. ABN 51007331213.

### BROCHURE CONTENT

Every effort has been made to ensure that the brochure is accurate at the time of publication. The Company shall not be liable for any injury, damage or loss caused by any unintended inaccuracy. If for reasons beyond The Company's control, and if The Company determines in the interest of safety and security or for operational reasons to change your package arrangements, modify or cancel scheduled services and/or accommodation, either in whole or in part we reserve the right to do so, and will endeavour to provide alternative arrangements of the same standard as that originally booked.

### COSTS NOT INCLUDED IN PRICES SHOWN

Airfares and airport departure taxes, unless otherwise stated, visa and passport costs, travel insurance, vaccination and medical expenses, excess baggage, local government taxes and charges such as bed tax and city tax, laundry, postage, phone calls, fax/email charges, beverages, items of a personal nature, tips and meals not mentioned on itinerary.

### COMPANY RESPONSIBILITY

The Company is not itself a carrier or hotelier, nor do we own aircraft, hotels, coaches or cruise vessels. The services that The Company supplies consist of arranging and coordinating accommodation, tours, cruises and transfers, making bookings and issuing vouchers to be redeemed by suppliers. We exercise every care in the selection of reputable airlines, tour operators, coach operators, hotels and other suppliers of the various travel services used in these tours. It is important to note, therefore, that all bookings with The Company are subject to the terms and conditions and limitations of liability imposed by airlines, coach operators, hoteliers, and other service providers including but not limited to shipping, rail, car hire and restaurant operators, whose services we utilise, some of which limit or exclude liability in respect of death, personal injury, delay and loss or damage of baggage.

We always do our best to ensure that your holiday arrangements are satisfactory, and we accept liability for, but only to the extent of, any loss or damage sustained by you as the result of our negligence, or that of our employees or agents. However The Company does not accept any liability of whatever nature for the acts, omissions or default whether negligent or otherwise, of those airlines, coach operators, shipping and cruise companies, hoteliers or other persons providing services in connection with your tour arrangements pursuant to a contract between themselves and yourself (which may be evidenced in writing by the issue of a ticket, voucher, coupon or the like) and over which The Company has no direct and exclusive control.

The Company does not accept responsibility in contract or in tort (actionable wrong) for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by force majeure or other events which is beyond its control, or which are not preventable by reasonable diligence on the part of The Company, including but not limited to war, civil disturbance, fire, flood, unusually severe weather, acts of God, acts of Government or any other authorities, accidents to, or failure of machinery or equipment, or industrial action (whether or not involving our employees and even though such actions may be settled by acceding to the demands of a labour group).

### CLIENTS' RESPONSIBILITY

You should familiarise yourself with any health, passport or visa requirements that may be applicable in the areas that you intend visiting. You shall be responsible for all entry, exit, health and other documents required by law, regulations, orders, demands or requirements of the countries visited or transited. We will not accept liability for any loss or expense due to your failure to comply. You will be liable for any additional costs incurred (whether by the client or by The Company on the client's behalf), as a result of failure to comply with such requirements. You accept that you may be travelling through areas of political or climatic instability, high altitude and remote areas without proper medical services, and accept the associated risks. It is your duty to inform us of any circumstances of which we should be aware, such as medical conditions and other facts which could impact on the smooth running of your travel arrangements. The making of a booking constitutes your acceptance of all booking terms and conditions as described herein and forms the basis of your contract with The Company.



**Tempo Holidays Pty Ltd**  
trading as **Bentours International**  
72 Market Street, South Melbourne,  
VIC 3205, AUSTRALIA  
**Tel:** 1800 221 712  
**Fax:** +61 (0) 3 9699 3190  
**Email:** enquiry@bentours.com.au