ACTIVITIES ABROAD

Jeris Family Winter Cottage Adventure

HOLIDAY TYPE: Small Group
VISITING: Finland

BROCHURE CODE: 1108
DURATION: 7 nights

In Brief

This family holiday puts together a range of exceptional Finnish experiences: awesome snow-based activities, comfy winter cottages and stunning landscapes combine for a wonderful family adventure. You will go on husky and snowmobile safaris, visit Torassieppi Winter Village and watch out for the Northern Lights.

Our Opinion

"It might be clichéd to say that the best things come in threes, but it's definitely the case when it comes to this Jeris holiday. There are several trios in this trip which make it all the more special: activities, winter cottage, and spa pools...husky, snowmobile, and reindeer safaris… snowshoeing, ice fishing and Northern Lights!"

Graham Hughes

The Specifics

Holiday group size (approximate)

This holiday requires a minimum of 2 people to run, however, on some dates we require a minimum of 10 people for our flight allocation. Maximum 22 people (approximately). Please speak to our Travel Experts for further information.

Group Size

We always try to provide an approximation of the group size you can expect to be with for the duration of each of our holidays. It may be that you are joined by others for parts of your holiday (such as transfers and particular activities) but the above number reflects those you can normally expect to be with from beginning to end. If group size is something which is particularly important to you, please speak to our Travel Experts and they can suggest the best holidays for you.

Tailor-made holiday group sizes will vary for all activities as will the group size for any additional activities you book.

Minimum numbers required for a holiday to operate

Some of our holidays require a minimum number of participants to operate (as listed in the ‘Group Size’ section). If your holiday departure has not yet reached the minimum number, you will be told at the time of booking. In the unlikely event that your chosen date is not guaranteed by nine weeks before your scheduled departure date, we will contact you to discuss the available options as per our booking conditions.

Minimum and maximum age

The minimum age for this holiday can be found in the ‘Key Facts’ section of the holiday overview.

Younger family members may be able to participate but may not be able to take part in all activities. Please contact one of our Travel Experts if you have any questions.

Itinerary amendments

The order of activities listed in this agenda is provided for guidance only, your final and detailed itinerary will be provided either with your final travel documents (which are uploaded into your online account around a week prior to departure) or upon arrival.

Guides & Safety

When partaking in any activity, it is imperative that everyone in your group listens very closely to the instructions provided by the guide and that they are abided by at all times. Our guides are experts in their field and no one knows the environment better than these highly knowledgeable and experienced providers.

Prior to starting any activity, please make it clear to your guide if there is any element of the safety briefing you are unsure of or would like to clarify before you set off.

Our guides will always take local conditions into account when considering whether an activity can go ahead. This is, in part, why your itinerary is subject to change at short notice. This rarely happens, however, if it does, we will always endeavour to reschedule the activity for later in your holiday. If this is not possible then the cost of the activity will be refunded to you when you return home.

Our guides' word on activities is always final and your safety is their principal concern at all times; please respect their decisions. By following their instructions, your safety and enjoyment during each activity will be greatly enhanced.

NB: In order to participate in our holidays, all guests must be able to understand instructions given in English. These instructions may be delivered verbally or in writing and will include vital safety information and ongoing instruction during activities

Pregnancy

If you are pregnant at the time of booking your holiday or you discover you are pregnant prior to your departure, firstly – congratulations! Secondly – please tell us as soon as possible. This situation does frequently arise and we are able to advise you both from our own first-hand experience and from discussing this at length with our expert local partners who have experience in this area. The more notice you can give us the better, in order to suggest any adaptions to the itinerary you have booked which will reduce the risk to both mother and baby. Please contact our customer service team at info @ activitiesabroad. com for more information.

Experience and Fitness

Most of the activities we offer have been designed for beginners who have no prior experience and are of all age ranges and fitness levels. Our guides provide expert advice, tuition and instructions prior to any activity going ahead. Activities are designed to be

enjoyed and not endured, but some, do require a more basic level of fitness than others. If you have any questions, then please contact one of our Travel Experts who can provide first-hand advice.

The only holidays which are not as suitable for complete beginners are the multi-night safaris which involve several days in wilderness cabins travelling by either snowmobile or husky safari. Again, this all depends on the individual taking part, but some prior experience and understanding of these types of activities can be very helpful and a greater level of fitness is recommended.

Financial Protection

We know that your holiday will be one of the most important investments you make in a year and we understand how important it is for you to know that you are financially protected and that your money is secure. Alongside our ATOL financial protection (ATOL 6865) you may book with confidence as we are a fully bonded member of ABTA (ABTA number Y6261). This means that you have the benefit of ABTA's code of conduct and your money is fully protected regardless of whether we are arranging your flights for you or not. We also offer our clients our ‘Peace of Mind Promise’ to really put your mind at ease. Please see the following link for full details: https://www.activitiesabroad.com/about-us/financial-protection

Responsible Travel

Responsible Travel is at the heart of our business and our approach is based on ensuring that our holidays are environmentally, socially and economically responsible. We work in some of the most pristine environments in the world and with suppliers who we class as friends; protecting and providing for both is central to our ethos. Full details of our Responsible Travel Policy can be found on our website.

Parental Supervision

Our family holidays are designed to be just that, family holidays. During activities, our guides are there to provide advice, tuition and supervision but we must stress that you are responsible for the child or children in your care. We do not employ qualified childminders and you should not put our guides or other group members in a position where they are responsible for the care of your child or children.

Money and tipping

At your discretion, you may wish to tip your guides at the end of your stay as a gesture of appreciation for their efforts during your holiday.

Travelling overseas with children

The Foreign Office has advice for travelling overseas with children which can be found by clicking here.

To minimize any potential issues at the border entry point for a country if both parents of a child entering the country are not going to be present then we would strongly recommend having a written statement from the absent parent(s) stating that they are in full knowledge and support of the visit and a contact number should they wish to verify the document is genuine.

Whilst it is unlikely you would need to produce such a document if it is requested and evidence cannot be produced this may delay your entry into the country and cause further complications which can be easily avoided.

Medical History and Advice

We want our holidays to be accessible as they can be and will do our best to accommodate any special requests and requirements where possible. We have a wide range of holidays and destinations and so our travel experts will help find the best holiday for you.

In order to give us the best possible chance to do this we ask that if you or any member of your party has any medical condition or disability which may affect your holiday or has any special requirements, that you tell us at the time of enquiry or booking. You must also promptly advise us if any medical condition or disability which may affect your holiday develops after your booking has been confirmed. You may need to provide a doctor's note and proof of insurance in some cases as the health and safety of our clients is absolutely paramount.

In providing this information you are allowing us to work with our expert local partners to ensure that your whole party can enjoy the holiday. By letting us know in advance we can discreetly work with you to adapt any part of the holiday which may potentially be challenging. Being able to prepare for this in advance makes an incredible difference to what we can offer and minimises any impact on your party and the rest of the group.

Unfortunately, if you choose not to share this information with us in advance then it may limit some or all of the itinerary you have booked, and we cannot be held accountable for any additional costs or missed activities resulting from this.

It is vitally important that you advise us prior to departure of any medical or dietary condition relating to any member of your party so that we may notify our local staff before you arrive. We recommend only drinking bottled water from bottles with unbroken seals and be vigilant about the use of ice in drinks and ice cream.

Insurance

Insurance is not included in your holiday, but it is a pre-requisite to travelling with us. You will need to ensure that you have cover for all the activities that you will be participating in during your holiday.

It is extremely important that you take out a suitable travel insurance policy at the time of booking. Plans do sometimes change, and you will need this policy should you need to cancel your holiday.

If you are struggling to find a suitable policy then details of our preferred provider, who will cover you for all the activities we offer, can be found on our website by clicking here. Please note that this policy is available to EU residents under the age of 75 only.

The UK Foreign Office Advice

Our clients' safety is at the centre of everything we do, and our operations team continually assesses and monitors the destinations we feature. We carry out thorough risk assessments and work closely with all of our suppliers to continually follow best practice. For up to date travel advice the UK government offers its Travel Aware website as well as the advice detailed below.

The Foreign and Commonwealth Office Advice

We receive all updates from the Foreign and Commonwealth Office (FCO) with regards to travel advice and we always ensure that we follow this advice in our operations. The FCO issues travel advisories for countries based on a very wide range of factors. They may provide notification about things as simple as a football match and crowds, or they may go so far as to advise against all travel to a region. We ask all our clients to refer to the relevant Travel Advice by Country for the destinations they are visiting in order to make an informed decision on the safety of the destination based on the details provided. It also provides vital information regarding entry requirements, embassy information, local laws and customs as well as specific safety and health. Guests should take responsibility for keeping themselves up to date with this advice. Please also ensure that, if you are transiting through another country, you have read the advice and meet the entry requirements for that destination too.

The FCO travel advice is applicable to British Passport Holders. Most governments will issue their own travel advice for a region and, if you are not a UK resident then you can find some helpful links below:

Australian Department of Foreign Affairs and Trade http://www.smartraveller.gov.au/

New Zealand Ministry of Foreign Affairs and Trade http://www.safetravel.govt.nz/

Canadian Consular Affairs Bureau http://voyage.gc.ca/

The U.S. Bureau of Consular Affairs http://travel.state.gov/content/travel/english.html

If the FCO deems that there is an unacceptable level of risk for UK citizens then, together with the government, they may issue an advisory against all travel to a region or country. If such an advisory is published, then we will act accordingly, and this may require the cancellation, curtailment or amendment of a holiday itinerary. These decisions are made on the basis of ensuring our clients' safety and will affect all clients on the holiday, regardless of their nationality.

If one of our local experts suggests an amendment due to a situation which develops locally then we may also take the decision to amend an itinerary appropriately.

If we have to cancel your holiday prior to departure you will be offered the option of an alternative trip (where any price difference will either be refunded to or covered by you) or a full refund of the monies paid.

If we have to curtail a holiday, then you will be refunded for any costs for the elements we have been unable to deliver, where we have been able to secure a refund from our suppliers. If we must reroute a holiday, then any basis for refund is determined on a case by case basis and dependent on whether the central holiday experience was provided or not.

Booking activities locally

Additional activities can be booked locally in almost all our destinations. However, as per our booking conditions, we cannot be held responsible for any injury or loss incurred through participation in activities which are booked at your destination outside of our holiday itinerary (see our 'Terms and Conditions' for further details).

When arranging any such activity please always ensure that safety is your primary concern.

In some of our destinations, you can borrow or hire equipment for use in your free time. You do so entirely at your own risk. You must ensure that you are correctly prepared, have the necessary equipment and knowledge (maps, etc.) and ensure that where applicable, you follow marked routes. We recommend discussing your plans with the local teams who will be able to advise on the most suitable options for you.

Always let the reception/guide know where you are planning to go and take a torch and mobile phone (with the hotel/guide's phone number stored). It is also a good idea to leave your contact number and the time you expect to return to the hotel should the hotel need to contact you.

Snowmobile Safety

If your holiday includes snowmobiling or the chance for you to add on this activity, then please read this important information.

Driving a snowmobile should be considered the same as driving a hire car. The owner of

the vehicle will have third-party motor liability cover in place which complies with the local legislation and extends to include hire and reward. If you (as the hirer of the snowmobile during any safari) injure someone or damage someone else's property (including another snowmobile), then the owner's third-party liability cover will cover such risks.

Any damage to the snowmobile you are riding will also be covered under the owner's motor insurance policy; however, you as the driver will have to cover the policy excess. In most cases, this will be somewhere between £500 - £1,500 (the equivalent in local currency) but it can vary.

To our knowledge (and we have searched extensively) there is no insurance policy that will cover you for this excess and it cannot be waived. In some cases, it may be possible to pay to lower this, but this is rare and always arranged locally. Ask the guides if you have any queries regarding the excess, etc.

Snowmobile accidents are rare, but the driver should take extra care throughout. You will, of course, be provided with a full briefing on how to use a snowmobile. However, if you are unsure of any instructions or any aspect of operating a snowmobile, then you must ask a guide for clarification immediately.

Whether you are driving or riding as a passenger, you must ensure that your travel insurance provides full cover for snowmobiling. This includes medical costs in the event you sustain an injury requiring medical treatment overseas. If you are a UK resident travelling in the EU, you should also ensure that you carry your EHIC card (European Health Insurance Card).

Drivers of snowmobiles should be in possession of a full driving licence. The minimum age for driving a snowmobile varies, but for insurance purposes, you generally need to be 18 years old to drive a snowmobile. You must ensure that anyone who may be required to drive a snowmobile takes a valid driving licence on holiday (either the old paper licence or the new photo card licence). This is not necessarily to show your instructors or guides, but for spot checks by police which occur regularly. There are strict rules governing snowmobiles and alcohol consumption and therefore alcohol should not be consumed at all before participating in a safari.

Children and snowmobiles

For safety reasons, children under the age of 16 will typically travel in a sledge pulled behind the guides' snowmobile on any snowmobile tours. From approximately 15 years onwards, children may be allowed to ride pillion on the back of a parent's snowmobile. The guide will make a decision on the day as to where each individual child shall travel, and this may depend on the child's height and the guide's confidence in their ability to travel safely as a pillion for the duration of any safari. The guide's decisions are final.

The driver of a snowmobile must be 18 years or over and have a valid driving licence. If an adult is unable to share a snowmobile with either a child or another adult in their party, they will be required to pay a single snowmobile supplement as all prices are based on two people sharing.

Brexit information for British Passport holders

We have no reason to believe that our holidays will be impacted after Brexit and so it is business as usual for us. The European Commission has stated that no aircraft will be grounded, even if no deal is reached between the EU and the UK.

However, the Foreign Office is advising people take the following steps so please review this information and take any necessary action.

The relevant points include:

- check your passport
- get travel insurance which covers your healthcare

If the UK leaves the EU with no deal, the rules for travel to most countries in Europe will change. If your adult passport was issued over 9 years ago, you may be affected. You should use this tool to check your passport is still valid for your trip before booking travel.

Adult and child passports should have at least 6 months' validity remaining on your date of travel. If you renewed your passport early, extra months would have been added to your new passport. Any extra months on an adult passport will not count towards the validity requirement, so some passport holders will need to have more than 6 months remaining in order to travel.

You will also need to double-check your **travel insurance** as after Brexit there is no guarantee your European Health Insurance Card (EHIC) will be accepted.

If you are unable to drive a snowmobile, then you may not be able to take part in a safari, however, you may be offered the chance to travel as a pillion passenger on another machine if you agree to do so. If this option is not available, then in some cases the guide may be able to arrange for a sled to be pulled for you behind their own machine.

Those under the age of 16 will normally travel in a sled pulled by the guide's snowmobile. If sleds are unavailable, as is the case with some safaris, older children may be able to ride as pillion passengers. Discretion may be applied in resort by our expert guides based on the individual child. Please note for Canada and the US different rules and regulations may apply.

Finland FAQs

Do we need visas to visit Finland?

If you are travelling from within the EU, no visa is required. For UK nationals, you are able to stay for up to three months without a visa but your passport must be valid for the duration of your stay. For anyone travelling on a non-British passport, it is your responsibility to ensure that you have all necessary visas, passport validity and

documents in place before you travel. Please contact your foreign office or the Finnish Embassy for details.

How do we get to Finland?

Most of our trips to Finland travel from London, via Helsinki, to airports within the northern part of the country that are closer to the destinations we use. Your waiting time in Helsinki will obviously vary depending on the available flight times. If you would like to stop over in Helsinki, we can arrange this for you, so please discuss this with us at the time of booking.

In some cases, you may fly to Finland via another Scandinavian country, depending on your flight route.

How expensive is Finland?

As with most Scandinavian countries, Finland is not the cheapest destination when it comes to buying items such as food and drink. This is why we try to keep it simple for you by including breakfast and evening meals, where possible. In the more remote destinations, we will also include lunches.

Our holidays aren't all-inclusive, so you'll need to pay for drinks and any extras at your destination. Rest assured that most places accept major credit cards if you want to buy any items while you are out there.

We also recommend taking some Euros with you, so that you can buy souvenirs of your holiday, as cashpoints are not readily available, especially in the more remote destinations.

What is the currency in Finland?

As part of the Euro Zone, Finland's currency is the Euro. Major credit cards are widely accepted in the destinations that we sell and they are often the simplest way to pay. If you want to buy souvenirs and local handicrafts, you may want to bring some cash with you, as cashpoints are not widely available.

What is the time difference between the UK and Finland?

During the winter, Finland is 2 hours ahead of Greenwich Mean Time (GMT). During Daylight Saving Time (DST), Finland is 3 hours ahead of GMT.

What is the food like?

We often find that Finnish food exceeds our customers' expectations. Lapland is filled with lakes that provide fresh fish throughout the year and reindeer are also a huge part of the Lappish lifestyle, which is why fish and reindeer will appear on most menus.

Berries collected during the summer months are stored for winter and often served as sides to a variety of dishes, which are well worth a taste and add great flavour.

Fish are caught throughout the year and ice fishing in the winter is one of the most popular Finnish activities, so perhaps you'll have a chance to taste some locally-caught delights and maybe even one of your own catches!

Although we understand that most people may not want to eat reindeer, the animals are lovingly cared for by their herders, who use the same methods that they have done for generations, producing a tasty meat that is well worth a try.

Some of our destinations have restaurants that are more renowned for their cuisine and others rely on fabulously simple home cooking using local ingredients. In remote areas, fresh fruit and vegetables are limited and so they may not form a major part of the menu. Either way, we find that the food is exactly what your family needs after a day of fun in the snow!

Please let us know if any of your family have any dietary requirements at the time of booking, so that our suppliers can accommodate them to the best of their ability.

If you decide to stop off in Helsinki, we would be more than happy to recommend some restaurants, as there are some great places to eat with the family.

How cold will it be?

The temperatures in Finland vary from south to north, but as the majority of our holidays to Finland are above the Arctic Circle, the information below is based on the average conditions in the Lappish town of Kittilä.

November through to February are the real winter months in Finnish Lapland. During this period, daytime temperatures average between -5°C and -15°C. In rare and extreme circumstances, temperatures can range from 3°C to -40°C in the winter storms. However, you don't need to be scared by these dramatic temperatures, as the cold is often drier in Finland and wind chill factors are much less of an issue than you find in other countries that experience a bitter, wet cold. These extremes are rare and beyond our control.

Before and during your activities, the guides will always change itineraries for safety reasons, especially if they are in anyway concerned that the conditions are not suitable and therefore not particularly enjoyable either!

Spring starts to come to Finland in the months of March and April and if you travel during

this time, the temperatures will be slightly warmer and the days will be longer with more sunshine all around. The snow remains on the ground until May and average temperatures will range between -4°C and 10°C during the day.

During the night, temperatures drop to an average of -21°C in January. However, wrapped up in your cosy winter clothing, your family will be well equipped for the conditions day or night, so that you can enjoy your winter holiday in comfort!

What kind of plug do I need in Finland?

Finland uses the Northern European two-pronged plug (type C), so you will need an adapter if travelling from the UK.

Do we need to tip?

Tipping isn't expected in Finland, as all prices and services are included in the price that you pay and it isn't necessary to add a further tip to this. If you want to tip for good service, then you are certainly welcome to do so, however, often a good way to show your appreciation for good service is to round up the total of your bill.

How dark will it be?

Daylight hours vary hugely in Finland.

From mid to late December through to early January, the sun will disappear below the horizon for a few weeks and the whole landscape will be illuminated in a mystical blue glow, which the locals refer to as 'blue light' or 'Kaamos'. The light is reflected by the thick layers of snow, creating a magical light across the landscape.

Generally, your activities will take place within this blue light, but in the months of December and January, the hours are more restricted, so you should be prepared for activities to take place in darker conditions, although this can add to the magic of the experience!

The darker months can also have an advantage over the lighter spring months, as you need dark skies for the Northern Lights to be visible, so you don't necessarily have to stay up as late to have a chance to see them!

The days get longer as the season progresses and from early January onwards, there are around four hours of daylight, which increases by roughly four hours a month as the season continues.

Finland FCO Advice

Below you will find the specific link for the current FCO advice for the country/countries that you are visiting which is applicable to British passport holders only. It is vital that you read this as early as possible as the content includes details on entry requirements, embassy information, local laws and customs as well as specific safety and health advice.

https://www.gov.uk/foreign-travel-advice/finland

Most governments will issue their own travel advice for a region and, if you are resident outside of the UK, then you can find some helpful links below:

Australian Department of Foreign Affairs and Trade http://www.smartraveller.gov.au/

New Zealand Ministry of Foreign Affairs and Trade http://www.safetravel.govt.nz/

Canadian Consular Affairs Bureau http://voyage.gc.ca/

The U.S. Bureau of Consular Affairs http://travel.state.gov/content/travel/english.html

Snow Holiday FAQs

How cold will it be?

On most of our winter holidays you will be provided with Arctic winter clothing for the duration of your stay (it will be mentioned in the 'What's Included' section) and it is always included for activities such as dog sledding and snowmobiling. This winter clothing is designed for the low Arctic winter temperatures and consists of either a one or two piece set of thermal overalls (imagine a duvet made into a suit), which will help to keep your family toasty during the holiday, as well as a pair of winter boots and normally some woolly socks to keep your toes nice and warm.

Our guides will also provide you with large mittens (which are much warmer than gloves with fingers) and in many cases hats are also available to borrow.

Along with the list of items that we mention on our packing list attached to each trip, you should be comfortably warm wearing your own layers under your suit (thermals, fleeces etc) and your thermal winter clothing on top. You may also want to bring along some hand and feet warmers for an extra bit of warmth.

Clothing obviously plays a major part in keeping warm, however it's also important to keep the family well fed and watered for a day in the Great Outdoors, so make sure that you all take advantage of the Scandinavian breakfasts and fuel up for the day ahead!

If you're taking part in an activity that lasts for more than a couple of hours, you'll usually have a break for hot drinks and a snack around an open fire, giving you the chance to have a rest and warm up.

It's also important to note that some activities, such as dog sledding (when driving the

sled) and cross-country skiing are physical activities which, although designed for beginners, will naturally keep you warm, so you may even end up taking off a layer or two!

Although you may experience temperatures as low as -30°C, this is a dry cold rather than the bitter, wind-driven wet cold you may experience in other countries. You may be surprised to see the local children walking to school completely at ease with the climate, so this should reassure you that all will be fine.

Will we see the Northern Lights?

The Northern Lights are an exciting natural phenomenon and a magical experience to witness for young and old. Bands of colour stretch and dance across the sky, creating a wonderful natural display. Whether you can see them or not is determined by many conditions, which is why seeing them can never be guaranteed. However, the sun is currently at the peak of its Solar Cycle, which occurs every 11 years and solar activity levels are set to be exceptional over the next few winters. This means that it is likely to be the best chance for your family to see the Lights for a generation!

To see the Lights you also need dark skies, which is why they can only really be seen between September and early April. Plus, you also need to be staying within the Aurora Zone, which is the band that circles the Arctic where the Lights are most visible.

The other thing that can potentially stand in your way is the cloud cover. When watching for the Lights, you have to hope for clear skies, as cloud cover will block any chance of seeing the Lights.

Many of the holidays on our website include evening adventures that are dedicated to searching for the Northern Lights and the friendly guides that accompany you will use all of their local knowledge to try and find the best spot for a potential viewing, so hopefully your family will be able to witness this wonderful phenomenon during your time away.

How do we stay warm?

As mentioned in the ‘How cold will it be?’ FAQ, on most of your holidays you will be provided with Arctic winter clothing for the duration of your stay, which, along with your own inner layers, will keep you nice and warm when outside. During the activities that you’ll take part in you’ll also generate your own natural body warmth, which will help to keep you warm in your thermal gear.

Inside the hotels and lodges that we use, the rooms and communal areas are all fully-heated. You certainly won’t need your thermal gear inside, so feel free to walk around as you would at home.

Can we meet Father Christmas?

Yes, you can! Our trips to see Father Christmas are always a minimum of 2 nights and they include either a private meeting with him or the chance to have an intimate and personalised chat with him as part of a larger group.

Whether you take part in a family-based private visit or a slightly larger group-based meeting, your family will get the chance to meet Father Christmas, listen to his stories sat around a warming fire and enjoy the magical Christmas festivities.

We know how important meeting Father Christmas is for your family, which is why we only choose experiences that are not commercialised and over-crowded and that aim to give your family a truly wonderful experience.

How many hours of daylight will there be?

In parts of Lapland, the sun disappears over the horizon in late December and doesn't reappear until early January. But don't worry, this doesn't mean that you will be in complete darkness throughout your holiday!

Thanks to the thick covering of snow, every little bit of available light is reflected off the surface, creating what many in Lapland call "blue light" or "polar light". This light extends both the dawn and twilight hours, so there should always be enough light to ensure that you can fully enjoy the activities (except during the night time safaris of course), although being out in the dark can add to the magic of the experience as well!

December and January are naturally the months with the least amount of daylight, however this also means that there is more potential to see the Northern Lights, as the skies are darker and you don't necessarily have to stay up as late searching for the Lights. As the winter months progress, the daylight hours get longer, gaining around 4 hours of daylight each month.

Flight schedule changes and connecting transportation

On your documentation, we will confirm your flight schedule. Sometimes the flight number, routing and timings might change prior to your departure. If the change is classed as a significant change then we will contact you to discuss this. Please see our booking conditions for details.

Flight schedule changes can impact on your pre and post-holiday travel arrangements if these have been booked separately to your holiday. We strongly recommend that you do not book transport (such as trains or transfers), car parking or non-connecting flights to the departure point for your holiday until you have received your final confirmed travel times when your final travel documents are issued. We are not responsible for the effect of any schedule change on your pre or post travel arrangements. We strongly recommend that you do not purchase non-flexible or non-refundable tickets to avoid cancellation and penalty charges.

Booking your own flights cancellation disclaimer

If you have chosen to book your own flights, then you will need to wait until we confirm to you that the holiday departure has met the minimum numbers required to run (if applicable to your chosen holiday). Once the holiday is guaranteed to run, you will be informed and you can then make your arrangements.

If transfers are included in your holiday, please ensure that any potential flights will be met by our standard transfers (speak to one of our Travel Experts for advice) otherwise private transfer supplements may be applicable. Once your flights are booked, please send us a copy of your detailed flight itinerary.

Please be aware that most tickets are non-refundable in the case of cancellation. For this reason, we strongly advise you check the rules of the ticket and check the limitations of your cancellation insurance before booking. We cannot be held liable, in the unlikely eventuality that we should be forced to cancel or amend your trip, for losses incurred relating to any flight booking you have made.

Special requests & in-flight meals

Due to the remote locations of our holidays, flight availability can be exceptionally limited. To ensure that you can travel on the seats that we have pre-allocated to a certain holiday, flight options might be restricted. Please discuss this with our Travel Experts at the time of booking.

Generally, we are unable to assign specific seating on flights although we can make requests on your behalf. We cannot guarantee this and if a request is unable to be actioned then this is not classed as a breach of contract on our part.

If your booking allows for online check-in then you should do so as early as possible to ensure you are allocated seats next to your travelling companions. Details regarding this will be provided in your final travel documents which will be provided approximately one week prior to travel.

If you require special seats or assistance at the airport due to a medical condition, reduced mobility or disability, then please let us know at the time of booking (or as soon as possible prior to travel if the issue occurs after booking). You may be required to provide written confirmation of your fitness to travel from a doctor.

Domestic flights and those within Europe, may not provide meals or snacks onboard so it is always worth remembering this if you are due to land late in the evening when opportunities to buy food may be limited.

We always forward any dietary requirements to the airlines, but we cannot guarantee the availability of the chosen diet onboard. You may want to consider bringing your own food to guarantee there will be something you will be able to eat. This is the approach our staff with dietary requirements take when flying within Europe.

Terms - Jeris cabin minimum number requirements

Minimum accommodation occupancy:

Cabin A: price is based on 2 adults sharing a cabin with one or more children (minimum occupancy for a cabin A is 2 adults)

Cabin B: price is based on 2 adults sharing with 2 children (minimum occupancy for a cabin B is 2 adults and 2 children or 3 adults)

Cabin C: price is based on 3 adults sharing with 2 children (minimum occupancy for a cabin C is 3 adults and 2 children or 4 adults)

Terms and Conditions

Our full booking terms and conditions can be found on our website: https://www.activitiesabroad.com/booking-conditions

Please note: our payment and cancellation terms will be unique to each booking – they will be confirmed with you at the time of quotation. The terms listed above are noted as a guide only