

Rovaniemi - Apukka at Leisure

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Aurora Hunt Snowtrain.jpg

HOLIDAY TYPE: Small Group

VISITING: Finland

BROCHURE CODE: 20031

DURATION: 3 nights

“ Knowing exactly the best places to see the Northern Lights invariably comes down to local knowledge and experience. Every holiday provided by The Aurora Zone has been designed in conjunction with our local partners in Finland, Sweden, Norway and Iceland to ensure that we are providing the best possible Aurora hunting experience. Similarly, during daylight hours when you are not Aurora hunting, we want you to experience the absolute best of your chosen destination. To achieve this goal, we have again engaged local experts and guides to ensure that your entire stay is an unforgettable experience. ”

Ali Mclean



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APUKKA_01042019-64 Credit Apukka Resort

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Auroras over Apukka 2018.jpg

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Crosscountry Skiing Credit

Key facts

Pace: Relaxed

In Brief

Journey to the Apukka Resort, just 15-minutes from Lapland's capital but in its own wilderness and dark sky setting for a 3-night winter retreat. With two dedicated Aurora hunts included and your days left free for you to tailor your time, this Northern Lights holiday can be as relaxed or adventurous as you like.

DSC_0647 Aurora Hunt by Snowtrain.jpg

Northern Lights in the forest (1).jpg

Winter sunset Credit Apukka

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What's included?

ALL OF THE EXPERIENCES AND SERVICES LISTED BELOW ARE INCLUDED IN THE HOLIDAY PRICE

- **Flights:** return direct flights from London Gatwick to Rovaniemi. Regional and non-UK departures available on request (flight routes are subject to change)
- **Transfers:** return airport transfers
- **Accommodation:** 3 nights in a 1-bedroom holiday home or a 1-bedroom Apukka Apartment
- **Meals:** 3 breakfasts, 3 dinners
- **The following activities are included:** Northern Lights Snowtrain, Aurora hunt by car (order subject to change)
- Cold weather clothing for the duration of your stay if required
- Free use of cross-country skis, snowshoes and fat bikes

Trip Overview

Travel just 15 minutes away from the city lights and bustling centre of Rovaniemi, Lapland's capital, to find a much more peaceful retreat. The Apukka Resort is easily accessible but sits in its own wilderness setting, complete with frozen lake, snow-laden surroundings and of course, excellent Northern Lights potential.

We have included two dedicated Aurora activities to increase your chances of seeing a display. During one evening's search, you'll ride in a cosy carriage onboard the Snowtrain. Your guide will pull the train using their snowmobile, taking you further into the wilderness to a prime lookout location where you will in hopes for the green dancing lights. You'll also search by car, making the most of the mobility of the vehicle for an adventurous hunt into the dark night.

Apukka's ethos is to create a 'home away from home' and their apartments and holiday homes are perfect examples of this. After a day exploring the Arctic and an evening in pursuit of the Northern Lights, these are an extremely relaxing place to retire to. You could also upgrade to a memorable night's stay in one of the spectacular north-facing Aurora Cabins.

Your days have been left free for you to tailor your time to suit you. From unwinding in the on-site sauna facilities (charges apply) to hiring the snowshoe and cross-country ski equipment, there is plenty to do right from your doorstep. Please see the '[Personalise](#)' tab for options. Apukka is also home to husky and reindeer farms, just across the road, so you can easily add on exceptional Arctic experiences such as dog sledding and a reindeer sleigh ride.

Just a short drive from the airport and Lapland's capital, but surrounded by nature, this short break to Apukka is the perfect introduction to the Finnish wilderness and with any luck, the Northern Lights.

Image credits: Apukka Resort

Agenda

Please note the order of activities is subject to change

DAY
1

Arrival

Upon arrival at Rovaniemi airport, you will be met and transferred to the Apukka Resort, just 15 minutes away.

You'll check into your accommodation and receive your warm winter clothes before enjoying a dinner buffet in the restaurant.

Depending on flight times, you could start your Aurora search tonight with a dedicated activity. See our '[Personalise](#)' tab for a range of activities.

Included Meals: Dinner

DAY
2

Free Day and Northern Lights Hunt via Snowtrain

Breakfast will be served in the restaurant and then today has been left free for you to enjoy as you please. You could add to your Arctic adventure with a dog sledding safari - see our '[Personalise](#)' tab for more information. Alternatively, you could make use of the hotel's equipment available for hire, such as snowshoes and cross-country skiing.

After dinner, it's time to board the Snowtrain carriage and let your guide take you out into the dark and silent night to reach a wilderness camp. Upon arrival, you will keep warm inside a traditional Lappish 'Kota' (teepee) with an open fire.

Here, you will cook snacks on the fire as your expert guide tells you about the science and magic behind the Northern Lights, all the while keeping an eye on the sky for a potential display. You will be out for approximately three hours tonight.

Included Meals: Breakfast, Dinner

DAY
3

Free Day and Northern Lights Hunt by Car

Following breakfast, you have another free day to tailor your time. You could add to your Lappish experience a reindeer sleigh ride or relax further in the onsite sauna facilities (charges apply). See our '[Personalise](#)' tab for more information.

Tonight, after dinner, you will head out once more into the Arctic night. You will step inside the warm car with your knowledgeable guide taking you to the best location based on the local weather and Aurora forecast. Before heading out, you will learn more about the science and myths behind the Northern Lights, as well as the optimal camera settings to capture this special moment, should the lights appear.

For the more active guests, you can upgrade to a Northern Lights snowmobile safari instead. Please talk to our Aurora Travel Experts at the time of booking.

Included Meals: Breakfast, Dinner

Unfortunately, it is time for your Arctic retreat to come to an end. Enjoy breakfast in the restaurant and a last afternoon before your flight home in the early evening.

Included Meals: Breakfast

Included Accommodation

Other options are available - see below for details.

Apukka Aurora Borealis Resort (Nights: 1-3)

Apukka Apartment 2 Credit Apukka Resort Standard Twin Room Credit Apukka Resort 5656.jpg

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Close to Lapland's capital Rovaniemi but in its own wilderness setting, the Apukka Aurora Borealis Resort is your comfortable haven in the Arctic.

With Scandi-style décor, the resort offers modern and stylish Apartments and Holidays Homes as well as the chance to have a special night in an Aurora Cabin and Ice Cabin.

Hotel facilities

- The staff at the resort's reception area will welcome you in and provide you with all the information you need for your Arctic escape
- Fuel up on breakfast in the main restaurant and café area, just a short walk from your accommodation before your day of adventure begins. Once you're ready to come back inside, you can dine in Lappish style to really make your stay here complete
- Make sure you take some of your trip home with you and visit the Apukka souvenir shop which is full of authentic Finnish and Lappish treasures

Room types

Apukka Apartments

After a day out in the winter wonderland, these relaxing apartments are the perfect place to shake the snow off your shoes and unwind. There is one bedroom with twin beds and three fold out sofas.

- One bedroom apartments sleep up to five people (two in twin beds and three on convertible sofas)
- Dining and kitchenette facilities equipped with kettle, microwave, oven, electric stove and fridge
- Flat-screen TV and Wi-Fi
- Some apartments have lakeside views

Image Credit: Apukka Resort

Other accommodation options

Contact us for a personalised quote.

Apukka Holiday Home

Holiday Home Credit Apukka Resort

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These comfortable holiday homes are a great option for those who want to make their stay feel a bit more like home. You have your own private entrance into your welcoming accommodation which is equipped with flat-screen TV and Wi-Fi so you can relax after your adventures out in the Arctic.

- One bedroom holiday homes sleep four people (two in the bedroom and two on a convertible sofa)
- Dining and kitchen facilities with kettle, oven, fridge, microwave and electric stove
- Flat-screen TV and Wi-Fi

Image Credit: Apukka Resort

Apukka Aurora Cabin

Aurora Cabin Apukka 3 Credit Apukka Resort Aurora Cabin 5 Credit Apukka Resort Aurora Cabin 3 Credit Apukka Resort

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Close to Lapland's capital Rovaniemi but far removed from city life, the Apukka Aurora Borealis Resort is your comfortable haven in the Arctic.

Staying in an Aurora Cabin, this cosy retreat with a heated glass roof gives you the opportunity to see the Arctic sky at all times and hopefully, the Northern Lights from the comfort of your own bed.

After a day in Finland's incredible landscape, you'll be able to relax in your own private cabin while still keeping an eye on the night sky.

Room types

DOUBLE ROOM WITH CONVERTIBLE SOFA

SLEEPS 2+2 PERSONS: There are 30 Aurora Cabins on-site equipped with double bed, convertible sofa and cosy bedding to ensure you stay toasty all night. Everything is in one place with your own private ensuite bathroom with shower and toilet, minibar and complimentary Wi-Fi. Make sure you download the Aurora app so you'll know if you



can expect the amazing light show to be dancing above (a charge applies).

Please speak to our Travel Experts for a full quotation.

Image credit: Apukka Resort

Apukka Aurora 360 Cabin

RESIZE Komsio Hut Outside View Credit Apukka Resort RESIZE Komsio Hut Aerial View Credit Apukka Resort

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Situated just a short drive from Rovaniemi but set in wilderness surroundings away from light pollution, the Apukka Resort is an ideal location for both Arctic and Aurora adventures.

Immerse yourself in the natural surroundings when you stay in an Aurora 360 Cabin. The design is based on a 'Komsio' which means a traditional Sámi cradle, and this boutique hut certainly makes you feel comfortable and cosy.

The accommodation covers two levels, with the top tier being of particular interest for Northern Lights enthusiasts. Here, you can lay in bed with a 360° view of the Arctic sky, and if conditions are favourable, you'll see the Aurora Borealis above as you stay tucked up.

Room types

DOUBLE ROOM WITH CONVERTIBLE SOFA

SLEEPS 2 + 2 PERSONS: This self-contained accommodation comes equipped with a private bathroom with shower and toilet, and an electric fireplace – perfect after a day exploring the snowy surroundings.

Please speak to our Travel Experts for a full quotation.

Credit Apukka Resort

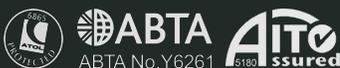
The Specifics

Holiday group size (approximate)

Minimum 2 people; maximum 35 people (approximately)

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](#).

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.

Minimum and maximum age

The minimum age for this holiday can be found in the dates and prices section of the holiday page, under 'Terms'.

For some activities and transfers, you may be joined by other guests and this may include some of a younger age than stated. Any younger participants will be fully supervised, and the guides will ensure that their participation takes place only if the activities will be unaffected.

Very few hotels have a minimum age and there may be families staying at them with younger children, especially during the holiday periods. We do have some itineraries and destinations which are guaranteed to be adult-only, so if this is important to you please speak to one of our Travel Experts.

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 properly 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.

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.

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 adaptations to the itinerary you have booked which will reduce the risk to both mother and baby. Please contact our customer service team at **info @ theaurorazone . 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, such as cross-country skiing and snowshoeing, do require a more basic level of fitness than, for example, riding on a snowmobile. 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.

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.

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.

What to take

Standard Packing List

For each and every one of our holidays, we will provide you with a list of items that you need to take with you when you travel. These will vary depending on the country you are visiting and the time of year. Country-specific packing information can be found below. This information will also be uploaded to your online account at the time of booking.

There are however some items which, irrelevant of your holiday, you need to make sure that you pack.

Speak to one of our Travel Experts, call us on 01670 785012, or email [info @theaurorazone .com](mailto:info@theaurorazone.com)

- **Passport and visas:** please see our passport and visa section for more information.
- **Final travel letter:** this contains vital information and your emergency contact numbers.
- **Airline tickets:** approximately 10 days to one week prior to your departure your tickets will be uploaded into your online account for you to print and download (if we are arranging your air travel).
- **Trip dossier:** this contains vital information. The order of all itineraries is subject to change however and you will be provided with your final itinerary upon arrival at your destination.
- **Travel insurance:** this is a pre-requisite for travelling with us. Please see our section on Travel Insurance for further details.
- **Full driving licence:** if you are hiring a car or wanting to drive a snowmobile then please ensure that you take your licence with you. You either need to take your old paper licence or the photocard part of the new licence.
- **Money or credit cards:** most major credit cards are accepted in our destinations. However, we would recommend you avoid depending on American Express or Diners Club as these are less widely accepted. Cash points are not generally available in our destinations. It is worth advising your bank that you are travelling overseas to ensure that you do not have issues using your cards abroad.
- **Glasses/Contact Lenses if required:** you are going to see some spectacular places and it would be a shame to miss any of it!
- **First aid kit and medication:** you should always carry a first aid kit with you when you travel and ensure that any medication you require is carried in your hand luggage. You will need to ensure that you have the relevant accompanying documentation for any medication and that it complies with all of the rules and regulations regarding items that you are allowed to carry on board an aircraft.
- **Toiletries:** although some accommodation may provide the basics this is not the norm and so you should take all that you need with you.
- **Chargers for cameras and phones.**
- **Travel plug adapters:** suitable for the country you are visiting.
- **Luggage:** please see your flight confirmation for your luggage allowance. Suitcases are fine for travelling, but if your trip includes an overnight safari you will need to pack your belongings into a soft large backpack or bag that can be easily transported on a sled. On such trips luggage should be kept to a minimum as space in the wilderness cabins is limited. Any items that you do not wish to take with you can be stored at the hotel.

Additional items for Finland

Clothing – the essentials

What to travel in: You should travel in comfortable clothes and sensible shoes with a good grip. If you have access to a hat and gloves in your hand luggage this is advisable. We recommend dressing for a cold winter day in the UK and having a warm jacket available to you on arrival. Generally, you only need to cross from the airport terminal to the transfer vehicle but you should be prepared.

Autumn Holidays

During the autumn in Finland, the weather varies drastically even within a few hours and should the weather conditions be on the chilly side all of the below cold weather clothing will be available to you. Please just ask your guide if you would like access to any of the specialised winter clothing during your holiday.

We recommend bringing lots of warm and comfortable clothing with you including plenty of layers and indeed the majority of the winter packing list will be applicable in clothing terms. You will also need to bring with you outer wind and waterproof clothing under which you can fit layers to keep warm. Finally walking boots or shoes with a good sturdy sole and a good grip are a must during the autumn months.

Winter Holidays

There is no need to invest lots of money in specialised winter equipment as the below items will all be provided for the duration of your stay. Below this, you will find a list of clothing and equipment to bring with you which will make your stay more comfortable and help you get maximum enjoyment out of your time in Finland.

Thermal overalls: These overalls are the ultimate in insulated outdoor gear. They are big, cosy and designed specifically for the Arctic. You will be given either a one-piece suit or a two-piece set to wear. This is your outer clothing under which all your additional layers will go so they tend to be fairly loose fitting.

Winter boots: The boots are large, well-insulated and very sturdy. They are generally worn slightly larger than normal as you need to allow air to move around the boots as well as needing ample room for thick socks.

Mittens or gloves: Our partners have large, warm gloves available for you to borrow for the activities. Generally, these are mittens as they keep your hands warmer than finger gloves.

Hat: Although in many cases clients like to take their own hats they are available for you to borrow should you wish.

Woollen socks: These big woollen socks provide excellent insulation and they are generally loose fitting to allow for the circulation of warm air. You may like to take your own but they will be available for you to borrow.

Please note: During tours including more than one accommodation you will need to hand back the cold weather clothing when checking out of the accommodation and upon check-in at your next destination new clothing will be re-issued to you then.

What you need to take

During the winter months, guests should take warm, comfortable clothing. We recommend taking the following items with you which will enhance the cold weather clothing provided to you upon arrival.

Thermal underwear: Forget sartorial elegance and invest in some thermal long johns and long-sleeved tops to wear under your overalls. You should take more than one set if you are travelling for a week as you will wear them every day.

Sweaters: Wool is the best material. We recommend wearing one or two such garments in sub-zero temperatures. They give you added flexibility should temperatures drop or rise.

Fleece jacket: A fleece is an excellent addition to your winter clothing and provides excellent flexibility and warmth.

Tracksuit bottoms or walking trousers: These are ideal for relaxing in the evenings and an excellent additional layer for under your overalls and over your thermals. Please do not take Denim jeans to wear during activities, they are not appropriate during the very cold temperatures.

Socks: Again, wool is the best material. You should take several pairs both thin and thick.

Mittens: You will be provided with large mittens for activities but you may want to take your own pair. Mittens are recommended over gloves and ideally, you should have access to them in your hand luggage.

Hat: Hats are available to borrow for activities however you may wish to take your own. You should take something that covers your ears fully and provides protection from the wind should you require it. We recommend taking one which also covers your ears to protect against any cold winds!

Glove liners and hand warmers: Thin glove liners can provide an excellent extra layer of warmth on really cold days as they fit easily underneath mittens. Hand warmers can be excellent for added comfort, especially during long safaris.

Sturdy shoes or boots: You will be provided with winter boots for activities but we recommend taking alternatives that are suitable for snowy/icy conditions. Shoes or boots with good grip are essential for the icy conditions (you may want to consider adding some additional shoe grips/crampons but these should be packed into your hold luggage). To save space you may want to travel in the boots (minus the additional grips).

Foot warmers can also be an excellent addition.

Thermal neck warmer: A neck warmer (fleece tube or similar) is excellent for keeping out the cold and keeping your neck and face warm.

Balaclava: Freshly washed balaclavas are often provided by our activity providers, but you may like to consider taking your own as they can be very useful in the cold.

Head torch: These can be very useful especially if you want to be out Aurora hunting. If you are staying in a wilderness cabin then they are also particularly useful. Ensure you have enough battery life or spare batteries with you.

Slippers and warm comfy clothes: These are excellent for lounging around in after a day of winter activities. They can also be very useful in wilderness cabins after a day on the trail.

Swimwear: Some destinations have swimming pools so be sure to take your swimwear. Although swimwear is generally not worn in saunas in Scandinavia we find many clients like to take theirs with them to wear.

Ski goggles: Not an essential, but some people find these helpful during longer safaris as they provide excellent protection from the cold, snow and wind should you need it.

Small rucksack: You should take a small rucksack to carry any extra clothing during activities and this is especially important during overnight safaris.

Sunglasses: The glare of the sun on snow can be blinding and so you should ensure that you have a good pair of sunglasses that are practical for the activities. In late December and early January, this is less of a problem as the sun is rarely above the horizon during this period.

Suntan lotion and lip balm: You need to take these products with you but you should always take the advice of your

guide before applying them. At very low temperatures guides will recommend the best course of protection as products may freeze and it can be dangerous to have these on the skin. High factor sun cream which is waterproof is best. Those which are designed for skiing tend to be ideal as they are designed for doing activities in cold and snowy conditions.

Tissues: These are very useful during safaris, as are wet wipes (although unless you keep them close to your body they will freeze!)

Camera

You won't want to miss out on the photo opportunities so here are a few hints!

- ensure you have plenty of film or memory card space before you set off
- make sure you remember your battery charger and a travel adapter
- ensure you have spare batteries as there will be nowhere to charge anything once out on the trails
- batteries perform poorly in cold temperatures so take multiple batteries and store the spares in a warm place (a pocket next to your body is ideal). NiCad and Li-ion have better performance characteristics than alkaline batteries but are still affected. There are some restrictions on carrying certain Li-ion batteries onboard aircraft. Please see the IATA website for current and up to date information:
http://www.iata.org/whatwedo/cargo/dangerous_goods/pages/lithium_batteries.aspx
- when photographing the Northern Lights it is recommended that you use a tripod. Some of our destinations may have tripods that our clients can use but we would recommend that you take your own.

Towel: (holidays including overnight safaris only): If you are travelling on overnight safaris then you will generally need to take your own towel with you – a travel towel is ideal for space saving.

Flask: (holidays including overnight safaris only): You may want to take a thermos flask so that you can take drinks with you on the trail if the guides suggest it.

What to wear in the evenings: this depends a little on the holiday you choose but the vast majority of our destinations are very relaxed and people are there to enjoy the Great Outdoors and stay warm when outside. Typically, all the hotels are casual in their approach and guests will often dine in jeans and casual clothing. There are no dress codes to worry about.

Flights & Transportation

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.

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.

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

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.

Brexit information for British Passport holders

We have no reason to believe that our holidays will be impacted post-October 31st 2019 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** are 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 from 31 October 2019. 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.

Finland

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>

The finer details

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.theaurorazone.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](#).

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.

Terms and Conditions

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

Itinerary amendments

The order of activities is always subject to change and guests will be provided with their final itinerary upon arrival. The trip dossier is standard to the holiday and does not account for any amends, additions or personalisation to an itinerary. Clients should refer to their booking documents for this information.

The order of activities listed in this agenda is provided for guidance only, your final itinerary will be provided on arrival.

Terms & Conditions

Terms

Minimum age

The recommended minimum age for participation in our itinerary is 10 years old, however, for some activities and transfers, you may be joined by other guests and this may include some of a younger age than stated. Any younger participants will be fully supervised and the guides will ensure that their participation takes place only if the activities will be unaffected.



Very few hotels have a minimum age and there may be families staying at them with younger children, especially during the holiday periods. We do have some itineraries and destinations which are guaranteed to be adult-only, so if this is important to you please speak to one of our Travel Experts.

To drive a snowmobile you must have a full driving licence and be over 18 years old.

CANCELLATION TERMS

Please note that the following cancellation terms supersede in part those mentioned in sections 7 of our general booking terms and conditions.

- More than 63 days prior to departure - Loss of deposit (including the full cost of flights or other services where paid at the time of booking)
- 63 to 43 days prior to departure - 40%
- 42 to 30 days prior to departure - 60%
- 29 to 15 days prior to departure - 80%
- 14 or less days - 100%