

2 FOR 1 INDIA

DELHI • AGRA • JAIPUR

THE OFFER

A vibrant collision of colour, culture, and energy - India is a destination that will dazzle and delight every one of your senses. With stunning architecture, deep traditions that've remained unchanged for thousands of years, and mouth-watering cuisine that will send your tastebuds to a state of bliss, it's a country too special to experience alone. And you don't have to! This nine day two-for-one package will showcase the best of India's Golden Triangle and beyond for you - and a friend.

Begin in the cultural melting pot of Delhi. Witness grand sights such as the Red Fort and the Jama Masjid mosque - one of the largest in India - and admire the unique modern design of the Lotus Temple. Walk the peaceful grounds of the Raj Ghat memorial to Mahatma Gandhi and tour the shopping bazaar Chandi Chowk market by rickshaw. Travel to the striking 'Pink City' of Jaipur. Be dazzled by the ornate design of Hawa Mahal - the 'Palace of Winds.' Explore the imposing Royal Amber Fort, the unique installations of Jantar Mantar, and admire the exquisite painted details of the City Palace. Then, head to Agra to explore the Agra Fort and one of the wonders of the world - the breathtaking Taj Mahal.

Includes return international flights, seven nights hotel accommodation, eight meals, return airport transfers, local guides and more. A premium accommodation and meals package is also available.

Want to see more? Choose the 12 day package and explore the holy city of Varanasi.

9 DAY CULTURAL TOUR

FROM

\$2998

FOR 2 PEOPLE

9 DAY PACKAGE - STANDARD OPTION

\$2998

9 DAY PACKAGE - PREMIUM OPTION

\$3798

12 DAY PACKAGE - STANDARD OPTION

\$3998

12 DAY PACKAGE - PREMIUM OPTION

\$4798



9 DAY CULTURAL TOUR | 2 FOR 1 INDIA

THE ITINERARY

[9 Day Standard Tour

Day 1 Australia - Delhi, India

Today depart from Australia for Delhi, India. Fly with either Singapore Airlines, Cathay Pacific or China Southern Airlines to name a few (subject to availability).

Upon arrival, be met by a representative at the airport and receive a welcome garland. The representative will escort you to the hotel.

Please note: Due to flight scheduling and availability, some departures may occur on day 0. Affected customers must be at the airport the day before. Flight times will be indicated on your final documents at least 6 weeks prior to departure.

Overnight: Delhi (Standard Or Premium Hotel Option)

Meals included: None

Day 2 Delhi City Tour

The capital of India, Delhi is a major gateway city for international visitors. It's a fascinating metropolis offering an intriguing mix of ancient sites and modern wonders, and also serves as the headquarters of Indian politics. Many of the heads of the Indian government, as well as other political parties, reside in the city, including the Prime Minister and President of India.

After breakfast, enjoy a city tour of old and new Delhi. The tour will take in Raj Ghat (where Mahatma Gandhi was cremated); Red Fort (made famous by Mughal Emperor Shah Jahan); and Jama Masjid (the largest mosque in India) which has three great gateways, four angle towers and two minarets constructed of alternating vertical strips of red sandstone and white marble. Also enjoy a rickshaw tour through Chandni Chowk, a colourful shopping bazaar in Old Delhi.

Travel to Laxminarayan Temple, a site dedicated to Lakshmi, the goddess of prosperity and good fortune. You'll also witness the India Gate, a 42m high war memorial and stone of triumph. The tour continues with a visit to Rashtrapati Bhawan, the palace-like building home to the President of India. Also visit the beautiful Lotus Temple, also known as the Bahai Temple, where adherents of any faith can visit, pray or meditate at this dazzling architectural temple.

Overnight: Delhi (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 3 Delhi - Jaipur 'The Pink City' (approx. 265km day)

After breakfast at the hotel, you will travel to Jaipur - the capital of Rajasthan. On arrival in Jaipur you will check into the hotel, where you will also enjoy dinner this evening. Jaipur is instantly recognisable for its pink-washed buildings, a colour associated with hospitality in Rajput culture. This beautiful city, along with Agra and Delhi, form what is known as the Golden Triangle of India's tourist circuit.

Jaipur is a city where royalty still lives in the grandeur of its palaces, where fighting for the honour of the clan has never been a need but a way of life, and where treating guests as gods has been a tradition from time immemorial. There is a timeless appeal to Jaipur's colourful bazaars, where you can shop for Rajasthani textiles and trinkets. The beautifully laid out gardens and parks, attractive monuments and heritage hotels, once the residence of Maharajas, are all worth a look.

Overnight: Jaipur (Standard Or Premium Hotel Option)

Meals included: Breakfast;Dinner

Day 4 Jaipur City Tour & Amber Fort

After breakfast, enjoy a full day sightseeing tour of Jaipur.



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Begin with a morning excursion to Amber Fort. Located 11km from Jaipur, it was the old fort of the Kachwaha clan of Amber. The fort is built with white marble and red sandstone and looks even more attractive because of the Maota Lake in the foreground. The fort itself is a beautiful sight to behold.

This afternoon take part in a city tour visiting the City Palace, the former royal residence built in a blend of the Rajasthani and Mughal styles. Jantar Mantar, is the largest of the five observatories built by Sawai Jai Singh. The Hawa Mahal or the Palace of Winds was constructed for the royal ladies to watch royal processions without being seen. Enjoy an Indian costume tying demonstration and also visit Lakshmi Narayan Temple.

Overnight: Jaipur (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 5 Jaipur Free Day

Today take the day to enjoy this heritage city at leisure or join the below optional activity.

Optional Activity: Culinary Delight Tour - \$30 per person

Learn the secrets of Indian cuisine and try your hand at cooking local dishes, with lunch included.

Overnight: Jaipur (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 6 Jaipur - Chand Baori Step Well - Agra (approx. 245km day)

After breakfast, you will depart for Agra. On the way, you will visit Chand Baori Step Well, located opposite a temple known as Harshat Mata Temple. It is believed that the Chand Baori step well has a religious connection and that's the reason it

was built in front of the temple.

On arrival to Agra, check into the hotel. Agra is the quintessential Mughal City, where the world marvels at the epitome of love, beauty and sacrifice, the Taj Mahal one of the wonders of the world. So awe-inspiring is the monument that Agra has been immortalised as the City of the Taj. As visitors walk down the narrow bustling streets, they cannot help but wonder, if the man contentedly smoking a hookah, is a direct descendent of some bygone Mughal. This afternoon enjoy a visit to Agra Fort (Red Fort) a fascinating sight, it showcases a high level of ornamentation and the Kohinoor diamond was reportedly part of the furnishings. The fort's artwork mixes Persian, European and Indian art, resulting in a unique Shahjahani style rich in form, expression and colour. Red Fort is one of the building complexes of India encapsulating a long period of history, arts and its innovative architectural style, including its garden design which influenced later buildings and gardens in Delhi. In 2007, it was designated a UNESCO World Heritage Site as part of the Red Fort Complex.

Overnight: Agra (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 7 Agra - Taj Mahal - Delhi

Today you will have an option to rise early and visit the Taj Mahal just after sunrise at approx. 6:00am and return to the hotel for breakfast or you can visit just after breakfast at 9:00am (not included).

The world famous Taj Mahal is where you will see the undeniable beauty that incorporates and expands on design traditions of Persian and earlier Mughal architecture. While earlier Mughal buildings were primarily constructed of red sandstone, Shah Jahan promoted the use of white marble inlaid with semi-precious stones. The Taj Mahal was



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commissioned by Shah Jahan in 1631, to be built in memory of his wife Mumtaz Mahal. Construction of the Taj Mahal began in 1632, the principal mausoleum was completed in 1643 and the surrounding buildings and garden were finished about five years later.

Early this afternoon at approx. 1:00pm checkout of the hotel and travel back to Delhi, on arrival check into the hotel.

Overnight: Delhi (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 8 Delhi, India - Australia

Today at the appropriate time you will be transferred to the airport for your return flight back to Australia.

Please note: some flights to Australia may depart after midnight (technically day 9).

Meals included: Breakfast;In-Flight

Day 9 Arrive in Australia

12 Days with Varanasi Extension

Day 8 Delhi - Varanasi

After breakfast, you will be transferred to the airport for your flight to Varanasi. On arrival, you will be greeted and transferred to the hotel for check in. The city of Varanasi is situated along the west bank of the Ganges in the north Indian state of Uttar Pradesh. Called Benaras by the British, Varanasi is an important pilgrimage centre for the Hindus. The city finds mention in the great epics of Mahabharata and Ramayana. It was a flourishing trade center when Buddha came to Sarnath, about 10 kilometers away, to preach his first sermon in 500 BC. The renowned American novelist Mark Twain once wrote "Benaras is older than history, older than tradition, older even than legend and looks twice as old as all of them put together". Right from the ancient times, Varanasi has stood as a symbol of Hindu renaissance and preserved the rituals and traditions of Hindu philosophy. Down the ages, pilgrims from distant lands have come to Varanasi in search of divine blessings. In the Evening witness the glittering Aarti ceremony at the Ganges.

Overnight: Varanasi (Standard Or Premium Hotel Option)

Meals included: Breakfast;Dinner

Day 9 Varanasi

Today enjoy an early morning boat cruise on river Ganges. After breakfast, depart for a city tour of Varanasi. The banks of the Ganges, considered to be a sacred river by the Hindus, are the centre of much of the religious activity that occurs in the city. The ghats built along the banks of the river for religious activity also form a major source of attraction here. Other interesting places that you will visit include Alamgir Mosque, Durga Temple, Vishwanath Temple, Bharat Mata temple, Tulsi Manas Temple, and the Archaeological Museum.



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In the afternoon enjoy an excursion to Sarnath. Sarnath is devoted to Lord Shiva, the most sacred shrine in Varanasi. It is about 15 km from the holy city of Varanasi, where Buddha decided to convey his first oration. The illustrious Mantra, Buddham Sharanam Gachham, owes its foundation to Sarnath.

Overnight: Varanasi (Standard Or Premium Hotel Option)

Meals included: Breakfast;Dinner

Day 10 Varanasi - Delhi

After breakfast and check out you will be transferred to Varanasi Airport for your flight back to Delhi. Upon arrival you will be transferred to the hotel.

Overnight: Delhi (Standard Or Premium Hotel Option)

Meals included: Breakfast

Day 11 Delhi, India - Australia

Today at the appropriate time be transferred to the airport for the flight home.

Please note: some flights to Australia may depart after midnight (technically day 12).

Meals included: Breakfast;In-Flight

Day 12 Arrive in Australia



9 DAY CULTURAL TOUR | 2 FOR 1 INDIA

TOUR INCLUSIONS

HIGHLIGHTS

- Tour the famed Golden Triangle: Delhi, Jaipur and Agra
- Witness the awe-inspiring Taj Mahal and Agra Fort
- Experience the sights and sounds of vibrant Delhi
- See Red Fort, Raj Ghat and Jama Masjid Mosque
- Visit the beautiful Lotus Temple in New Delhi
- See colourful Chandni Chowk Market by rickshaw
- Enjoy a day at leisure in Jaipur, capital of Rajasthan
- Visit the Royal Amber Fort, Jantar Mantar, City Palace and more
- See Hawa Mahal, also known as Palace of Winds
- Visit Chand Baori, one of the world's deepest step wells
- Enjoy an Indian costume tying demonstration

FLIGHTS

Return international flights (economy class) ex SYD/
MEL/*BNE/*ADL/*PER

ACCOMMODATION

7 nights hotel accommodation (Standard Or Premium Option)

DINING

- Enjoy 8 meals (Standard Option)
- Enjoy 13 meals (Premium Option)

TOUR ESSENTIALS

- English-speaking local guides
- Welcome garland on arrival
- Sightseeing and monument entry fees
- Airlines taxes and surcharges

TRANSPORT

Transportation by private A/C vehicles

TRANSFERS

Return airport transfers with meet and assist

12 DAY WITH VARANASI EXTENSION

All of the above plus the following:

- Return internal flights (economy class) from Delhi to Varanasi
- 3 nights hotel accommodation (Standard or Premium Option)
- Enjoy 5 additional meals (Standard & Premium Option)
- Enjoy a boat trip on the Ganges
- See Alamgir Mosque, Durga Temple & Vishwanat Temple on a Varanasi City Tour
- Enjoy an afternoon excursion to Sarnath

IMPORTANT INFORMATION

*Please note: All information provided in this brochure is subject to both change and availability. Prior to purchase please check the current deal for up-to-date information. If you have already purchased this deal, the terms and conditions on your Purchase Confirmation apply and take precedence over the information in this brochure.

BOOKING INFORMATION

After purchase, you will receive a receipt and a Purchase Confirmation, directing you to an online Passenger Information Form. The Passenger Information Form must be completed within 72 hours of purchase.

Any special requests, preferences and optional extras MUST be clearly stated in your Passenger Information Form. Any change requested after submitting your Passenger Information Form cannot be guaranteed, is strictly subject to availability and will incur surcharges as outlined in the Schedule of Fees below.

On purchasing this Travel Offer you are bound by the General Terms and Conditions, in addition to the specific terms and conditions outlined in this Important Information.

CANCELLATION POLICY

Covid-19 Booking Policy

- TripADeal Tour packages are non-refundable. If your Tour package is affected by Covid-19 related travel restrictions and you are unable to travel, you will receive either a free date change (credit that is specific to your original package and purchase value) or an open credit less any non-recoverable supplier fees to the value of your original purchase for use on any other package available via the TripADeal website.

Please note: Date change credits are subject to availability and not guaranteed until confirmed by TripADeal, not the property you are due to stay with.

Please note: all additional charges are payable direct to your Travel Consultant in AUD (unless otherwise stated).

OFFER ESSENTIALS

Travel offer is valid for travel on selected dates until the 14th of June 2023.

This travel offer is priced for 2 people based

on twin share.

Please note: 1 voucher is valid for 2 people. When processing your order, please double check the number of vouchers you are purchasing is what you require.

Single Traveller Supplement

For solo travellers, no discounts apply (full voucher must be purchased).

Departure Dates

Please see the TripADeal website for current departure dates.

Surcharges

*Please note: dates/months with a * incur a flight high season surcharge of \$400 for 2 people*

Departure Cities

Sydney, Melbourne, *Brisbane, *Adelaide or *Perth

Departure City Surcharges

*Brisbane: \$200 for 2 people

*Adelaide or *Perth: \$400 for 2 people

FLIGHTS

Full Service Airline(s) Used

Thai Airways, Cathay Pacific, Air India, Singapore Airlines, Malaysia Airlines, China Airlines, Philippine Airlines, SriLankan Airlines plus any codeshare partners (subject to availability).

Please note: One way flights can not be accommodated. Travellers must take all included flights within the package, and any flights intentionally forfeited will result in later flights being subject to cancellation.

Missed Flights

If you fail to arrive for your outbound flight on Day 1, you risk all flight and land arrangements in your destination being automatically cancelled by the airlines and land operator respectively. Additional fees may apply to reinstate these services. If you are going to miss your flight for whatever reason, please contact TripADeal as soon as possible to make arrangements.

Arrive Early in Delhi, India

\$200 per person, subject to availability

Please note:

- This fee does not include extra nights accommodation, meals or airport transfers.

- No flight booking changes or cancellations permitted after air tickets have been issued.

- Flight changes are subject to availability at the time of booking.

- Blackout dates:

-- 20 March 2022 - 20 April 2022

-- 15 June 2022 - 31 July 2022

-- 15 September 2022 - 15 October 2022

-- 20 November 2022 - 1 March 2023

-- 20 March 2023 - 20 April 2023

-- 15 June 2023 - 31 July 2023

Stay Behind in Delhi, India

\$200 per person, subject to availability

Please note:

- This fee does not include extra nights accommodation, meals or airport transfers.

- No flight booking changes or cancellations permitted after air tickets have been issued.

- Flight changes are subject to availability at the time of booking.

- Blackout dates:

-- 20 March 2022 - 20 April 2022

-- 15 June 2022 - 31 July 2022

-- 15 September 2022 - 15 October 2022

-- 20 November 2022 - 1 March 2023

-- 20 March 2023 - 20 April 2023

-- 15 June 2023 - 31 July 2023

Stopover Packages

Not available

Flight Class Upgrades

Not available

ACCOMMODATION

Accommodation Used

9 Day Itinerary

Standard Package

3-4 Star (self-rated):

- Delhi: Sk Premium Park or similar

- Jaipur: Hotel Hyphen Ujjawal or similar

- Agra: Hotel Royal Residency or similar

Premium Package

4-5 Star (self-rated)

IMPORTANT INFORMATION

- Delhi: Radisson Blu Hotel/ /ITC Welcome Dwarka or similar

- Jaipur: KK Royal Hotel & Convention Centre or similar

- Agra: Hotel Clark Shiraz or similar

12 Day Itinerary only

Standard Package

3 Star (self-rated)

- Varanasi: Meraden Grand or similar

Premium Package

4 Star (self-rated)

- Varanasi: Hotel Hindustan International/ Hotel Grapevine/ Revitas by Ideal or similar

Please note: Accommodation/rooms offered are based on a lead-in room type, and are subject to availability based on seasonality. Properties will be confirmed, no later than two weeks prior to travel.

Extra Nights

Not available.

Maximum Room Capacity

2 people

Child Policy

- No child discounts. Full price applies for all children travelling with their parents.

- Valid for Children 8 years old and over.

Please note: Children must be accompanied by a responsible adult 18 years old and over to travel. No unaccompanied minors allowed.

Triple Share

Not available

Bedding Configuration

Twin or Double (subject to availability).

Adjoining / Interconnecting Rooms

Subject to availability and at the hotels discretion. Please enquire on booking if you require this option.

GENERAL TOUR INFORMATION

Minimum group size 4, maximum group size 12 per vehicle.

PRIVATE TOURING

\$500 supplement per person for either

Standard or Premium

Enjoy your own private tour with guide and transport included. A minimum of 2 persons must travel but can you take upto 24 people in your private group.

Important notes:

Private tour guide (not applicable on free days with no included activities)

All transfers and land transportation is on a private basis

Optional Tours are on private basis

Optional Tours / Activities

Day 5: Culinary Delight Tour - \$60 for 2 people

Please note:

- Prices are based on per person, are subject to availability, time permitting and weather conditions.

- The optional tours listed above must be purchased on checkout or over the phone prior to submitting your passenger information form (subject to availability)

- Some tours require minimum numbers to operate.

EXCLUSIONS

- Visa fees and requirements (A visa is a strict requirement if travelling on an Australian passport)

- Meals/beverages not stated in the itinerary

- Recommended gratuities/tipping: 300 rupees per person, per day

- Optional activities/tours

- Personal expenses

- Travel insurance (Mandatory)

Please note: A comprehensive travel Insurance policy must be organised BEFORE all details can be finalised.

OTHER IMPORTANT INFORMATION

TOUR GUIDE VS. TOUR LEADER

Tour Guide

Often locals with intimate knowledge of an area, its culture, and history. Their role entails providing commentary, routing the tour, and seeing that people have a good time.

They are a licensed, qualified expert who supplies specific information on history, art,

architecture and culture of the city/village/ attraction in which he or she is guiding the tour. The guide meets the group at the required place and leaves the group at the end of the tour, they do not travel with the group.

Tour Leader

An experienced person tasked with ensuring the smooth operation of tours, as well as providing practical support to passengers throughout the whole trip. Their role primarily includes assisting with accommodation, transportation between locations, and communication with tour guides in each stop. A tour leader may provide general guidance around a city or village, and offer information on the place visited on the bus, however, they are not required to have specific knowledge on art, architecture, or history. They are not allowed to provide a guided tour or commentary of a city/village/attraction once there and if caught doing so, can be fined.

Please note: Tour leaders/guides are not a standard inclusion in all travel offers. Tour leaders/guides will only be made available when particularly required to enhance the experience of the destination featured.

CLIMATE & AVERAGE TEMPERATURES

- Summer: April, May, June; Hot; Very low to moderate humidity; Low precipitation

- Autumn: October, November; Warm days, Cool nights, Pleasant; Low humidity; Low precipitation

- Winter: December, January; Cool to Cold; Moderate humidity; Low precipitation

- Spring: February, March; Warm days, Cool nights, Pleasant; Low to moderate humidity; Moderate precipitation

FLIGHTS

Seat Selection & Frequent Flyer Points

At TripADeal we do not arrange seat selection. It is important to highlight that some Airlines do not allow pre-selected seats. We strongly suggest you contact the Airline directly with seating allocation requirements and or arrive at the airport earlier to arrange your seating. While we do not add frequent flyer member details to bookings, you can do this directly with the Airline once you have your flight information.

IMPORTANT INFORMATION

Passport Validity

Customers are required to provide valid passport details either at the time of purchase or no later than 45 days prior to the departure date. Failure to do so may result in cancellation of the booking. In this instance, customers will be responsible for any costs and fees incurred.

COACH TOUR

Meals

Daily breakfast is included in the tour, for all other meals; lunches and dinners the tour leader (when available) will offer assistance with reservations, suggestions and directions to local restaurants. It is your responsibility to notify TripADeal of any dietary requests/requirements.

Please note: we will do our best to meet your requests/requirements, however, cannot guarantee that we will always be able to.

Luggage

You will be responsible for all your personal belongings whilst on the tour. With regards to luggage, you must carry your own luggage from the coach to the hotel room and back to the coach. The driver will assist with the uploading and off-loading of the luggage from the coach.

OTHER

Fitness Level Required / Mobility

Our vehicles are not equipped with wheelchair access, so, unfortunately, our tours are currently not suitable for wheelchair users and those less mobile.

Please note: a general level of fitness will be required. If you have any concerns please consult your healthcare provider prior to purchase/travel.

Gratuities / Tipping

Land

- Gratuities (tips) are not included in the tour price for services of the tour leader (when available) and driver throughout the tour. The recommended tip is 300 rupees per person per day. This covers the guide/leader and the driver and will be collected whilst on tour.

- Tipping for all services provided on tour is always a matter of personal discretion, however, please be aware that tipping is considered by many locals to be a part of

their normal remuneration and they may approach you for payment and there is no need to be intimidated by the request.

Sightseeing

Please note: In the event entrance to a site is affected by changes in operating hours or public holiday closures, your itinerary where possible, will be adjusted or similar activity will be offered in its place (subject to availability).

Shopping

Shopping overseas can be a daunting and confusing experience, especially when there is a language barrier. Please be very cautious when foreign currencies and prices are involved. If paying by credit card, please pay close attention to the amount you are being charged and keep all of your receipts.

Do not make any purchases you are not comfortable with or feel pressured into. If you are uncertain or need assistance with the language barrier, please seek assistance from your Tour Guide/Leader.

Please refer to our Terms and Conditions in regards to shopping for further information.

VISAS

India

A Tourist Visa for India is a strict requirement if travelling on an Australian Passport. You will be able to start your Visa application process once you receive your final travel documentation approximately 6 weeks prior to departure. Please start arranging your visa at least 3 weeks prior to departure to account for any delays due to consulate operating hours.

Important: Visa rules may have changed since COVID-19. Check with the nearest embassy, consulate or immigration department of the destination you're entering.

Please note: Passengers who are not Australian citizens must check with the respective consulate or visa agency to determine what their visa requirements are and what personal identification is required. It is also important to note, some areas of employment such as journalism, government authorities and charity organisations may have additional restrictions in applying for Visas. This may in turn affect the type of application required.

SCHEDULE OF FEES

Voluntary Changes

This includes booking changes requested by you, including but not limited to those changes requiring an airline ticket or a Purchase Confirmation reissue.

· Changes - \$100.00 per booking + any additional charges applied by the airline/ cruise company/accommodation/other travel providers.

Name Changes Due To Passenger Error

· If the incorrect name has been advised to TripADeal, charges of \$100.00 per booking + any additional charges applied by the airline/ cruise company/accommodation/other travel providers.

Supplier Fees

In the event the Travel Offer you have purchased is unable to proceed, and/ or a travel Supplier is unable to fulfil the Travel Offer due to external circumstances (Limitation of Liability e.g. a Force Majeure event), there may be a fee or amount of money that is withheld by our Suppliers and is unrecoverable. This may be due to non-refundable airline tickets, cancellation penalties with cruise cabins or unrecoverable payments with our land/accommodation partners. TripADeal has committed to these costs as your Agent and will endeavour to recover all funds committed and/or paid for your Travel Offer, but this may not be possible in all circumstances. If refunds are not available from Suppliers, we will endeavour to obtain a travel credit on the best terms available and communicate these outcomes to you. In the event, TripADeal is unable to obtain a refund or travel service credit, or part thereof, this cost is passed on to the customer as a Supplier Fee. This fee is not revenue-raising and is paid to or withheld by our suppliers when recovering payments.