

# NORFOLK DISCOVERY

NORFOLK ISLAND | 16 APRIL 2021 | 10 DAYS

EARLY  
BOOKING  
BONUS

HISTORY &  
CULTURE  
TOUR







# Welcome

## TO HELLOWORLD TRAVEL HOSTED JOURNEYS

Hosted Journeys are experts in offering travellers unique, hand-picked holidays to destinations all over the world. Our itineraries are designed to ensure you have a hassle-free and seamless holiday experience. With over 30 years experience in group travel, you can be rest assured you are in expert hands from start to finish.

A professional Tour Host travels with the group, taking care of all the details. They provide security and peace-of-mind, maintain positive group morale, provide assistance through airports, assist with flight cancellations or alterations, lost luggage, reconfirm touring and transfers, all to maximise your holiday experience.

For International travel the host will also assist with immigration and crossing borders as well as distributing tipping.

We are driven to help you create lifelong memories and friends that share a passion for travel, food, history, culture and adventure by providing unique itineraries that maximise your travel experience and minimise the hassles.



Exclusive Itineraries  
& Inclusions



Meet like minded  
travellers and make life  
long friends



Security & Peace  
of Mind

## Seamless from start to finish

### FULLY INCLUSIVE HOSTED JOURNEYS



Accommodation in  
ideally-located,  
quality properties



Professional Tour Host,  
as well as experienced  
local guides at your  
destinations



Enjoy various forms  
of transport throughout  
the itinerary



Most meals, including  
daily breakfast and select  
lunches & dinners



Sightseeing and local  
encounters highlighting  
the destination



Tipping for all included  
sightseeing guides and  
transport providers



# Meet your Tour Host

Annabel started travelling overseas at the age of 22 and has experienced many exciting destinations across the globe. Annabel is the General Manager and part owner of Helloworld Travel Mackay, Mt Pleasant and Willows Townsville.

Annabel believes there is nothing more inspiring than making people happy through shared travel experiences. She loves sharing her passion for the people, history and culture of the places she visits.

"I am looking forward to hosting you on this cultural journey to Norfolk Island. I am excited to share in the discovery of the history of this little piece of paradise in our own back yard, as well as the many fantastic dining experiences we are to share together. I will be there to ensure you have a hassle free and memorable holiday."



*Annabel Dolphin*

## The Finer Details

### Physical Rating



It is important for you to consider if this Hosted Journey is right for you. Every Hosted Journey requires you to be able to walk around sights unaided, board and disembark various modes of transport and some itineraries may require you to walk longer distances.

Hosted Journeys has 5 Physical Ratings to assist in ensuring this itinerary suits you:

Extremely Low	Minimal physical fitness is required as there is minimal or no travel between locations and minimal walking.
Low	A little physical fitness is required as you will be boarding and disembarking transportation and walking short distances.
Moderate	A reasonable level of fitness is required as you will be boarding and disembarking transportation and walking moderate distances and climbing some stairs.
High	A high level of fitness is required as you will be boarding and disembarking transportation, walking long distances and climbing some stairs. You will also encounter uneven terrain and required to walk across loose ground or rocks.
Extremely High	A very high level of fitness as you will be participating in hiking and very long walks. You will also be boarding and disembarking transportation and climbing stairs. You will also encounter uneven terrain and required to walk across loose ground or rocks.

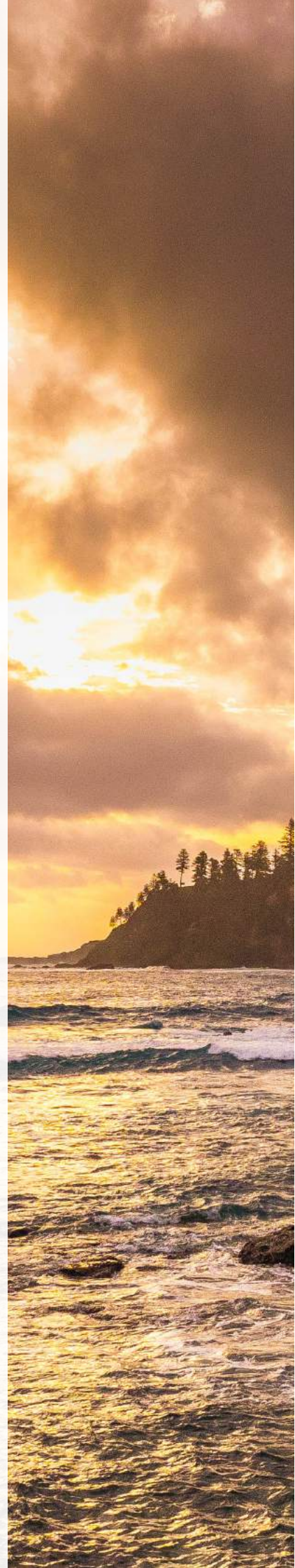
Please note it is not the role of the Tour Host to assist you in carrying your bags or provide individual assistance for walking, boarding or disembarking any modes of transport. If such assistance is required, you must consider a travelling companion that is willing to assist you.

### Accommodation Styles

Hosted Journeys has hand picked your accommodation to best suit your itinerary and the destinations you will visit. You may find a variety of accommodation styles throughout your Hosted Journey, from hotels, lodges and cruise cabins to family-run guesthouses and more characterful and rustic accommodation.

### Cultural Encounters

This itinerary will give you an immersive taste of the regions you visit. Hosted Journeys is delighted to share with you many interesting cultures across the world. Expand your horizons and explore the local way of life as we discover authentic cultures that will be sure to make your holiday experience truly special.









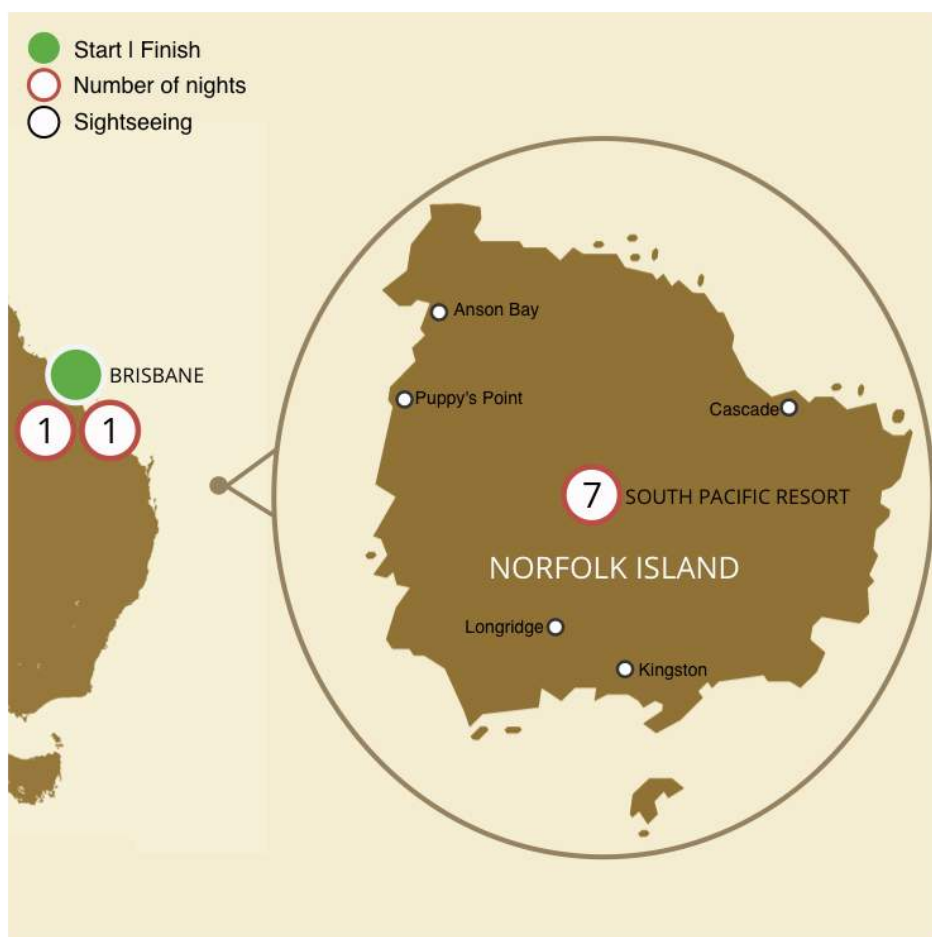


Norfolk Island's Rich History

Norfolk Island is an idyllic island paradise positioned between Australia, New Caledonia and New Zealand. Described by Captain James Cook as "paradise on earth", this lush island boasts sandy beaches, jagged cliffs and is the home of mighty araucaria pine along with a remarkable variety of birds. Norfolk's rich colonial history and Polynesian influence has shaped this small community and the locals are proud to share their home with you. Take in the breath-taking scenery, learn about its historic past and enjoy the many activities on offer.

## Tour Highlights

- See spectacular scenery, amazing landscapes and beautiful gardens
- Learn about Norfolk Island's rich history and many cultural influences
- Laugh, cheer and sing along with the talented descendants of the famous Mutiny on the Bounty
- See how the locals live and be hosted to a special dinner in their homes
- Enjoy many feasts and live entertainment featuring local artists, interactive theatre shows, mystery dinners and progressive dinners
- Taste the local produce with homemade breads, local seafood and scrumptious desserts
- Visit a hobby farm, Cottage Pottery Shop, Chocolate Shop and see the Banyan Trees
- Enjoy some down time to take in all that this beautiful paradise has to offer
- Learn about Norfolk Island's Polynesian pioneers with a local Norfolk Island author





# Norfolk Discovery Itinerary

## Day 1. Fri 16 April 2021 MACKAY - BRISBANE

Let's meet at the Mackay Airport and begin our journey to Brisbane for an overnight stay at a Brisbane Airport Hotel. Upon arrival in Brisbane we will make our way by foot to the airport hotel where we enjoy the night at leisure.

## Day 2. Sat 17 April 2021 BRISBANE - NORFOLK ISLAND

This morning we will make our way by foot to the Brisbane International Terminal to check in for our flight to Norfolk Island. With an afternoon arrival we will be collected at the airport and transferred to our hotel. The remainder of the afternoon is to enjoy at our leisure. This evening, enjoy a 2-course welcome dinner at the Resort and get to know our fellow travellers.

## Day 3. Sun 18 April 2021 HALF DAY TOUR & DINNER WITH A MUTINEER

This morning we set out on a half day orientation tour. We visit historic Kingston, Cascade, Longridge and much more. See and hear about the famous convict buildings, beautiful beaches and golf course, the renowned Melanesian Chapel, the Government, the laws and lifestyle. Take in the spectacular views from scenic spots on this full commentary conducted tour. Rest for a delicious morning tea in the garden of a historic island home built by Fletcher Quintal - descendant of 'Bounty' mutineers Fletcher Christian and Matthew Quintal. This afternoon is at leisure to relax or wander into town.

This evening we will laugh, cheer and sing along with the talented descendants of the famous Mutiny on the Bounty, as the crew regales us with a night of fun, culture and music. With a 2-course feast fit for a mutineer this dinner show is a spectacular new tour for us to enjoy.

## Day 4. Mon 19 April 2021 POLYNESIAN PATHWAYS TOUR & MURDER MYSTERY DINNER

Join Rachel Nebauer as she reveals Norfolk Island's ancient histories and migratory mysteries. Moemoea is the dream, the island's creation myth and we will learn the intriguing story of the Polynesian seafarers - pioneers of the Pacific who first settled this island of unspoilt natural beauty.

After an afternoon at leisure we will experience a fascinating evening of interactive theatre, intrigue and mystery. Enjoy a 3 course meal fit for the Commandants, whilst the mystery unfolds. Meet the Commandant, Clergyman & Convicts of this period and learn the story behind true characters from the second settlement. We will have the chance to solve the mystery to win a prize.

## Day 5. Tue 20 April 2021 BEHIND THE HEDGES TOUR & NIGHT AS A CONVICT

Today, we travel to Anson Bay to visit a small hobby farm, which has been instrumental in improving the local livestock industry. Close by, we see a demonstration at Norfolk's major pottery and browse at the Cottage Pottery Shop. After a delicious morning tea at a scenic location, we visit one of the Island's largest Banyan Trees. We also visit 'Sweeties' and learn how they make chocolate on Norfolk.

Tonight, we have a night out with a beautiful 3-course dinner. Prepare for a night of interactive fun as we dress as a convict (outfit supplied) and join in with the Commandant for an evening of gaiety, feasting, singing and dancing. Great food, great fun.

## Day 6. Wed 21 April 2021 CONVICT SETTLEMENT TOUR & EVENING GHOST TOUR

This morning will be at your leisure. In the early afternoon, we embark on an 'In Depth' tour of the historic Georgian settlement of Kingston. Walk through the cemetery and hear the history of interesting convict and colonial headstones and hear stories of the houses along Quality Row. Walk through the ruins of the New Gaol, see the Pier Store, Boat Shed and the Crank Mill. Afternoon tea is included.

Tonight, we gather in the hotel foyer before having a delicious 2-course dinner in historic Kingston and a lantern walk through the ruins. Listen to tales and stories that will delight you, make you sad and, through it all, send shivers down your spine.

## Day 7. Thu 22 April 2021 ISLAND FISH FRY & SOUND AND LIGHT SHOW

Today enjoy a full day at your leisure to relax or explore Norfolk's shops, the Farmer's Market or perhaps pre-book an optional day tour (see more details & prices later in brochure).

This evening we feast on Island dishes, salads, homemade bread and fresh fried fish, followed by Island desserts and tea or coffee. We will be treated to some local entertainment on Norfolk's beautiful Puppy's Point. After dinner, we travel to back Kingston. Nightfall at Kingston brings a different mood to the Convict Settlement. The stillness and the stars are there just as they were before mankind arrived in 1788. However, with the dramatic use of real life sounds, theatrical lighting and costumed actors, the stillness is broken as we are taken through the horrifying decades of Norfolk Island's convict era.

## Day 8. Fri 23 April 2021 GREENFINGER TOUR & PROGRESSIVE DINNER

After breakfast, we set out to discover some of the Islands most lovely gardens. Through the morning we visit a nursery, owned and operated by a young Norfolk Islander, and

view the hydroponics. We also visit a gorgeous private garden with a spectacular view. We will also enjoy morning tea at a scenic location.

Tonight, we enjoy a 3-course meal progressing to different Norfolk Island family homes. We will join a group of other Norfolk Island visitors and be taken to carefully selected island homes where we will hear Norfolk stories from our dinner hosts. The Progressive Dinner is a fun night and a great way to meet the local people.

## Day 9. Sat 24 April 2021 NORFOLK ISLAND - BRISBANE

After a hearty breakfast, we have the morning to relax or get in that last bit of shopping or sightseeing. We will be transferred to the airport where we depart on an afternoon flight taking us to Brisbane. With a late afternoon arrival in Brisbane we will stay overnight at a Brisbane Airport Hotel. On arrival we will make our way to the hotel and have an evening at leisure.

## Day 10. Sun 25 April 2021 BRISBANE - MACKAY

Enjoy breakfast at the hotel before we make our way by foot to the domestic terminal where we will check in for our flight home to Mackay.



Anson Bay



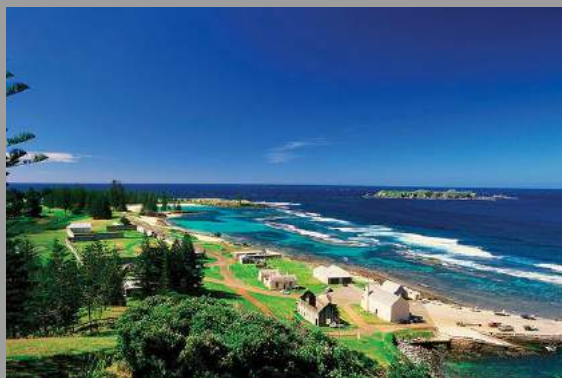
Norfolk Pines



Scenic Views

# Discovering Norfolk

With so much to do and see on Norfolk Island this tour includes the best of the best. From an orientation of the island to the most spectacular scenery and mixing with the locals this Hosted Journey covers it all.



## Norfolk Island Half Day Tour

See spectacular scenery & learn about Norfolk's rich history (includes morning tea)



## Polynesian Pathways Tour

Join celebrated Norfolk Island local author, to learn about the Polynesian pioneers



## Behind the Hedges Tour

Visit a hobby farm, Cottage Pottery Shop, Chocolate Shop, Banyan Trees (includes morning tea)



## Convict Settlement Tour

Visit Kingston, ruins of New Goal, Pier Stone, Boat Shed, Crank Mill & Quality Row Houses



## Sound & Light Show

Experience convict life through a theatrical performance with dramatic and exciting lighting



## Greenfinger Tour

Visit a garden nursery and private garden with a knowledgeable guide (includes morning tea)



# Dining Experiences

With most meals included in this Hosted Journey you will be sure to never go hungry! Taste the best of the local produce as we eat our way around the island with many exciting themed meals included.



## Dinner with a Mutineer

Laugh, cheer and sing along with the talented descendants of the famous Mutiny on the Bounty



## Murder Mystery Dinner

An evening of interactive theatre, intrigue & mystery whilst you dine on a 3-course dinner



## Night as a Convict

Dress as a convict (outfit supplied) as you delight in a 3-course dinner and be entertained



## Evening Ghost Tour

Listen to ghost tales as you walk by lantern through the ruins. You will also enjoy a 2-course dinner in historic Kingston.



## Island Fish Fry

Feast on local island dishes while treated to local entertainment at Puppy's Point



## Progressive Dinner

Join locals in their homes with other Norfolk Island visitors and be treated to stories from your dinner hosts



# South Pacific Resort Hotel

Enhance your stay on Norfolk at this beautiful property, set on 5 acres of landscaped gardens - the newly renovated South Pacific Resort is the largest and most conveniently located hotel on Norfolk Island.

Norfolk Island is a place of beauty - towering Norfolk Island Pines, sheer cliff faces, crystal clear lagoons and undulating pastures along with abundant bird life. With a rich history influenced by its earliest Polynesian inhabitants, the first British settlers in 1788 prospered in this colonial outpost which later became a substantial penal settlement.

The South Pacific Resort is just a brief walk to the main shopping township of Burnt Pine and only a short drive to historical Kingston, beautiful Emily Bay and the golf course. The South Pacific Resort is the perfect place to relax and unwind on your Norfolk Island holiday.

Hotel facilities are extensive and include a swimming pool, hot tub, coffee shop, bar, restaurant, conference facilities, games room, computer room and a free scheduled shuttle bus to Burnt Pine shops and restaurants for those who prefer not to walk.

Surrounded by island style garden and valley, the Garden Room has everything you need to relax and make the most of your Norfolk Island getaway.



## Optional Tours - Thursday 22 April 2021

Make the most of your free day on Norfolk Island and choose from one of these optional tours. It is highly recommended to pre-book these tours as numbers are limited and payment will be due along with your final payment.



### Glass Bottom Boat Tour | 1hr |

\$91 per person

Board an educational and fun tour of the 2nd most southern coral lagoon in the world aboard an electric solar powered glass bottom boat "Mauatua". Your guide is Don who is a 7th generation descendant of HMAS Bounty. Beautiful marine life abounds in this eco system that only takes 1 minute to start viewing. This tour is subject to favourable weather conditions.



### Christian's 4WD Tour | 3hrs | Light Refreshments |

\$90 per person

Enjoy a "State of the Art" experience in air conditioned comfort as we explore with the authentic insights of Norfolk's unexplored valleys, ridges, coastlines and private properties. This 4WD tour takes you through Norfolk National Park where you see not only the beauty of the gum forest but also the different growth stages of the Norfolk Pine. View the many varieties of both native and imported plants as well as the newly constructed Boo Book Owl nests.



### Colleen McCullough Home Tour | 2hrs |

\$74 per person

As a world renowned author, Colleen McCullough invites you into her beloved property "Out Yenna". You are escorted through her magnificent home and are able to view Ric and Colleens priceless collection of artefacts gathered through their travels all over the world. You will learn about how Colleen enjoyed her Norfolk paradise and how it inspired her with its rich history and natural beauty. This is a glimpse into the life of a modern day literary icon.





# Tour Inclusions

## Included Highlights

- See spectacular scenery & learn about Norfolk's rich history on the Norfolk Island Half Day Tour
- Laugh, cheer and sing along as we are entertained by descendants of the famous Mutiny on the Bounty and indulge in a 2-course dinner
- Learn about Norfolk Island's Polynesian pioneers with a local Norfolk Island author
- Experience an evening of interactive theatre, intrigue and mystery whilst you enjoy a 3-course dinner at the Fletcher's Fate Mystery Dinner
- Visit a hobby farm, Cottage Pottery Shop, Chocolate Shop and Banyan Trees on the Behind the Hedges Tour
- Dress as a convict as you delight in a 3-course dinner and be entertained by the Commandant
- Visit Kingston, ruins of New Gaol, Pier Stone, Boat Shed, Crank Mill and Quality Row houses on the Convict Settlement Tour
- Enjoy a 2-course dinner in historic Kingston and listen to tales as you walk through the ruins on the Evening Ghost Tour
- Feast on island dishes while being treated to local entertainment at the Island Fish Fry, Puppy's Point
- Experience convict life through a theatrical performance with dramatic lighting at the Sound & Light Show
- Visit a garden nursery and private garden on the Greenfinger Tour
- Join locals in their homes and be treated to stories from our dinner hosts on the Progressive Dinner

## Included Services

- Return flights from Mackay to Brisbane
- Return flights from Brisbane to Norfolk Island
- Return private airport transfers
- Small group journey (maximum 24 passengers)
- 2 nights in 4 star accommodation in Brisbane before and after our stay at Norfolk Island
- 7 nights in 3.5 star accommodation on Norfolk Island
- Services of an experienced Helloworld Travel Tour Host

## Included Meals

9 Breakfasts (B)

3 Morning Teas (MT)

1 Afternoon Tea (AT)

7 Dinners (D)

## Holiday Pricing

10 Day Tour, departing Mackay

**\$4,295 per person**

**BONUS! Book by 31OCT20 & save \$100 per person!**



# Terms & Conditions

The following terms and conditions form the basis of your contract with Helloworld Travel Hosted Journeys ('Hosted Journeys'). Please read them carefully as they set out your and our respective rights and obligations. Payment of your deposit to Hosted Journeys confirms that you have read, understand and agree with the conditions outlined below and a more detailed version on the Hosted Journeys website, [www.hostedjourneys.com.au](http://www.hostedjourneys.com.au)

## Deposit, Booking & Medical Form & Final Payment Details:

A non-refundable deposit of \$500 per person is due within 7 days of making a booking. You are also required to complete a Hosted Journeys Booking & Medical Form and return it to your Travel Consultant. Please also attach a copy of your photo ID or the photo page of your passport (for international travel) Bookings are subject to auto cancel after 7 days if the deposit and Booking & Medical Form is not received.

Final payment is due no later than Friday 15 January 2021. If your reservation is made after this date, full payment is required at time of booking.

## Hosted Journeys Deposit Protection Plan:

Applicable when you pay an upfront fee of \$99 per person with your deposit. You may cancel your holiday prior to the final payment due date and retain a credit of the deposit paid, less any third party and unrecoverable costs. The deposit, held by Hosted Journeys, can only be used towards a new Hosted Journey departure within 18 months of the date of cancellation. Hosted Journey credits will remain non-refundable and non-transferable and if not used by the expiry date they will be forfeited. Travel Agent fees may apply. The Deposit Protection Plan does not, nor is it intended to, replace travel insurance. In the event that a force majeure applies, the customer will be bound by the Hosted Journeys terms and conditions, outlined on the Hosted Journeys website. The Deposit Protection Plan is only available on 2021 Hosted Journey departures. At all times the \$99 DPP fee remains Non-refundable.

## Holiday Pricing:

The package price is per person based on twin share accommodation and subject to a minimum number of passengers booked. Should minimum numbers not be met, we reserve the right to withdraw the departure prior to final payment date and a refund of your paid deposit will be offered. Alternatively the tour will proceed as planned however the Tour Host may not travel with the group. Your holiday pricing may increase if minimum numbers are not met. Deposits merely hold the reservations and, due to ongoing currency fluctuations, prices cannot be guaranteed until final payment has been made. Hosted Journeys reserves the right to modify program itineraries, included sightseeing and substitute accommodations and transportation at any time due to unforeseen circumstances. In such circumstances, we will do our best to supply comparable services, accommodations and itineraries, and there shall be no refund in this situation.

## Special Requests:

Specific requests such as bedding, adjacent rooms, seat requests on flights and special meal requirements can be made on your Booking Form. Please note, Hosted Journeys will do everything they can to accommodate your requests, however, they can not be guaranteed.

## Single Accommodation:

Single Accommodation may be available upon request and a single supplement of \$1,400 will apply. It is important to note that in certain countries a single room may mean a single bed in the room. If you are a single traveller and willing to share with another single traveller, let your Travel Consultant know. When possible, Hosted Journeys will liaise with your consultant to advise if a traveller of the same gender is also willing to share. Your consultant will facilitate contact between the single travellers prior to confirmation to ensure you are agreed compatible travellers. This cannot be guaranteed. If another single traveller is not available, the single supplement must be paid.

## Travel Insurance:

Travel Insurance is compulsory when travelling with Hosted Journeys. We recommend Covermore (offered by Helloworld Travel) as, whilst you are away, our Tour Host can communicate directly with our Covermore representative and provide assistance when making claims or enquiries. If you choose an alternative insurance provider, our Tour Host cannot guarantee assistance.

"Covermore Insurance is issued by Great Lakes Australia (ARBN 127 740 532, ABN 18 964 580 576, FSL 318603). Any advice provided is general advice only. Please consider your needs, financial situation and the combined FSG/PDS available from us before deciding to buy this insurance.

## Tour Hosts:

Our Hosted Journeys are facilitated by a Helloworld Travel Tour Host. The decision of the Tour Host is final on all matters likely to affect the safety or well-being of any fellow traveller or staff member. If you fail to comply with a decision made by a Tour Host, or interfere with the well-being or mobility of the group, the Tour Host may direct you to leave the tour immediately, with no right of refund. We may also elect not to carry you on any future Hosted Journeys. You must, at all times, comply with the laws, customs, foreign exchange and drug regulations of all countries visited.

## What's not included:

Items such as (and not limited to) passports, items of a personal nature, beverages, meals and sightseeing not detailed on the itinerary, excess baggage, portage (unless specified) and travel insurance.

## Airfare Conditions:

Airfares included in this package may be based on various airlines, and are subject to change without notice. Airfares are in economy class and subject to availability at time of booking and the group airfare conditions. Schedules, taxes and fuel surcharges included are subject to change and additional charges may apply for alternate routes and airlines. If you wish to upgrade to Premium Economy, Business or First Class (if available on your flight services) please ask your Travel Consultant for availability and upgrade costs. Air travel is arranged with independent airlines. Hosted Journeys will arrange air travel as advertised in connection with your holiday package. All airfares are subject to flight and booking class availability. Once air tickets are issued, airline amendment and/or cancellation fees apply and, in some cases, are non-refundable. Name changes and voluntary date and schedule changes will incur fees. Hosted Journeys is not liable for delays or disruptions of air travel. Once tickets are issued, Hosted Journeys will have no other liability and will not be responsible for refunding the cost of any services booked in conjunction with the flights.

## Photo ID, Passport & Visas:

Your reservations must be made in exactly the same name as your photo ID or passport (for international travel). Should any amendments to names be made from those advised on the Booking Form, or if a change needs to be made as a Booking Form was not supplied, fees will apply.

For International Itineraries please ensure you have a current passport that is valid for at least six months after your scheduled return home to Australia. It is the guests sole responsibility to obtain, and have available when necessary, the appropriate valid travel documents.

The issuance of visas is not the responsibility of your Travel Consultant and we cannot be held responsible should you be unable to obtain the correct visas to undertake your journey. Please discuss your individual visa requirements with your Travel Consultant.

## Documentation:

Approximately one month prior to departure you will be sent an invitation to attend your pre-departure event where you can meet your fellow travelers and collect your travel documents. The event will be held approximately two weeks prior to your departure. If you are not located in Mackay QLD, your travel documents will be couriered to your Travel Consultant.

## Social Media & Imagery:

By signing your Booking Form you consent to Hosted Journeys using images of you taken during the tour for advertising and promotional purposes in any medium we choose. You grant us a perpetual, royalty-free, worldwide, irrevocable license to use such images for publicity and promotional purposes.

## Changes & Amendment Fees:

If you extend or alter your holiday, a minimum fee of \$100 per person per change is payable to Hosted Journeys to cover administrative and communication costs. This is in addition to any fees charged by airlines and applicable suppliers.

## Refunds & Cancellation:

Cancellation must be in writing and such notice is not effective until received by Hosted Journeys. Any part payments received by Hosted Journeys over and above your deposit, including payment for airfares, will be subject to cancellation fees at the discretion of Hosted Journeys plus any third party suppliers. A 100% cancellation fee will apply if your reservation is cancelled on or after the final payment deadline.

In the event that an act of terrorism or natural disaster occurs at your chosen travel destination after your final payment has been made, but before your departure date, Hosted Journeys will perform all possible efforts to minimise your travel disruptions. However in extreme cases, your tour may be altered or cancelled for your safety. Hosted Journeys can not be held responsible should any third party suppliers be unable to offer any refunds due to such causes.

If due to unforeseen circumstances there has been a change in your reservation that results in requiring either a partial or a full refund, Hosted Journeys will work with your Travel Consultant to arrange this.

Refunds will be subject to the terms and conditions of the third party travel providers that Hosted Journeys have booked the travel arrangements with. It is important to note that third party travel providers have restrictive terms and conditions for group travel and can differ from those outlined in their brochure or on their website. Hosted Journeys cannot be held responsible for any travel providers delays in issuing refunds. Some refunds, such as airlines, are known to take at least 3 - 6 months. Similarly, any refund for a cancelled booking can only be paid to you, once the supplier provides the refund to Hosted Journeys.

Hosted Journeys take pride in providing an exclusive travel experience and often take a long time to plan and book the travel arrangements included in your chosen itinerary. Any remuneration earned by Hosted Journeys will remain non-refundable.

## Liability & Privacy:

Hosted Journeys acts as a wholesale travel provider within the Helloworld Travel Network. We sell various travel related products on behalf of numerous transportation, accommodation and other wholesale service providers, such as airlines, coach, rail and cruise line operators. Hosted Journeys' obligation is to make travel bookings on your behalf and to arrange relevant contracts between you and the travel service providers. We have no responsibility for these services nor do we make or give any warranty or representation regarding their standard. All bookings are made subject to the terms and conditions and limitations of liability imposed by these service providers groups departments. Your legal recourse is against the specific provider and not Helloworld Travel or Hosted Journeys. If, for any reason, any travel service provider is unable to provide the services for which you have contracted your remedy lies against the provider and not with Hosted Journeys.

It is important that you, and all members of your travelling party are aware of these terms and conditions as they may relate all or in part to the bookings held by Hosted Journeys on your behalf. If you are making bookings on behalf of more than one person, we will be happy to provide you with more than one copy of these terms and conditions if requested.

All reservations have been booked under the terms and conditions laid down by the airlines and tour providers groups departments. It is important to understand that each tour provider has different terms and conditions for group travel and these will differ from the Terms & Conditions for leisure travel.

We do not accept any liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. We do not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control which is not preventable by reasonable diligence on our part. Third party excursions such as scenic flights, boat cruises, helicopter flights, cable car rides, some 4WD tours, white water rafting, camel rides, hot air ballooning, rural, rural homestay options are not operated by Hosted Journeys, nor by persons or companies associated with Hosted Journeys. These activities may involve inherent risk of injury, death, accident, delay and loss, and clients assume all such risk with regard to any misadventure, death, injury, delay or loss which occurs during, or as a result of, any such activity.

Hosted Journeys collects information about you (including health information where necessary) and may disclose your personal information to organisations which provide services to Hosted Journeys to enable us to provide products and services to you, process your travel arrangements and facilitate your participation in loyalty programs. If the information is not provided, we may not be able to fulfil the service requested. As a Hosted Journeys customer, you may, at any time, request further information about the way we manage your personal information. You may also request removal from our contact lists or correct your personal information by contacting us in writing.

## Medical & Travel Health:

Hosted Journeys seeks to provide a safe, memorable and enjoyable travel experience for all guests and welcomes guests with special needs or disabilities provided they are accompanied by an able-bodied companion and do not require special assistance from Hosted Journeys Tour Host or other travellers. You must complete a Hosted Journeys Medical, Health & Mobility Form at the time of booking and advise of any physical, medical, or other particular needs that may affect your enjoyment of the tour or its enjoyment by others; and you must ensure that you are medically and physically able to travel. Failure to do so may result in the termination of your travel arrangements without any liability on the part of Hosted Journeys. Hosted Journeys reserves the right at its discretion to exclude from a tour, or to terminate the travel arrangements during the course of the tour without refund, of anyone who:

- is unable to cope with the requirements of coach travel – this includes embarking and disembarking 4-6 steps that are approximately 30 centimetres high, at each stop of the coach, which, on some tours, is at least 8 times per day
- may need services or facilities that are not available
- fails to comply with the reasonable instructions of Hosted Journeys Tour Host
- engages in illegal or undesirable behaviour or interferes with the enjoyment of or jeopardises the safety of other participants

Anyone so excluded will be required to disembark at a safe public location, transportation from which will be wholly their responsibility. You agree that Hosted Journeys is released from all liability for, and you agree not to hold Hosted Journeys responsible for, termination of your travel arrangements in accordance with the previous condition, or any decision made by Hosted Journeys or by any service provider who refuses to provide you with special accommodation facilities or services that are not available or who refuses to carry you by reason of any disability or medical condition. Any changes to health, mobility and fitness must also be reported to Hosted Journeys as soon as possible and prior to departure.

## Complaints:

If you have a complaint please inform your Tour Host or our local representative at the time so they can attempt to rectify the matter whilst travelling. If satisfaction is not reached through these means then any further complaint should be put in writing to us within 30 days of the end of the tour in order to expediate and escalate your complaint.

## Brochure Accuracy, Images & Maps within this publication:

Hosted Journeys has endeavoured to ensure that the information given in this brochure is correct to the best of its knowledge at the time of going to print. All images are used with permission and are subject to copyright from their source. Maps may not be to scale or represent 100% location accuracy for the purpose of readability. Hosted Journeys can not be responsible for changes in factual data or imagery and recommend you confirm the details of your chosen holiday package at the time of booking. Hosted Journeys will endeavour to notify you of any significant changes prior to departure.

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