

# OUTBACK QUEENSLAND DISCOVERY

LONGREACH & WINTON | 02 MAY 2021 | 8 DAYS



EXCLUSIVE  
ITINERARY

HOSTED  
FROM  
MACKAY





Discover the heart of

*Outback Queensland!*



# 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 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

Ben has extensive travel experience having visited many parts of Australia and some 35 countries abroad. Apart from being a part owner of Helloworld Mackay & Mt Pleasant, Ben is an accredited professional photographer and loves capturing photos of the amazing landscapes and the interesting people he meets while travelling.

"I invite you to join me on this week long getaway discovering the popular attractions of outback Queensland, as well as some hidden gems. Staying at the Mitchell Grass Retreat in Longreach, will no doubt be a highlight!"

Ben Dolphin, Owner, Helloworld Travel Mackay & Mt Pleasant



*Ben 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.





If there is one song that lives in the  
heart of all Australians, it is

# *"Waltzing Matilda"*





Carisbrooke Station

Being a great time to travel a little closer to home, why not join us in discovering some of Outback Queensland's best hidden gems. There are new attractions to explore, some spectacular mountainous scenery and rock formations to see and intriguing pioneer history to discover.

## Tour Highlights

- Join an underground mine tour & try your luck at fossicking for gems in Rubyvale
- Discover the new Desert Dreaming Centre in Barcaldine
- Spend 3 nights in a 5 star Glamping Tent at Mitchell Grass Retreat in Longreach
- Take in the sunset views at Rosebank Station
- See the new Luminescent Longreach Light and Sound Show
- Enjoy a tour at Camden Park Station to learn about life on the land
- Australian Stockman's Hall of Fame new Outback Cinematic Experience
- Historic Wellshot Hotel & Ilfracombe Tour
- Qantas Founders Museum & Airpark Tour
- Drover's Sunset Cruise including Smithy's Outback Dinner & Show
- Winton town tour & Waltzing Matilda Centre
- Australian Age of Dinosaurs guided tour including sunset BBQ dinner
- Carisbrooke Station tour including Three Sisters rock formation & opal fossicking
- Discover the narrow rifts & canyons during a sunset tour at Rangelands Station
- Visit Flinders Discovery Centre
- Venus Gold Battery Tour in Charters Towers





# Outback Queensland Itinerary

**Day 1. Sun 02 May 2021** **MT L D**  
**MACKAY - EMERALD**  
Depart Mackay with an early start for travel through to Emerald in the Central Highlands Region. We'll travel via the Peak Downs Highway which offers some of the most spectacular scenery in the Central Highlands. The Peak Range is a chain of strikingly beautiful mountains between Moranbah, Clermont and Dysart. Our morning tea stop will be in Nebo at the Nebo Museum which houses the Mount Britton Collection of paintings. Continuing along the Peak Downs Highway we'll reach Clermont, one of the most historic towns in Northern Australia. Enjoy a picnic lunch at Hoods Lagoon with time to wander the boardwalks around the Lagoon. Keep an eye out for the famous 'piano in the tree', a replica of an actual piano which was lodged in the tree after a devastating flood in 1916. To capture the grandeur of the region's striking mountain scenery, we'll have a photo stop at Peak Range Lookout in Capella. Continue on to Emerald to check-in and relax. This evening dinner is included at our accommodation.

**Day 2. Mon 03 May 2021** **B MT L D**  
**EMERALD - LONGREACH**  
If you love gemstones then today is going to be a real treat with a visit to Rubyvale, set in the heart of the Sapphire Gemfields. Join an underground mine tour for a lesson in sapphire mining. Explore the tunnels with your guide then try your luck at fossicking. We'll travel east via the Landsborough Highway to Barcaldine, the Garden City of the West. Visit the new Desert Dreaming Centre to gain an insight into authentic Indigenous and Paleo pastimes. Stand under the historic Tree of Knowledge Memorial famous for being the birthplace of the Australian Labor movement. Check-in to your 5 Star Glamping accommodation early afternoon with time to relax and appreciate the impressive sunset from your Glamping Tent deck. Tonight, will be a relaxed BBQ dinner at Mitchell Grass Retreat.

**Day 3. Tue 04 May 2021** **B MT L D**  
**LONGREACH**  
Enjoy a relaxed breakfast and time to appreciate your surroundings at Mitchell Grass Retreat. Visit the Australian Stockman's Hall of Fame to wander the newly refurbished gallery and see the new Outback Cinematic Experience. Travel the short distance to Ilfracombe. Founded in 1891, it was a transport hub for Wellshot Station, which at the time held the largest number of sheep on any station in the world. We'll cap off the tour with an authentic pub lunch at the historic Wellshot Hotel. Return to Mitchell Grass Retreat with time to refresh before the Tastes of Sunset Dinner at historic Rosebank Station. Round out your second night in Longreach with the Luminescent Longreach Sound & Light Show.

**Day 4. Wed 05 May 2021** **B L D**  
**LONGREACH**  
Join a Camden Park Station Tour for an insider's view into life on the land. Tour the historic shearing shed and share morning tea with owner Outback Dan. Visit the world-class Qantas Founders Museum, eloquently telling the story of the founding of Qantas. View marvelous interpretive and interactive exhibits then join a guided Airpark Tour. Spend some free time in downtown Longreach. Late afternoon we unwind on the Drover's Sunset Cruise with tasty on-board nibbles followed by a two-course table service dinner under the stars at Smithy's Outback Dinner & Show.

**Day 5. Thu 06 May 2021** **B L D**  
**LONGREACH - WINTON**  
Travel west to Winton and learn the story behind Australia's unofficial national anthem at the Waltzing Matilda Centre; the only museum dedicated to a song. Discover the quirky Armo's Wall and play a tune on what is believed to be the world's only musical fence. Mid-afternoon, we take a short drive out of town to the Australian Age of Dinosaurs, perched high on a spectacular mesa.

Join a guided interpretive tour of the laboratory, collection room and Dinosaur Canyon. Take in the moment at our very special sunset barbecue overlooking the plains where the dinosaurs once roamed!

**Day 6. Fri 07 May 2021** **B MT L D**  
**WINTON**  
Travel into the heart of Waltzing Matilda Country and drive along private tracks to the beautiful Carisbrooke Station. Here we'll follow the scenic Cory's Range Drive to the Three Sisters rock formation, fossick for opals and enjoy a relaxed billy tea. Witness a prehistoric event from some 95 million years ago at Dinosaur Stampede, Lark Quarry Conservation Park. Join an interpretive tour of the world's only recorded dinosaur stampede featuring over 3000 footprints frozen in time in ancient mud flats. Return to Winton for a relaxed dinner at your accommodation.

**Day 7. Sat 08 May 2021** **B MT L D**  
**WINTON - CHARTERS TOWERS**  
We'll say goodbye to the Central West outback region and travel north east to Hughenden in the Flinders Shire. Take in 360 views of the surrounding landscape with a smoko atop Mt Walker. Visit the Flinders Discovery Centre and meet 'Hughie' the star attraction and life-size skeletal replica of a Muttaborrasaurus. Travel east along the Overlander's Way to Charters Towers. Following lunch in town, join a tour of the Venus Gold Battery. Dinner at your accommodation tonight.

**Day 8. Sun 09 May 2021** **B MT L**  
**CHARTERS TOWERS - MACKAY**  
Enjoy a short tour of downtown Charters Towers before travelling east to the heritage-listed township of Ravenswood, a once thriving gold mining town. Then continue on to the coast and Bowen for lunch overlooking one of the pristine beaches. We'll arrive back in Mackay late afternoon after an incredible Outback Queensland journey.



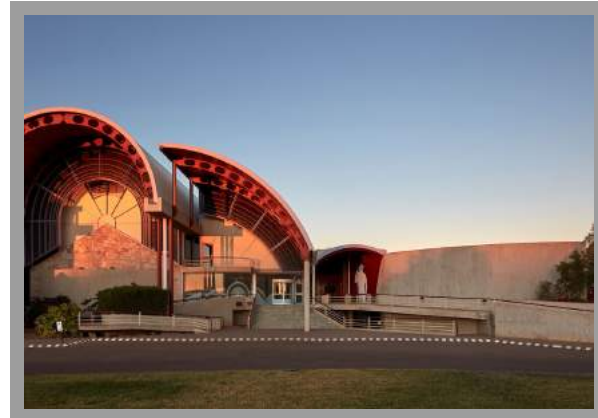
Smithy's Outback Dinner & Show

# Included Highlights

Outback Queensland offers beautiful natural wonders, iconic museums & attractions as well as intriguing pioneer history. We are pleased to showcase the below highlights, all of which are included in your Hosted Journey.

## Stockmans Hall of Fame NEW Cinematic Experience

The Australian Stockman's Hall of Fame is a spectacular tribute to the people of outback Australia. Now 30 years young, this icon of the west is undergoing a multi-million dollar revamp. Visitors have given the thumbs up to the new Outback Cinematic Experience. From the moment you take your seat, surrounded on 3 sides by a huge 16m screen, you are invited into the world of the Aussie Stockman. Using the latest technology and the perfect blend of real and virtual footage, it's truly a sensory outback adventure. \*Note: The main gallery of the Stockman's Hall of Fame will be closed for renovations at this time but we will view the new Outback Cinematic Experience.



## Qantas Founders Museum + NEW Luminescent Show

Learn the story of Australia's national airline, from its early days in Outback Queensland to present day. View world-class interactive exhibits and join a guided tour of the newly completed Airpark complex. Then, at the new Luminescent Longreach Sound and Light Show, get ready for 20 minutes of awesomeness as you stand surrounded by historic aircraft, doubling as the canvas for this amazing show. Featuring high-tech 3D animation and illustrations you'll be taken on a fascinating narrative of Australia's aviation history.



## Sunset Cruise & Smithy's Outback Dinner & Show

The colours of the outback come alive at sunset as you glide down the Thomson River aboard the Longreach Explorer. Capture 360-degree sweeping, river and floodplain views as you listen to captivating stories about the river, its wildlife and Indigenous heritage. Purchase an icy cold drink from the licensed bar to pair with complimentary shared nibbles platters. As the vibrant sunset colours fade into starlight, we dock at Smithy's Outback Dinner & Show. Relax under the stars with table-service dining featuring camp-oven themed modern cuisine. Live on stage, our talented musical performers will entertain you with their songs and stories.



## Camden Park Station

We will take you on a personalised tour of the famous Camden Park Station. Explore the historic homestead where Queen Elizabeth and Prince Philip visited for morning tea, and enjoy the expansive view from their verandah. Visit a circa 1920 shearing shed and gain an insight into the history of grazing in the Outback on this extensive station tour. Enjoy nibbles at sunset under the stunning outback sky – an unforgettable experience!





# Included Highlights

Outback Queensland offers beautiful natural wonders, iconic museums & attractions as well as intriguing pioneer history. We are pleased to showcase the below highlights, all of which are included in your Hosted Journey.

## Waltzing Matilda Museum

The first museum in the world dedicated to a song, the new Waltzing Matilda Centre boasts state of the art interpretation, telling the story of Waltzing Matilda. The Qantilda Museum offers interactive displays telling the story and history of the Winton Shire, including the Great Shearers Strike of 1891, and the birth of QANTAS. Exhibitions aside, the new Waltzing Matilda Centre is a sight to behold in itself. It was designed by award winning architects, Cox Architecture.



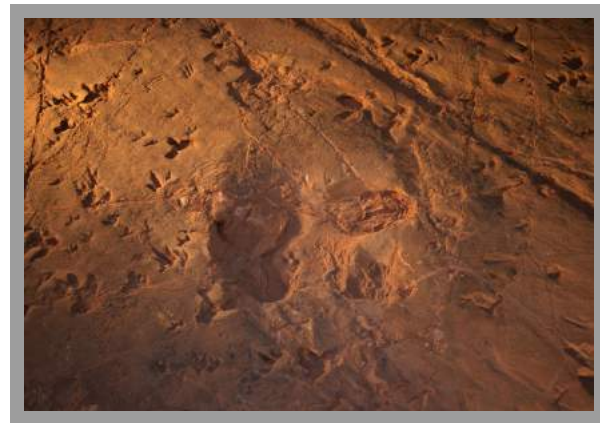
## Age of Dinosaurs Museum & BBQ Dinner

Visit the Australian Age of Dinosaurs with the largest collection of Australian dinosaur bones in the world. Hear how the bones are surfacing and are dug up right here in the Winton region and remain in the area to be prepared and added to an amazingly progressive dinosaur museum. You will see real bones and professional animation to recreate the dinosaurs before your eyes. Join a guided interpretive tour of the laboratory, collection room and Dinosaur Canyon followed by our very own special sunset barbecue overlooking the plains where the dinosaurs once roamed!



## Lark Quarry Tour

Dinosaur Stampede National Monument at Lark Quarry Conservation Park (also known just as Lark Quarry or Dinosaur Stampede) is considered to be the site of the world's only known record of a dinosaur stampede. The fossilised footprints are interpreted as a predator stalking and causing a stampede of around 150 two-legged dinosaurs. The fossils date to either the Albian or Turonian periods between 104 to 92 million years ago, and are part of the Winton Formation sandstone.



## Venus Gold Battery Tour

On the outskirts of Charters Towers sits the oldest and largest surviving Battery in Queensland – The Venus Gold Battery. Built in 1872, this mill provided gold extraction facilities to miners for over a century. The huge “stampers” pounded away through the day and night extracting the precious gold from quartz up until 1973. The Venus Gold Battery is of national and cultural significance, and well worth a visit. One of the highlights is a fascinating film presentation that shows not only the process of extracting gold from ore, but also the story of the Battery's working life and some of its ghosts.





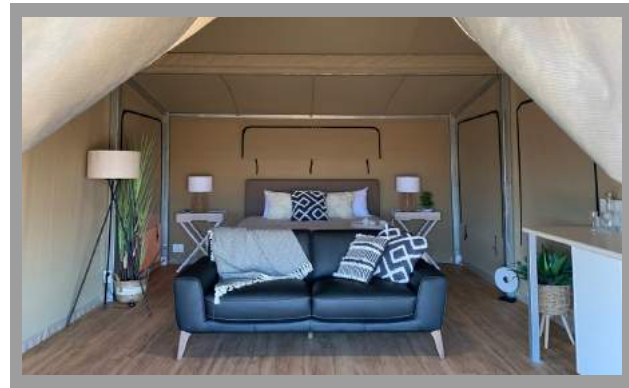
# Feature Stay

Hosted Journeys is proud to present this spectacular hand picked feature stay to ensure your outback Queensland adventure is truly memorable. This glamping style of accommodation is sure to enhance your experience as you travel through this remote and picturesque region of Australia.

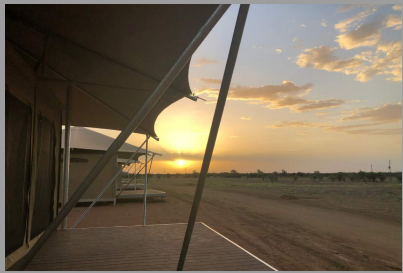
## Mitchell Grass Retreat - Longreach Private Glamping Tent

You are invited to experience "luxury under canvas" at Mitchell Grass Retreat, an authentic outback oasis. Escape the every day, get back to basics and delve into nature!

Located just a few minutes' drive from town, this 60 acre property consists of 15 eco friendly tents set among the Mitchell Grass Plains.



Perfect for one or two guests, your tent features a spacious open plan bedroom with kitchenette and european appliances. All are fully insect screened with private deck, outdoor furnishings and barbeque. Choose either a five star king-sized bed or two long singles, all dressed in luxury linen. Indulge with luxurious toiletries in your en-suite bathroom, with king bed tents featuring a gorgeous deep tub offering views across the plain. Wake each morning to a gourmet breakfast hamper delivered directly to your tent.



### PROPERTY FACILITIES

- 1 UNDERCOVER PARKING
- 2 BBQ AREA
- 3 SWIMMING POOL
- 4 COMMUNAL AREA
- FIRE PIT

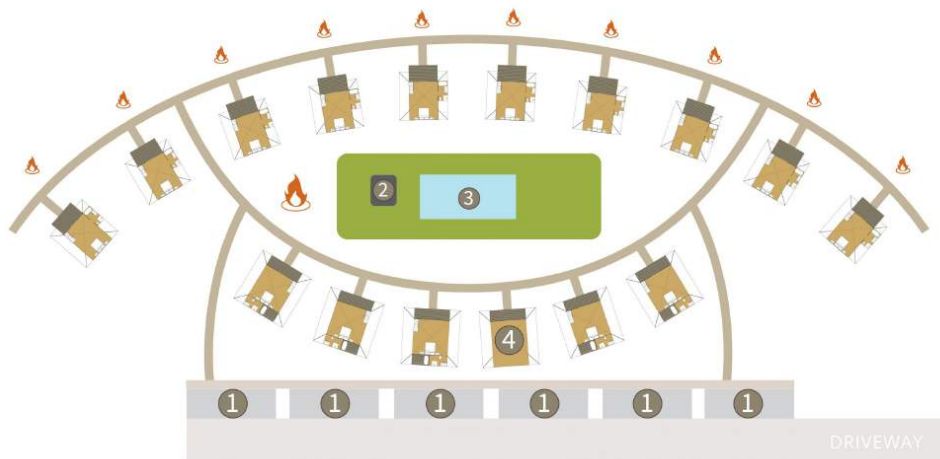
### GLAMPING TENTS



GIDYEA TENTS (solo/couples)



MULGA TENTS (twin share/families)





# Tour Inclusions

## Included Highlights

- Join an underground mine tour & try your luck at fossicking for gems in Rubyvale
- Visit the new Desert Dreaming Centre to gain an insight into authentic Indigenous and Paleo pastimes in Barcaldine
- Stand under the Tree of Knowledge Memorial
- Tastes of Sunset Dinner at historic Rosebank Station
- See the NEW Luminescent Longreach Sound & Light Show
- Learn about life on the land during a tour of Camden Park Station including morning tea with owner Outback Dan
- Visit the Australian Stockman's Hall of Fame to see the NEW Outback Cinematic Experience
- Authentic pub lunch at the historic Wellshot Hotel
- Visit the world class Qantas Founders Museum including interactive exhibits and guided Airpark tour
- Take in the views during the Drover's Sunset Cruise
- Enjoy a two course dinner under the stars at Smithy's Outback Dinner and Show
- Visit the Waltzing Matilda Centre, the only museum in the world dedicated to a song
- Discover the quirky Arno's Wall and play a tune on what is believed to be the world only musical fence
- At the Australian Age of Dinosaurs, join a guided interpretive tour of the laboratory, collection room and Dinosaur Canyon
- Enjoy a delicious sunset BBQ dinner overlooking the plains where dinosaurs once roamed
- At Carisbrooke Station, see the Three Sisters rock formation, fossick for opals and enjoy a billy tea
- Discover Rangelands Station where erosion has created narrow rifts through the rock including sunset drinks
- Visit the Flinders Discovery Centre & meet the life-size skeletal replica of a Muttaborrasaurus, locally known as Hughie
- Join a tour of the Venus Gold Battery in Charters Towers

## Included Services

- Private touring from Mackay in a comfortable air conditioned 30 seater coach
- 1 night in Emerald at the Maraboon Motor Inn, 3 nights in Longreach at Mitchell Grass Retreat, 2 nights in Winton at the Boulder Opal Motel and 1 night in Charters Towers at the Cattleman's Rest Motel
- Admissions to all attractions & museums as per itinerary
- Professional Savannah Driver Guide from start to finish
- Services of an experienced Helloworld Travel Tour Host

## Included Meals

6 Morning Teas (MT)   7 Breakfasts (B)   8 Lunches (L)   7 Dinners (D)

## Holiday Pricing

8 Day Tour, departing Mackay

**\$4,975 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 no later than Friday 5 March 2021. If your reservation is made after this date, full payment is required at time of booking.

## 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 \$1,420 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, rail, 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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