

# GREAT SOUTHERN RAIL JOURNEY

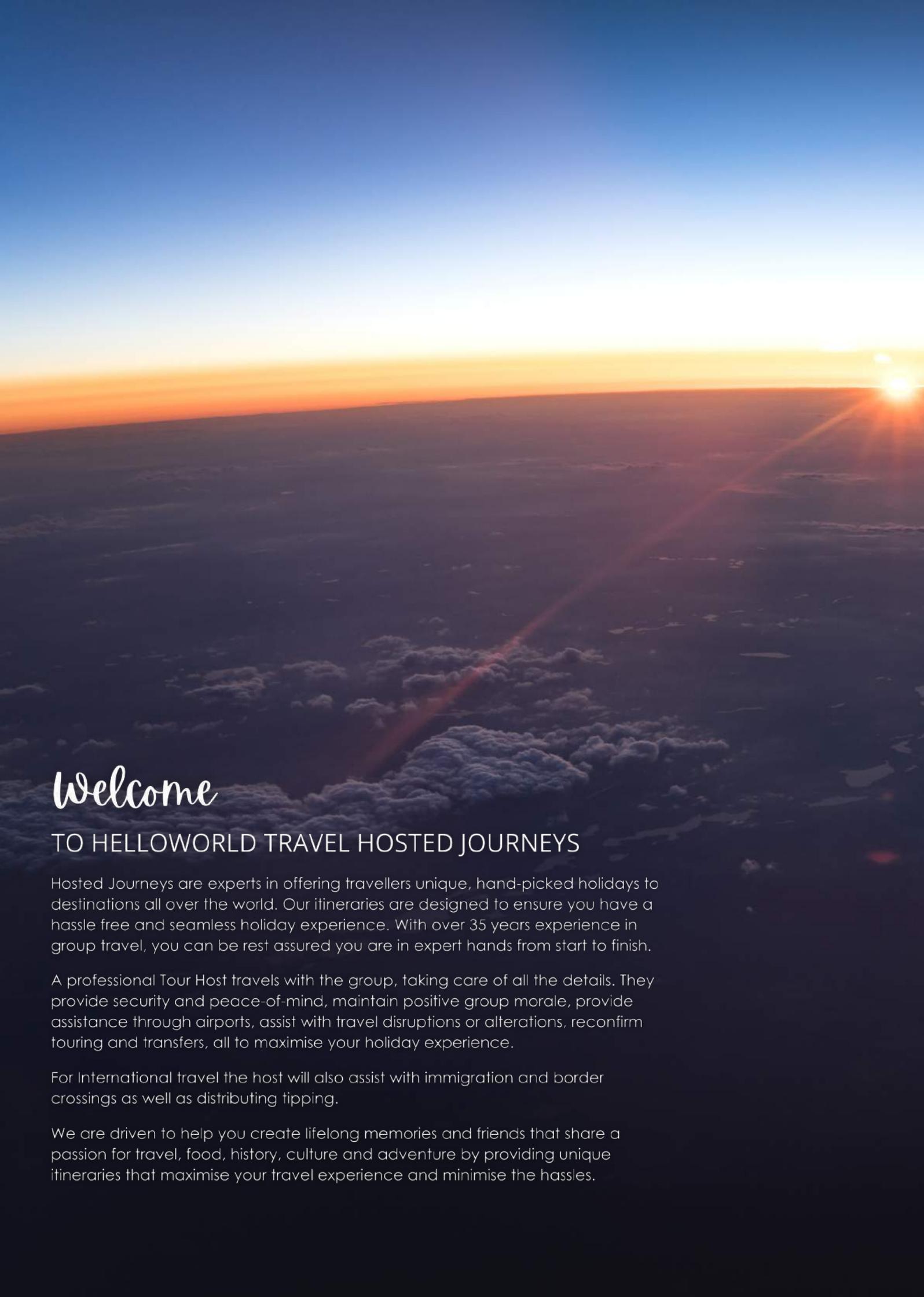
+ KANGAROO ISLAND

BRISBANE TO ADELAIDE | 11 DECEMBER 2022 | 10 DAYS



SMALL GROUP HOSTED JOURNEYS



An aerial photograph of a sunset over a vast, flat landscape. The sun is on the right horizon, creating a bright orange and yellow glow that transitions into a clear blue sky. A prominent lens flare extends from the sun towards the bottom left. The ground below is covered in a dense layer of clouds or low vegetation, appearing in shades of purple and blue.

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 35 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 travel disruptions or alterations, reconfirm touring and transfers, all to maximise your holiday experience.

For International travel the host will also assist with immigration and border crossings 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.



# What sets us apart?

## Exclusive Itineraries

On every Hosted Journey, experience locally-inspired moments crafted by our expert team of journey planners. You might explore a local food market by foot, exclusive behind the scenes admission to key attractions, or perhaps a refreshing cocktail in an extraordinary location against a breathtaking sunset. Each of these elements and encounters will broaden the mind and result in unforgettable experiences in each destination.

## Tour Host

A professional Tour Host travels with each group, taking care of all the details. They provide security and peace-of-mind, maintain positive group morale, provide assistance through airports, assists with any disruptions to your journey, reconfirm touring and transfers, all to maximise your holiday experience.

## Smaller Groups

Hosted Journeys specialise in small group travel, meaning you travel in a like-minded group at a pace that suits you all. It also means more one on one interaction with your Tour Host, Tour Director and expert Local Guides, getting to know them for the insightful, dedicated travelling companions they are.

## Hotel Stays

At Hosted Journeys, when considering your accommodation, our expert Journey Designers look at more than just the rooms. Wherever possible, they arrange to stay close to the places you most dream of seeing, close to the people you'll most enjoy meeting and close to the experiences you'll most enjoy discovering. In select locations, enjoy special feature stays with iconic hotels remarkable for their location, character and heritage.

## Included Services

Let us take the strain off your wallet while you are away by making sure you won't need to think about the usual sundry costs of touring, entrance fees and taxes. Touring options as per the itinerary are included in the price of the journey, meaning you can focus on the experience, not the expense.

## Cultural Experiences

Our itineraries provide you with 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.



## Dining Experiences

An authentic taste of a local cuisine is always among the highlights of any journey. At Hosted Journeys, we ensure you enjoy the perfect mix of planned group meals including celebratory welcome and farewell dinners. You'll experience favourite local restaurants, on select journeys participate in hands-on cooking demonstrations and you may even get to dine with a local family in their home. We also include most breakfasts in your stay, as well as selected lunches and dinners throughout.

## Welcome & Farewell Dinners

Being part of a Hosted Journey is more than just a trip away. It's a chance to meet other travellers and enjoy the experience together. Our welcome and farewell dinners provide the perfect frame around your holiday, this is when your memories will both begin and be cemented.

## Included Tipping

When you travel on a tour, all of your gratuities (ie. hotel and airport portering, guide and restaurant tips) are included.

## Planes, Trains & Automobiles

Throughout our journeys, enjoy a wide variety of transportation including luxury coach travel, purpose built 4WD trucks, journeys aboard luxury trains, world class cruise ships, expedition vessels, river boats and even ferries. For those who are game, you may even get the chance to travel by camel, horseback or tuk tuk if you so choose. No two journeys are the same and we understand variety is the spice of life.

## Peace of Mind

Your well-being and safety is always our first priority. Working with expert operators with long-established relationships in every region allow us to keep our finger on the pulse of local dynamics and to manage your safety and security.



# Meet your host

## RELAX KNOWING YOU'RE IN EXPERIENCED HANDS

Your host will travel with you throughout the Hosted Journey, taking care of the day-to-day arrangements from beginning to end. Our hosts are selected for their extensive travel experience and passion for discovering destinations, old and new. Your host will ensure everything goes to plan, liaising with English-speaking local guides, hotels and dining venues to ensure each itinerary runs smoothly. They also are there to take care of all tipping. Our hosts will bring an extra dimension to your travel experience; our hosts have been leading guests all over the globe to more than 80 countries across all 7 continents for 35 years.

Having worked for Helloworld Travel Mackay for over 20 years, Matthew has set foot on every continent and travelled to over 70 countries. He has also hosted groups across the globe including the iconic National Parks of the USA, Christmas in New York, expeditions to the Arctic and Antarctica, plus an African safari in Kenya and Tanzania. Matthew has just returned from hosting a group of travellers on the Ghan and is excited share with you, more of our beautiful country and another iconic rail journey.

"I would like to invite you to join me on this exciting coastal adventure travelling on board one of the country's newest rail journeys, the Great Southern."

Matthew Perre, Manager, Helloworld Travel Mackay



Matthew Perre

## PREPARING FOR YOUR ADVENTURE

It is important for you to consider if a 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 have 5 Physical Ratings to assist in ensuring the itinerary is right for you:



VERY LOW

A little physical fitness is required as you will be boarding and disembarking transportation and walking short distances.



LOW

Minimal physical fitness is required as there is minimal or no travel between locations and minimal walking.



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 be required to walk across loose ground or rocks.



VERY 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 be required to walk across loose ground or rocks.

While our Tour Hosts are there to make your experience more enjoyable, kindly note that it is not their responsibility to assist with handling your luggage or personal items, provide assistance with walking or assistance with boarding or disembarking any mode of transport. If such assistance is required, you must consider a travelling companion that is able to assist you.

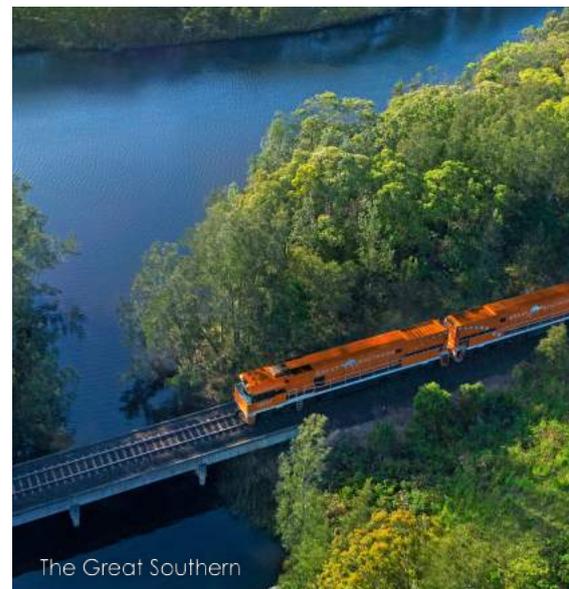


# Great Southern Rail Gold Service

Step aboard this exciting rail experience and prepare to explore a very special region of our glorious country. With its rugged coastline, sun-kissed beaches, forested peaks and exhilarating capital cities, the stunningly diverse south-east feels like nowhere else in Australia. Great Southern invites you on a breathtaking journey, embracing the wonders of the Australian summer in unparalleled style.

Spend hours deep in conversation with a travelling partner or lose yourself in a lifetime of thoughts. Your cabin provides the perfect place to relax and recharge before heading to the lounge or dining carriage.

Your Great Southern Rail experience includes; All inclusive dining in the Queen Adelaide Restaurant, All inclusive Australian wine, beers basic spirits and non-alcoholic beverages, All inclusive Off Train Excursions and Short Stops, Complimentary toiletries, n-cabin power outlets, music channels and journey audio commentary





The Great Southern



Gold Twin Cabin by night

### Gold Twin Cabin

A comfortable sleeper cabin featuring your own private ensuite with shower and wash basin and upper and lower sleeping berths that convert to a three-seater lounge by day.

The most popular choice of accommodation, Gold Service Twin cabins have everything you need to make you feel right at home for the amazing experience that lies ahead. This is your private oasis, a superbly comfortable overnight room to recline and let the rhythm of the tracks sway you to sleep ahead of your next adventure.

### Gold Single Cabin

A compact sleeper cabin featuring a bed that converts to a seat by day and private vanity, with shared shower/toilet facilities located at the end of the carriage.

Gold Service Single is a comfortable sleeper cabin option that offers all the luxurious inclusions of the Gold Service Twin such as fully inclusive dining with three gourmet meals per day, all-inclusive Australian wines, beers, base spirits and non-alcoholic beverages, and your choice of Off Train Experiences as you travel.



Gold Single Cabin by night



The Great Southern



## On Train Experience

In addition to the comfort of your beautifully appointed cabin, you'll find yourself indulging in sumptuous cuisine, fine wines and camaraderie in the dining carriages. Taking cue from the diverse environments the Great Southern travels through, the expert culinary team works closely with local suppliers, farmers and providers to source the best ingredients, creating an innovative, regionally-inspired menu accompanied by all-inclusive fine wines and beverages.



## Queen Adelaide Restaurant

The ambience of the art deco Queen Adelaide Restaurant salutes the golden era and romance of rail travel. An all inclusive menu is prepared by on-board chefs using fresh local fare. The seasonal menu features mouth-watering dishes such as saltwater barramundi and grilled kangaroo fillet.

Gold Service fares include hearty breakfasts, two course lunches and three course dinners. Vegetarian, children's and limited special dietary meals are available when you make your booking. You may also choose to complement your meal with our selection of wines and beverages which are also included in your fare.

## Outback Explorer Lounge

The Outback Explorer Lounge is the social hub of the train, the perfect setting to get to know fellow travellers, enjoy a snack, and catch glimpses of the passing landscape through wide picture windows. It won't take long for you to strike up a conversation. There's something about rail travel that creates a wonderful camaraderie among guests.

Sample the all-inclusive range of beers, Australian wines, soft drinks and standard spirits as you meet friends, old and new. The lounge is open from breakfast to late evening, and the Hospitality Attendants are ready with barista-style coffee and information about the regions you are passing through.



# Great Southern Rail + Kangaroo Island

The Great Southern is Australia's newest rail journey to join the Journey Beyond fleet, alongside the Ghan & the Indian Pacific. Operating between Brisbane and Adelaide, this fantastic journey will embrace the wonders of the South East corner of Australia. This journey features a beachside dining experience on the Northern New South Wales Coast, as well as time spent in the stunning Hunter Valley Wine region and also the magnificent south coast of Victoria. The adventure doesn't end there, as you continue on to explore Kangaroo Island.

## Tour Highlights

- Get to know your fellow travellers at a welcome dinner on board the Kookaburra River Queen, indulging in an all inclusive dinner with entertainment and beverages.
- Travel along the coast of New South Wales, Victoria and South Australia as we journey from Brisbane to Adelaide on board the Great Southern
- Dine to the sounds of the waves at the beachside dinner at Coffs Harbour
- Choose from optional Off Train Experiences in the Hunter Valley, Newcastle or Port Stephens (choices confirmed closer to departure)
- Choose from optional Off Train Experiences in regional Victoria or Melbourne (choices confirmed closer to departure)
- Experience the cosmopolitan life of Adelaide during a half day city tour
- Visit the Adelaide Central Market and see over 80 specialist food businesses at the 142 year old market
- Travel to the world renowned wine region of the Barossa Valley to visit a multi award winning cellar door, Pindarie
- Stop at Maggie Beer's Farm Shop for exclusive access to their seasonal products, only available for purchase at the Farm Shop
- Sample local produce at Lambert Estate Winery as we indulge in a 2 course lunch
- Enjoy chocolate and wine tasting at Barossa Valley Chocolate Company
- Visit Kangaroo Island Wildlife Park and learn about the many endangered species on the island
- See a Birds of Prey free-flight demonstration at Raptor Domain
- Walk amongst a colony of sea-lions at the Seal Bay Conservation Park
- See Remarkable Rocks and Admirals Arch during a visit to Flinders Chase National Park
- Join a guided tour at Emu Ridge Distillery and Clifford's Honey Farm
- Enjoy a farewell dinner at one of Kangaroo Island's restaurants

## Included Services

- Flights from Home Port to Brisbane & Adelaide to Home Port
- 1 night accommodation in Brisbane
- 3 nights on board the Great Southern from Brisbane to Adelaide in Gold Service
- Touring by luxury air-conditioned coach
- Return ferry service from Cape Jervis to Kangaroo Island
- Experienced Travel Director and Local Guides in Adelaide & Kangaroo Island
- Services of an experienced Helloworld Travel Tour Host

## Included Meals

9 Breakfasts (B) | 6 Lunches (L) | 6 Dinners (D)

## Holiday Pricing

	Depart Mackay	Depart Townsville	Depart Brisbane
Gold Twin Rail / Twin Hotel	\$6,695	\$6,795	\$6,495
Gold Single Rail / Single Hotel	\$7,495	\$7,595	\$7,295
Gold Single Rail / Twin Hotel	\$6,495	\$6,595	\$6,295



### Day 1. Sun 11 December 2022

D

#### HOME PORT - BRISBANE

Let's begin our journey as we travel to Brisbane. Our tour host will travel from Mackay and meet us either at Mackay Airport or on arrival in Brisbane.

Upon arrival in Brisbane we will be transferred to our accommodation and enjoy an afternoon at leisure.

This evening we will enjoy a special welcome dinner to get to know our fellow travellers. We will walk the short distance (600m) to Eagle Street Pier to board the Kookaburra River Queen for an exciting dinner cruise. We will be cruising on board the paddle steamer as we are surrounded by the most spectacular 360-degree views of Brisbane by night, all whilst enjoying an all inclusive meal, beverages and entertainment.

### Day 2. Mon 12 December 2022

B L D

#### BRISBANE - NORTHERN NSW COAST

After breakfast, we are collected from the hotel and transferred by coach to the Roma Street Train Station where we check in and board the Great Southern. Settle into your Gold Service Cabin or perhaps enjoy a drink in the lounge as you watch the sun dip into the horizon.

This evening, we dine to the sounds of the waves lapping on the shore. The Northern New South Wales Coast stretches across 90km of incredible sandy beaches and some of the best surfing breaks in the world.

### Day 3. Tue 12 December 2022

B L D

#### HUNTER VALLEY & SURROUNDS

Start the day with a hearty breakfast on board before setting off for a full day of Off Train Experiences. Today we get to choose our own adventure with a choice of touring to the Hunter Valley, Newcastle or Port Stephens. Our tour choices will be confirmed closer to departure.



Kangaroo Island

- Start
- Finish
- Number of nights
- Sightseeing
- - Travel by rail
- - Travel by road
- - Travel by ferry



This evening we will return to the Great Southern to enjoy a regionally inspired meal and enjoying the Outback Explorer Lounge.

**Day 4. Wed 13 December 2022** B L D  
**REGIONAL VICTORIA**

After enjoying breakfast on board we travel through Victoria's high country and we will have a choice of Off Train Experiences. Discover regional Victoria with options including wine touring and gourmet delights, visits to natural sights and charming towns. Or opt to visit cosmopolitan Melbourne and take in the soaring views from Eureka Skydeck and a tour of the National Gallery of Victoria or free time to explore the city. Our tour choices will be confirmed closer to departure.

This evening we will return to the Great Southern to enjoy a regionally inspired meal and enjoying the Outback Explorer Lounge.

**Day 5. Thu 14 December 2022** B  
**ADELAIDE**

Looking out of your window this morning, we will notice the beautiful green fields and pastoral lands of South Australia. After breakfast on board, the Great Southern rolls into Adelaide. Here, we are met by our driver and transferred to our accommodation in Adelaide.

This afternoon will be at leisure to relax and enjoy the city.

**Day 6. Fri 15 December 2022** B D  
**ADELAIDE**

This morning we board our coach to experience the cosmopolitan life of Adelaide, taking in its main attractions and points of interest in a city noted for its many festivals, food, wine and culture. The visit includes the beach-side suburb of Glenelg.

This afternoon take a walk to Adelaide Central Market, a 142 year old fresh produce market with over 80 specialist artisan food businesses under one roof. Here you can spend the afternoon wandering and indulging your

senses before making your own way back to our accommodation.

This evening enjoy dinner at a local Adelaide Restaurant.

**Day 7. Sat 16 December 2022** B L  
**BAROSSA VALLEY**

Today we make our way to the world renowned Barossa Wine Region. We will stop at Pindarie, a multi-awarded cellar door, to sample their famous blends. Our next stop is at Australian Chef Maggie Beer's Farm Shop. The Farm Shop is home to a small kitchen where we will have exclusive access to their seasonal products that are not available anywhere else.

We will then travel to Lambert Estate at Angaston where we will sample local seasonal produce and enjoy lunch with two signature dishes. After lunch we will continue to the Barossa Valley Chocolate Company for a tasting of their house made chocolates paired with handcrafted wines.

This evening will be at leisure in Adelaide.

**Day 8. Sun 17 December 2022** B L  
**ADELAIDE TO KANGAROO ISLAND**

This morning will be an early departure as we take a scenic coach journey to Cape Jervis to board the Sealink ferry for the crossing to Penneshaw, Kangaroo Island.

Upon arrival, we will be taken on a tour of Australia's premier nature-based tourism destination. Our first stop will be at Kangaroo Island Wildlife Park to learn about the many endangered species.

We will then travel to the Parndana Hotel for lunch, before we visit Raptor Domain with a fascinating Birds of Prey free-flight demonstration. Afterwards we will visit the Seal Bay Conservation Park for a beach walk among a colony of sea-lions.

**Day 9. Mon 18 December 2022** B L D  
**KANGAROO ISLAND**

Today begins with a visit to Flinders Chase National Park, Remarkable Rocks and Admirals Arch as we take in the stunning scenery.

We then continue onto Vivonne Bay for a two course lunch before we make our way to Emu Ridge Eucalyptus Distillery and join a guided tour in Clifford's Honey Farm.

This evening we will reminisce about our journey as we come together for a farewell dinner.

**Day 10. Tue 19 December 2022** B  
**KANGAROO ISLAND - HOME PORT**

As we farewell Kangaroo Island we will drive to Penneshaw for our ferry back to Cape Jervis. We will then drive through the Fleurieu Peninsula and onto Adelaide Airport for our flight home. Our tour host will travel to Mackay and will bid us farewell in Adelaide, Brisbane or on arrival in Mackay.



Hunter Valley



Melbourne

# Kangaroo Island

SEA LIONS BASKING IN THE SUN, WILDLIFE WATCHING YOU FROM AFAR, BEACHES, BEAUTIFUL WALKS AND HIKES, AND AMAZING FOOD AND BEVERAGES

Kangaroo Island is one of the world's great nature-based destinations. Think of an island with 509km of coastline & 155km from the East Coast to the West Coast. With native bushland, wildlife, adventure & exploring. Where pristine beaches, local wines & sunsets are on your doorstep.

Kangaroo Island sits off the coast of South Australia, and is Australia's third-largest Island. The island covers an area of 4,416 square kilometers, and is separated from the mainland by a 15 kilometer stretch of ocean. Think of an area 6 times the size of Singapore.

Best known to be a 'Zoo without Fences', wildlife encounters are pretty much a given. But if you need to make sure you find what you are looking for within a short timeframe, then it is best to tour with someone who knows exactly where to find them. Kangaroos, Sea lions, Koalas, Echidnas, Wallabies, Goannas, and marine mammals are plentiful, along with many species of birdlife. If you are after wildlife, then Kangaroo Island never disappoints.

But many people travel to Kangaroo Island to re-connect. Reconnect with nature and each other, slow down, and rediscover the things that really matter in life. Beaches will astound you, our walks and hikes are spectacular, fishing is world renown, and our experiences are plentiful. But you can also sit, and just take it all in. Kangaroo Island and its people will grab your heart and wont let go.



# 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 (unless otherwise stated) 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 60 days prior to departure unless otherwise stated. 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.

## Solo Traveller | Single Accommodation:

A select number of single rooms are available on each tour. 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. If you wish to upgrade to a Gold Twin Cabin with a private bathroom on the Great Southern Rail there will be an additional \$2,500 supplement on top of the Solo Traveller Cost.

## Travel Insurance:

Travel Insurance is compulsory when travelling with Hosted Journeys on International Itineraries. 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.

## 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.

## 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 in Mackay QLD, approximately two weeks prior to your departure. If you are not located in Mackay QLD, your travel documents will be couriered to you or your Travel Consultant.

## Social Media & Imagery:

By signing your Booking Form you consent to Hosted Journeys using images of you taken by the Tour Host during the Hosted Journey 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.

Image Credit: Kangaroo Island Images - Tourism Australia



Contact your local Travel Professional  
13 14 15



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