

# NORFOLK ISLAND DISCOVERY

NORFOLK ISLAND | 6 MAY 2022 | 10 DAYS



SMALL GROUP HOSTED JOURNEYS





A full-page background image showing a sunset or sunrise over a vast, flat landscape covered in low-lying clouds. The sun is a bright, glowing orb on the right horizon, casting a long, diagonal lens flare across the scene. The sky transitions from a deep blue at the top to a warm orange and yellow near the horizon.

# 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 portage, 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.

Krista has been in the travel industry for over 5 years and has travelled to some exciting destinations and loves the incredible scenery of New Zealand and the Canadian Rockies. Krista is passionate about travel close to home and has enjoyed experiences like climbing Sydney Harbour Bridge and enjoying sunrise over Uluru!

"I invite you to join me on this journey back in time where we will share truly unforgettable experiences. The history and splendour that is Norfolk Island is sure to have us imagining life in colonial times."

Krista Johnston  
Senior Travel Advisor, Helloworld Travel Mt Pleasant



Krista Johnston



## 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:



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



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



A reasonable level of fitness is required as you will be boarding and disembarking transportation and walking moderate distances and climbing some stairs.



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.



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.





# On Island Experience

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.

## Touring Experiences:

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

Over the Cattlestops 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)



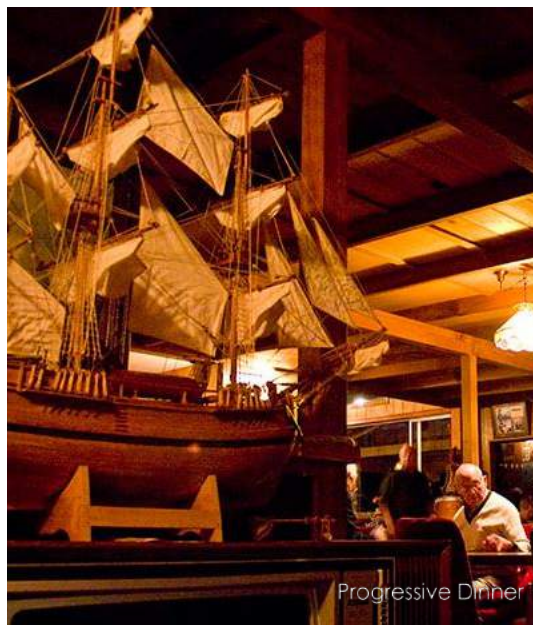
Island Fish Fry



Over the Cattlestops



Ghost Tour



Progressive Dinner







Convict Settlement



Fletcher's Fate



Spectacular Views



Norfolk Pines

### Dining Experiences

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 three course dinner

Night as a Convict - Dress as a convict (outfit supplied) as you delight in a three 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 two 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





## Stay in Style

### South Pacific Resort

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.







South Pacific Resort



Pool



Hotel Exterior



Accommodation



# Norfolk Island Discovery

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 & 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 two 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 three 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 three 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 two 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

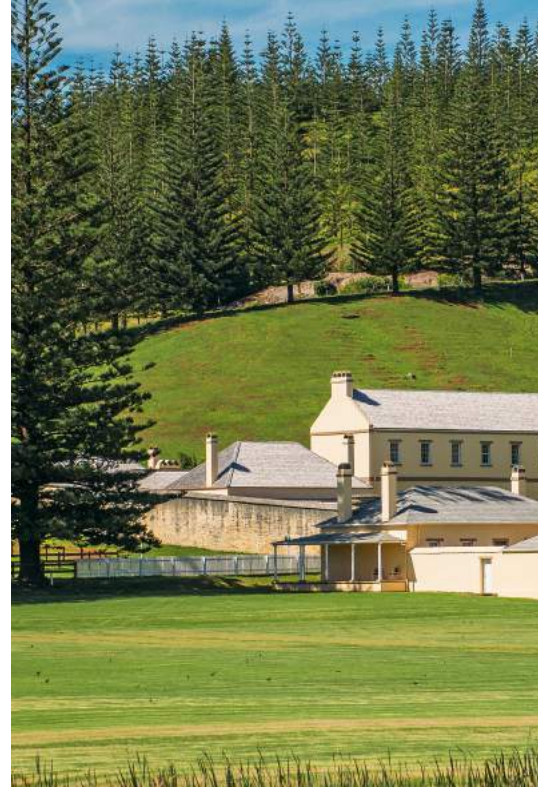
- Return flights from your Home Port to Brisbane
- Return flights from Brisbane to Norfolk Island
- Return private airport transfers on Norfolk Island
- Small group journey (maximum 26 passengers)
- 2 nights accommodation in Brisbane 1 night before and 1 night after our stay at Norfolk Island
- 7 nights in 3.5 star accommodation on Norfolk Island
- Services of an experienced Helloworld Travel Tour Host

## Included Meals

9 Breakfasts (B) | 3 Morning Teas (M) | 1 Afternoon Tea (A) | 7 Dinners (D)

## Holiday Pricing

	Twin Share	Solo Traveller
Depart Mackay	\$4,495	\$5,895
Depart Townsville	\$4,495	\$5,895
Depart Brisbane	\$4,195	\$5,795



### Day 1. Fri 6 May 2022

#### HOME PORT - BRISBANE

Let's begin our journey as we depart our home port and fly to Brisbane. Our tour host will travel from Mackay and meet us either at Mackay Airport or on arrival in Brisbane. Upon arrival we will make our way to our accommodation and enjoy an afternoon and evening at leisure.

### Day 2. Sat 7 May 2022

#### BRISBANE - NORFOLK ISLAND DINNER WITH THE MUTINEER

This morning we will make our way to the airport 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 we will be welcomed to Norfolk Island with an exciting dinner show. 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 two course feast fit for a mutineer, this dinner show is a spectacular new tour for us to enjoy.

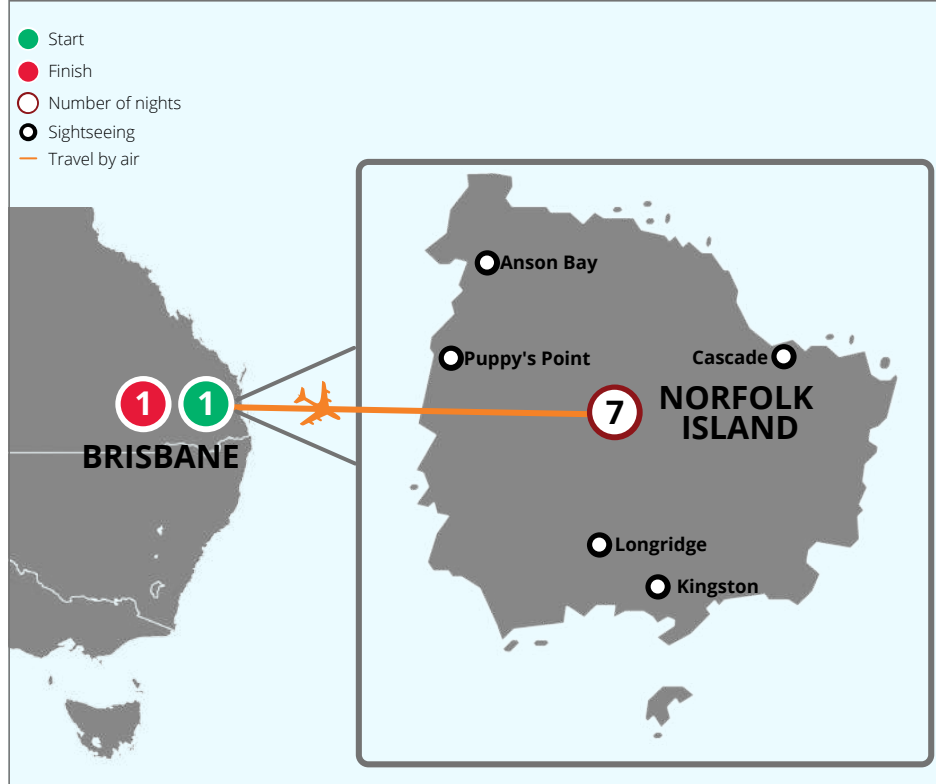
### Day 3. Sun 8 May 2022

#### HALF DAY TOUR & EVENING GHOST TOUR

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.

Tonight, we gather in the hotel foyer before having a delicious two 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 4. Mon 9 May 2022 B D 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.

Tonight we will experience a fascinating evening of interactive theatre, intrigue and mystery. Enjoy a three 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 10 May 2022 B M D OVER THE CATTLESTOPS 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 three 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 11 May 2022 B A D CONVICT SETTLEMENT 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.

This evening we will enjoy a two course dinner at the resort and the remainder of the evening at leisure.

#### Day 7. Thu 12 May 2022 B D 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 13 May 2022 B MT D 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 and enjoy morning tea at a scenic location.

Tonight, we enjoy a three 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 14 May 2022 B 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 15 May 2022 B BRISBANE - HOME PORT

Enjoy breakfast at the hotel before we make our way to the airport terminal where we will check in for our flight home. Our tour host will travel to Mackay and will bid us farewell in Brisbane on arrival in Mackay.





# Optional Touring

## Thursday 12 May 2022

Make the most of your free day on Norfolk Island and choose to take part in one of these optional tours. It is highly recommended to pre-book these tours as they are subject to availability and numbers are limited.

Payment for these optional tours will be due along with your final payment for your Hosted Journey.

### Glass Bottom Boat Tour | \$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 | \$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.

### Breakfast Bushwalk | \$70 per person

The Breakfast Bushwalk is a relaxed ramble through the National Park. You'll walk along the Bridle Track which runs from Red Road to Captain Cook's Memorial. Your local guide can help you identify local grasses, ferns, shrubs and trees as well as bird species. While the topography is hilly, the pace is relaxed and our guides cater to a range of fitness levels. What a wonderful way to start your day on Norfolk Island!

### Colleen McCulloch Home Tour | \$80 per person

Colleen McCulloch, world-renowned author of 24 books called Norfolk Island home for almost 36 years. Her beloved property "Out Yenna" is now open exclusively for escorted through her magnificent home and view Ric and Colleen's priceless collection of artefacts gathered on their travels all over the world.





## 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.

### 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.





Contact your local Travel Professional  
13 14 15



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