

helloworld
TRAVEL
HOSTED JOURNEYS

NORFOLK ISLAND DISCOVERY

9 DAYS | DEPARTING 02 MAY 2026

SMALL GROUP HOSTED JOURNEYS



HOSTED JOURNEYS

Welcome to a new way of Travelling

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 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.

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.

Let us take you to remote regions of our great country, all seven continents and more importantly, places you didn't know existed.

Annabel Dolphin

Annabel Dolphin
General Manager



King Penguins, South Georgia



Arches National Park, Utah



Park Güell, Barcelona



HOSTED JOURNEYS

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.

PEACE OF MIND



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

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.

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.

UNIQUE STAYS



At Hosted Journeys, when considering your accommodation, our expert journey planners 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.

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, assist with any disruptions to your journey, reconfirm touring and transfers, all to maximise your holiday experience.

INCLUDED SERVICES

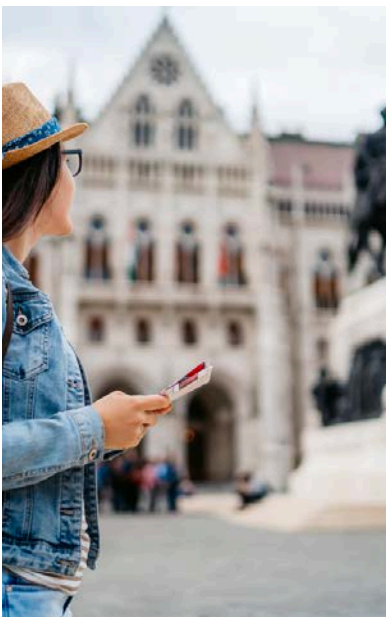


Let us take the strain off your wallet while you are away by making sure you won't need to think about the usual sundry costs of touring, entrance fees, taxes and gratuities. Touring options as per the itinerary are included in the price of the journey, meaning you can focus on the experience, not the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

DINING EXPERIENCES



An authentic taste of a local cuisine is always among the highlights of any holiday. 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.









RELAX KNOWING YOU'RE IN EXPERIENCED HANDS

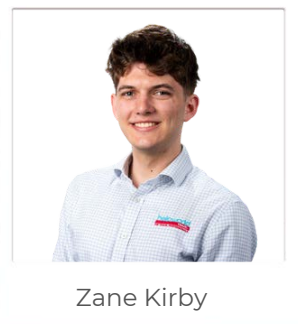
Your host will travel with you, taking care of the day-to-day arrangements until the end of each journey. Our hosts are selected for their extensive travel experience and because they have a passion for sharing their wisdom and knowledge. Your host will ensure everything goes to plan, liaising with English-speaking 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 2.5 years, Zane has a strong passion for cultural and historical travel. Japan is his favourite destination, with a standout experience visiting the Atomic Bomb Dome in Hiroshima. Closer to home, Zane loves exploring Australia's local gems like Hamilton Island, Tasmania, and Uluru. He's all about connecting with local culture, hearing real stories, and of course, trying all the local cuisine.

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

Zane Kirby, Marketing & Events
Helloworld Travel Mackay, Mt Pleasant & Willows Townsville



Zane Kirby



Island Culture Tour



Night as a Convict

IT'S ALL ABOUT THE EXPERIENCE

Norfolk Island

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 is the perfect way to experience the true magic of Norfolk Island.

Norfolk Island Half Day Tour

This tour will help you get familiar with the Island's geography and learn about the rich history - including Norfolk Island's signature Devonshire Tea (delicious)!

Over the Cattlestops

From handcrafted pottery to locally made food & drink, this tour will connect you with the Islands thriving community and discover the hidden gems of their local industries.

Convict Settlement Tour

This in-depth tour takes you to Kingson and the Arthurs Vale Historic Area, World Heritage Listed Georgian settlement. Explore the historic houses on Quality Row, New Gaol ruins, the Pier Store, Boat Shed and Crank Mill.

Island Culture Tour

Discover Norfolk Island's rich heritage on the Island Culture Tour. Enjoy traditional cooking, dancing, weaving, and language, all passed down from mutineer ancestors and their Tahitian wives. A hands-on, cultural experience proudly shared with all visitors.

Breakfast Bushwalk and Clifftop BBQ

Join in for a morning of adventure in the great outdoors! For those seeking a leisurely stroll, you can explore the lush Palm Glen Reserve. For the more active, take a leisurely 3.5 km walk through scenic Mt. Bates - the highest point on the island - to Captain Cook Monument. After the walk, we enjoy a delicious breakfast BBQ.

Sound & Light Show

As night falls on Kingston, the Sound and Light Show vividly brings Norfolk Island's convict past to life with sound, lighting, and actors—creating a haunting, immersive experience that reveals the island's dramatic history in a powerful and unforgettable way.

Most day tours on the itinerary include a morning or afternoon tea, offering a delightful selection of refreshments designed to satisfy a variety of tastes.



Island Fish Fry

DISCOVER MORE

Flavours of Norfolk

Norfolk Island offers a unique culinary scene and experience, blending fresh, locally sourced ingredients with influences from its Polynesian and European heritage. There's no shortage of good eating on Norfolk and these experiences are some of the best to showcase it.

Barney Duffy BBQ

Indulge in a hearty BBQ while listening to local speakers as they share memorabilia, stories, and fascinating insights into the Island's history and governance.

Baileys High Tea

Enjoy a refined high tea at Bailey's Restaurant with sparkling wine on arrival and a delightful selection of sweet and savoury treats served with tea or coffee.

Progressive Dinner

This unique tour takes you on a culinary journey through the island's community, for a night of food, fun, and stories. Enjoy a three-course meal, with each course served at a different Norfolk Island family home - as you move from house to house, you'll learn about the island's fascinating past, present and the locals who call it home.

Evening Ghost Tour & Dinner

Listen to ghost tales, apparitions and mysterious tales you walk by lantern through the historic ruins of Kingston. You will also enjoy a two-course dinner in a beautiful Georgian building.

Murder Mystery Dinner

An evening of interactive theatre, intrigue & mystery. Dine on a three-course meal while you interact with Commandant, Clergyman, and Convicts of the era. Solve the mystery to win a prize (and don't forget to bring your reading glasses)!

Island Fish Fry

The Island Fish Fry is the must-do event for anyone visiting the island - get ready for delicious food, music and stunning views. After feasting on a delicious dinner, sit back as you are treated to a performance by the local Baunti Byuutis dancing group.

Night as a Convict

This evening is all about experiencing the thrill of a convict's life - all while feasting on a delicious meal. Dress up in a convict suit and join in the fun of singing, dancing and humour.

Norfolk offers unforgettable dining experiences, creating memories that linger long after the last bite.



Hosted Journey

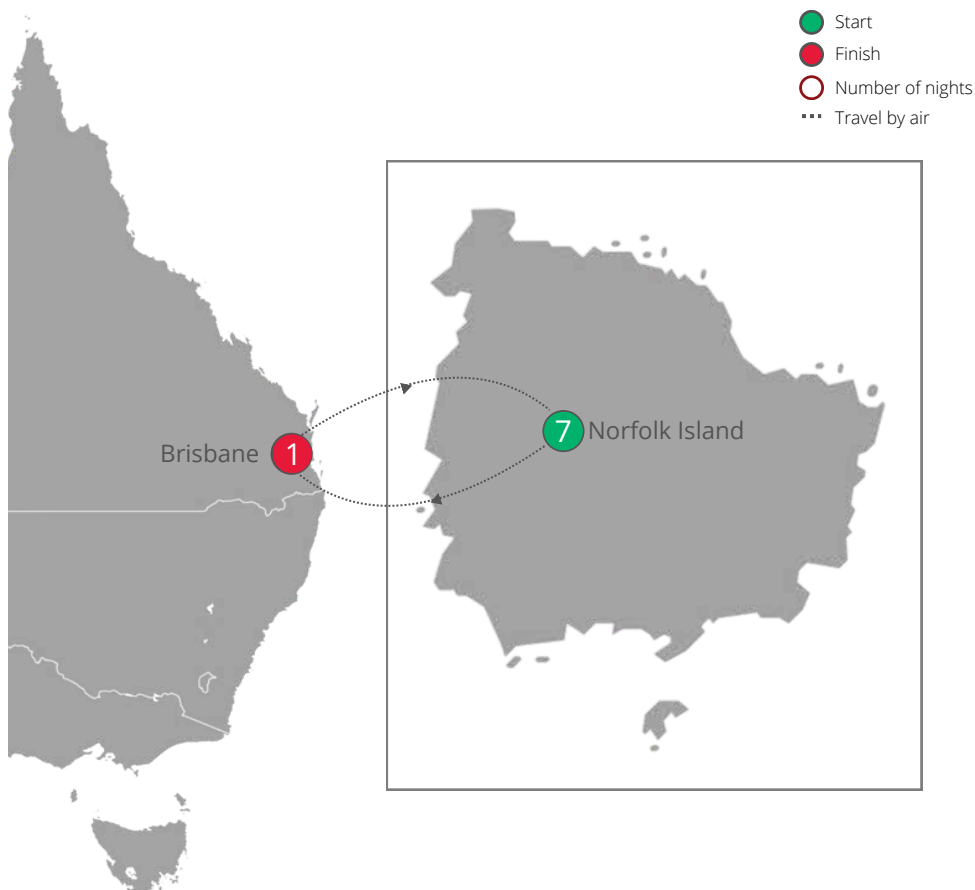
NORFOLK ISLAND DISCOVERY

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.

TRIP SCALE Leisurely ☒ ☐ ☐ ☐ ☐ On the Go

TOUR HIGHLIGHTS

- See spectacular scenery & learn about Norfolk’s rich history on the Norfolk Island Half Day Tour
- Feast on a hearty BBQ while we listen to local guest speakers as they share stories and insights of the Island at the Barney Duffy BBQ
- Meet the skilled artisans and entrepreneurs of Norfolk Island on the Over the Cattlestops tour
- Enjoy a relaxing high tea at Bailey’s with sparkling wine, sweet and savoury treats, and your choice of tea or coffee
- Join locals in their homes and be treated to stories from our dinner hosts on the Progressive Dinner
- 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 Ghost Tour
- Experience Norfolk’s vibrant heritage through weaving, cooking, dancing, and language on the Island Culture Tour—an unforgettable celebration of mutineer and Tahitian traditions
- Experience an unforgettable evening of murder, mystery, and mayhem whilst you enjoy a three-course dinner at the Norfolk Islands Murder Mystery Dinner
- Feast on island dishes while being treated to local entertainment at the Island Fish Fry
- Experience convict life through a theatrical performance with dramatic lighting at the Sound & Light Show
- Enjoy a morning bushwalk through Norfolk’s stunning landscapes, then relax with a clifftop BBQ breakfast—adventure, history, and food for everyone to enjoy
- Dress as a convict as you dine on a three-course dinner and be entertained by the Commandant





Scenery



Cultural Dance | Island Fish Fry

Day 1. Saturday 02 May 2026
HOME PORT – NORFOLK ISLAND | D

Let's begin our journey as we depart our home port and board our Qantas flight to Norfolk Island. Our Tour Host will travel from Mackay and meet us either at Mackay Airport or in transit. With an afternoon arrival, we will be collected at the airport and transferred to our hotel. Tonight, we will enjoy a special welcome dinner together at the hotel.

Day 2. Sunday 03 May 2026
NORFOLK ISLAND | B D

This morning, we set out on a half day orientation tour where we will explore the island's geography, key attractions, history, and culture to help you get the most out of our stay. The remainder of our afternoon is to enjoy at leisure.

This evening, we will enjoy a delicious dinner at the Barney Duffy BBQ. Listen to local guest speakers share stories, memorabilia, and insights into the island's history and governance.

Day 3. Monday 04 May 2026
NORFOLK ISLAND | B D

This morning begins with the Over the Cattlestops tour, where we will visit local artisans and business owners showcasing crafts like pottery and locally made soft drinks. Enjoy a scenic morning tea while taking in the island's natural beauty.

In the afternoon, indulge in a relaxing high tea at Bailey's Restaurant, featuring a glass of sparkling wine on arrival and a delicious assortment of sweet and savoury treats served with tea or coffee.

The evening wraps up with a memorable Progressive Dinner, where each course is hosted in a different local home, offering a warm and authentic taste of island life, culture, and traditions..

Day 4. Tuesday 05 May 2026
NORFOLK ISLAND | B D

Enjoy a morning at leisure before delving into the rich heritage of Norfolk Island with an in-depth Convict Settlement Tour of the Kingston and Arthur's Vale Historic Area (KAVHA). This immersive experience takes you through a World Heritage Listed Georgian settlement, revealing layers of Polynesian, convict, and Pitcairn Islander history. Wander among colonial headstones in the historic cemetery, admire the stately homes on Quality Row, and explore the New Gaol, Pier Store, Boat Shed, and Crank Mill. The tour concludes with a delightful morning or afternoon tea, offering time to reflect on the stories of the past.

As night falls, prepare for an entirely different kind of adventure with the Norfolk Island Ghost Tour. Begin with a hearty dinner in a beautifully restored Georgian building, setting the tone for the evening ahead. Then, lantern in hand, follow your guide through the shadowy ruins of Kingston while listening to tales of ghostly apparitions along the way.

Day 5. Wednesday 06 May 2026
NORFOLK ISLAND | B D

Enjoy a leisurely morning before immersing yourself in the unique traditions of Norfolk Island on the Island Culture Tour. This enriching experience celebrates the heritage passed down from the island's mutineer ancestors and their Tahitian wives. Take part in a traditional cooking demonstration and sample authentic island dishes, try your hand at weaving, learn the basics of Tahitian-style dancing, and even speak a few words of the Norfolk language. It's a proud and joyful celebration of the island's living culture.

In the evening, step into the dramatic world of Norfolk's past with the lively and interactive Murder Mystery Dinner. Set during the convict era, this entertaining night pairs a delicious three-course meal with an evening of intrigue, laughter, and fun. Rub shoulders with historical characters including the Commandant, Clergyman, and convicts, and play your part in solving a mysterious crime.



Breakfast Bushwalk & BBQ

Day 6. Thursday 07 May 2026

NORFOLK ISLAND | B D

Spend the day at your own pace, with time to relax, explore, or simply enjoy the peaceful charm of Norfolk Island.

In the evening, experience one of Norfolk Island's most iconic events—the Island Fish Fry. Set on the island's stunning western clifftop property, Orn Dar Cliff, this unforgettable evening combines a feast of traditional island fare with spectacular coastal views. Enjoy local dishes including fried fish, coconut bread, and sweet treats like coconut pie, all while listening to live music and watching the sun (hopefully) set. The night continues with a cultural performance by the Baunti Byuutis dancing group, making it a truly memorable occasion. Wine and beer are available for purchase, or feel free to bring your own.

Later, journey into the island's past with the haunting Sound and Light Show in the historic Kingston area. As night blankets the convict ruins, theatrical lighting, sound effects, and costumed actors bring the eerie history of the island to life. This immersive storytelling experience reveals the drama, darkness, and resilience of those who once lived through Norfolk Island's convict era—a powerful way to connect with the island's rich and often haunting history.

Day 7. Friday 08 May 2026

NORFOLK ISLAND | B D

Start your day with a refreshing outdoor experience on the Breakfast Bushwalk & Clifftop BBQ Tour. Choose between a gentle walk through the lush Palm Glen Reserve or a scenic 3.5 km trek from Mt. Bates to Captain Cook Monument, offering stunning coastal views and a connection to the island's early exploration history. After the walk, gather with fellow travellers for a delicious clifftop BBQ breakfast in a spectacular natural setting. The tour caters to all fitness levels, with non-walkers welcome to join the group at the monument for the meal and festivities.

In the evening, get ready for laughter and lively entertainment at the Night as a Convict Dinner. Step into costume and embrace your inner scoundrel as you dine with the Commandant and join in an evening of singing, dancing, hearty food, and cheeky humour. It's a light-hearted tribute to Norfolk Island's convict past and a chance to connect with others in a truly unforgettable way. A \$30 deposit is required for convict suit hire, and a great sense of fun is highly encouraged.

Day 8. Saturday 09 May 2026

NORFOLK ISLAND - BRISBANE | B

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 the Ibis Brisbane Airport. On arrival we will make our way to the hotel and have an evening at leisure.

Day 9. Sunday 10 May 2026

BRISBANE - MACKAY | B

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.

INCLUDED SERVICES

- Economy flights from Home Port to Norfolk Island
- Return private airport transfers on Norfolk Island
- 7 nights accommodation Norfolk Island
- 1 night accommodation Brisbane
- Services of an experienced Hosted Journeys Tour Host
- 8 x Breakfasts (B), 7 x Dinners (D)

DEPARTURE CITY	Mackay	Townsville	Brisbane
Twin Share	\$4,595	\$4,795	\$4,495
Solo Traveller	\$5,995	\$6,195	\$5,895

*Prices are per person

Hotels & Resorts

A PLACE TO REST YOUR HEAD

SOUTH PACIFIC RESORT

Burnt Pine | Norfolk Island

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

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

Hotel facilities are extensive and include a swimming pool, hot tub, coffee shop, bar, restaurant, conference facilities, games room, computer room and a transfer service (varying cost) 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.

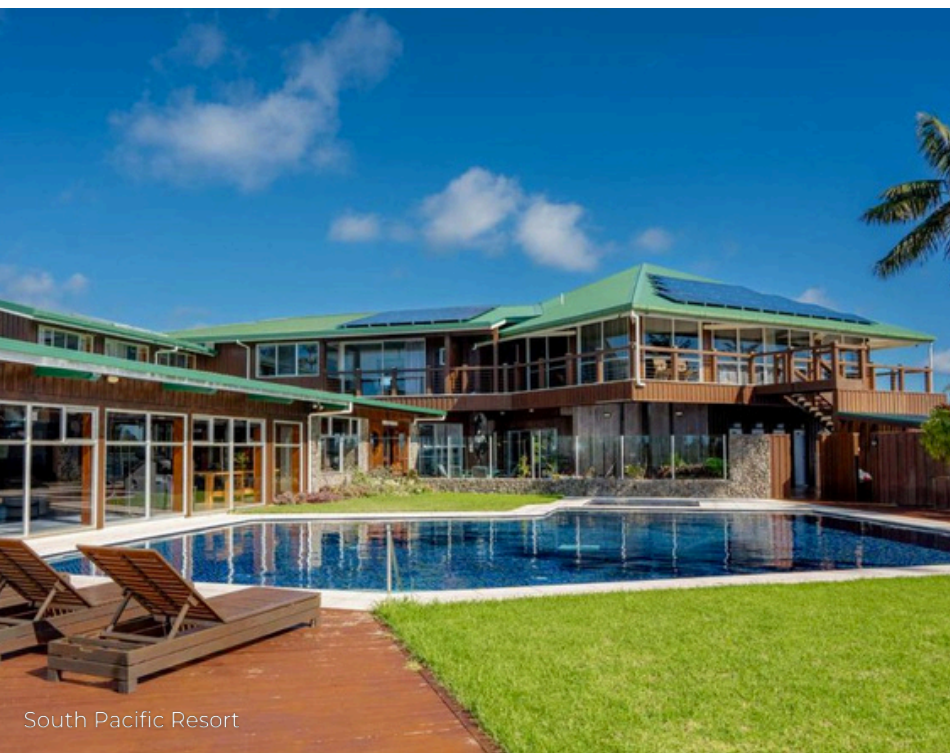
IBIS BRISBANE AIRPORT

Brisbane | Australia

ibis Brisbane Airport Hotel is conveniently located in the heart of the airport precinct, offering travellers exceptional ease and comfort. Just a casual five-minute walk from the Domestic Terminal, it's the perfect choice for early departures, late arrivals, or short stopovers.

The hotel is also only a few minutes' drive from the International Terminal, making it a central and stress-free option for international guests. Modern, stylish, and designed for convenience, ibis Brisbane Airport Hotel provides a welcoming space with excellent service, on-site dining, and comfortable accommodation.

Whether you're arriving, departing, or in transit, it's your gateway to a seamless travel experience.



South Pacific Resort



Ibis Brisbane Airport

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

Payment Schedule, Booking & Medical Form

- **NON-REUNDABLE DEPOSIT:** \$1,500 per person are due within 7 days of booking.
- **FINAL PAYMENT** is due by Friday 6 March 2026

Failure to make payments as per the schedule may result in your booking being cancelled and your deposit forfeited. If your reservation is made after these dates, full payment of any funds already due is required at time of 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.

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.

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.

Currency Adjustment

Deposits secure your reservation but do not guarantee the final price. Due to ongoing currency fluctuations, all prices remain subject to change until final payment is received. Significant movements in the value of the Australian dollar may result in a repricing of your holiday.

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.

COVID19

For up to date information regarding our COVID safe program, please visit our website - www.hostedjourneys.com.au/termsandconditions



Contact your local Travel Professional
13 14 15



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