

helloworld  
TRAVEL  
HOSTED JOURNEYS

# NORFOLK ISLAND REVEALED

6 DAYS | DEPARTING 15 MAY 2027

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



Parc 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.

With 3 years in the travel industry, Anita is inspired by destinations that offer something truly unique. Italy and Iceland sit at opposite ends of the spectrum but remain two of her favourite destinations. From Italy's timeless charm, rich history and incredible cuisine to Iceland's striking landscapes and unforgettable Northern Lights. Anita enjoys the excitement of travel and the experiences that turn into stories and memories for years to come.

"I'd love for you to join me on this incredible Norfolk Island journey as we discover the island's unique history, stunning scenery and relaxed way of life together. From fascinating stories to unforgettable moments, this journey is sure to create lasting memories."

Anita Young, Travel Advisor  
Helloworld Travel Mackay



Anita Young



Norfolk Pine



Kingston UNESCO World Heritage Site

## IT'S ALL ABOUT THE EXPERIENCE

# Norfolk Island

Experience the very best of Norfolk Island on this Hosted Journey. Combining stunning scenery, local culture and memorable island experiences, you'll discover the island's highlights, meet local residents and gain a true appreciation for the unique charm, history and beauty 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.

Experience a memorable evening at the Barney Duffy Dinner and Wonderland by Night. Enjoy a delicious island-style meal before exploring the enchanting gardens illuminated after dark. Wander through themed displays, hear fascinating stories and discover a unique Norfolk Island experience.

### 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.

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's culinary experiences reflect its unique heritage, combining fresh local produce with influences from Polynesian and European traditions. From relaxed island feasts to elegant dining, these experiences showcase some of the best flavours and hospitality Norfolk Island has to offer.

### Barney Duffy BBQ

Enjoy a traditional island-style BBQ while local hosts share captivating stories, treasured memorabilia and fascinating insights into Norfolk Island's history, culture and community spirit.

### Bailey's High Tea

Indulge in an elegant high tea at Bailey's Restaurant, complete with sparkling wine on arrival and a tempting selection of sweet and savoury treats served with tea or coffee.

### Progressive Dinner

Experience Norfolk Island through its people on this unique culinary journey. Enjoy a three-course meal served across three local family homes, while discovering the island's history, traditions and the stories of those who call it home.

### Evening Ghost Tour & Dinner

Step back in time as you explore the historic Kingston settlement by lantern light, hearing captivating stories of ghostly encounters, mysterious happenings and island legends. The evening also includes a delicious two-course dinner served in a charming Georgian-era building.

### Island Fish Fry

A Norfolk Island favourite, the Island Fish Fry combines great food, local entertainment and spectacular coastal views. Feast on a delicious island-style dinner before enjoying a lively cultural performance by the renowned Baunti Byuutis dancing group, showcasing the island's unique heritage and traditions.

Norfolk Island's unique dining experiences showcase the island's rich culture, local flavours and renowned hospitality, making every meal an experience to remember.



Convict Settlement Tour

# Hosted Journey

## NORFOLK ISLAND REVEALED

Nestled in the South Pacific between Australia, New Zealand and New Caledonia, Norfolk Island is a destination renowned for its natural beauty, fascinating history and warm island hospitality. Once described by Captain James Cook as "paradise on earth", the island is home to dramatic coastlines, pristine beaches, towering Norfolk pines and an abundance of birdlife. Shaped by a unique blend of colonial heritage and Polynesian culture, Norfolk Island offers visitors the opportunity to immerse themselves in its rich history, stunning landscapes and authentic local experiences.

**TRIP SCALE**    Leisurely         On the Go

### TOUR HIGHLIGHTS

- Discover Norfolk Island's stunning landscapes and fascinating past on the Half Day Island Tour
- Enjoy a traditional Barney Duffy BBQ while local guest speakers share captivating stories and insights into island life
- Meet Norfolk Island's talented artisans, producers and entrepreneurs on the popular Over the Cattlestops Tour
- Indulge in a delightful high tea at Bailey's, complete with sparkling wine, sweet and savoury treats, and freshly brewed tea or coffee
- Experience Norfolk's renowned hospitality on the Progressive Dinner, visiting local homes and enjoying delicious food and storytelling along the way
- Explore the historic Kingston UNESCO World Heritage-listed area, including the New Gaol ruins, Pier Store, Boat Shed, Crank Mill and Quality Row homes
- Enjoy a delicious two-course dinner before embarking on a lantern-lit Ghost Tour through the atmospheric ruins of Kingston
- Savour a feast of fresh local dishes while enjoying spectacular coastal views and cultural entertainment at the famous Island Fish Fry
- Take in Norfolk Island's natural beauty on a guided morning bushwalk, followed by a hearty clifftop BBQ breakfast overlooking the coastline





Scenery



Cultural Dance | Island Fish Fry

**Day 1. Saturday 15 May 2027**  
**HOME PORT – NORFOLK ISLAND | D**

Our journey begins as we depart our home port and board our Qantas flight to Norfolk Island. Our Tour Host will travel from Mackay and meet the group either at Mackay Airport or in transit.

Arriving in the afternoon, we'll be warmly greeted at the airport and transferred to our hotel, where we'll have time to settle in and enjoy our first impressions of Norfolk Island.

This evening, we come together for a truly memorable welcome experience. We'll begin with the Barney Duffy BBQ, a relaxed and hearty feast featuring delicious local fare, while local hosts entertain us with stories, memorabilia and fascinating insights into Norfolk's rich history and unique way of life.

As the sun sets, we step into a magical world with Wonderland by Night. We'll wander beneath towering Norfolk pines illuminated by thousands of twinkling fairy lights, creating an enchanting, storybook atmosphere. Along the way, we'll hear captivating island tales, experience the local Norfolk language, and gain a deeper connection to the culture, people and history of this remarkable destination. This is sure to be a magical evening that perfectly sets the tone for our Norfolk Island journey.

**Day 2. Sunday 16 May 2027**  
**NORFOLK ISLAND | B D**

This morning, we set out on a Half Day Island Tour, the perfect introduction to Norfolk Island. Together, we'll discover the island's breathtaking scenery, rich history, unique culture and key landmarks as we explore some of its most iconic locations.

As we travel across the island, we'll take in breathtaking coastal scenery, pristine beaches and sweeping lookouts, while visiting historic Kingston, home to one of the best-preserved convict settlements in the world.

Along the way, our expert guide brings to life the stories of Polynesian settlers, convicts and Pitcairn descendants who have shaped the island's rich and unique heritage.

The afternoon is ours to enjoy at leisure. Whether we choose to relax at the hotel, explore more of the island, or simply soak up the peaceful surroundings.

This evening, we gather for a delicious dinner in our hotel restaurant, a wonderful opportunity to unwind, share highlights from the day and enjoy the warm hospitality Norfolk Island is renowned for.

**Day 3. Monday 17 May 2027**  
**NORFOLK ISLAND | B D**

This morning, we set off on the Over the Cattlestops Tour, a charming journey across Norfolk Island that offers a wonderful insight into local life and creativity. As we travel through the island's scenic countryside, we'll visit a selection of local artisans and small business owners, each showcasing their unique crafts and produce. From beautifully handcrafted pottery to refreshing locally made soft drinks, this experience highlights the island's strong sense of community and proud traditions. Along the way, we'll pause to enjoy a delightful morning tea in a picturesque setting, taking in the natural beauty that surrounds us.

In the afternoon, we slow the pace and indulge in an elegant high tea experience at Bailey's Restaurant. On arrival, we'll be welcomed with a glass of sparkling wine before enjoying a carefully prepared selection of sweet and savoury treats, all served with freshly brewed tea or coffee. This relaxed and indulgent experience provides the perfect opportunity to unwind and savour the flavours of Norfolk Island.

This evening, we experience one of Norfolk Island's most popular and unique dining experiences, the Progressive Dinner. Enjoy a delicious three-course meal served across a selection of local family homes, while gaining a fascinating insight into the island's history, culture and close-knit community.



Breakfast Bushwalk & BBQ

**Day 4. Tuesday 18 May 2027**

**NORFOLK ISLAND | B D**

Enjoy a leisurely morning at your own pace before discovering the fascinating history of Norfolk Island on the Convict Settlement Tour. Explore the UNESCO World Heritage-listed Kingston and Arthur's Vale Historic Area, where stories of Polynesian settlers, convicts and Pitcairn Islanders come to life. Visit historic landmarks including the New Gaol, Pier Store, Boat Shed, Crank Mill and the beautifully preserved homes of Quality Row, while gaining a deeper understanding of the island's unique past and its enduring cultural significance. The tour concludes with a delightful morning or afternoon tea.

This evening, experience one of Norfolk Island's most celebrated events, the Island Fish Fry. Set atop the spectacular clifftops of Orn Dar Cliff, this iconic evening combines stunning ocean views, delicious local cuisine and warm island hospitality in a relaxed outdoor setting. Feast on a selection of traditional dishes while enjoying live music and, weather permitting, a breathtaking sunset over the Pacific Ocean.

The evening concludes with a vibrant cultural performance by the Baunti Byuutis dancing group, showcasing Norfolk Island's unique heritage and community spirit. Wine and beer are available for purchase, or you are welcome to bring your own beverages.

**Day 5. Wednesday 19 May 2027**

**NORFOLK ISLAND | B D**

Begin the day immersed in Norfolk Island's natural beauty on the Breakfast Bushwalk & Clifftop BBQ Tour. Choose from a leisurely stroll through the picturesque Palm Glen Reserve or a more scenic walk from Mt Bates to the Captain Cook Monument, where sweeping coastal vistas provide the perfect backdrop and a chance to truly connect with the island's unspoiled landscapes.

Following the walk, enjoy a hearty BBQ breakfast served atop the cliffs, surrounded by breathtaking island scenery and fresh ocean breezes. Guests who prefer not to walk are welcome to join the group at the breakfast location and share in the experience.

This evening, step into Norfolk Island's mysterious past on the popular Ghost Tour. After enjoying a delicious dinner in a beautifully restored Georgian building, venture into the historic Kingston settlement by lantern light.

As you wander through the atmospheric ruins, your guide will share intriguing stories of unexplained events, island legends and ghostly encounters that have captivated locals and visitors alike for generations.

**Day 6. Thursday 20 May 2027**

**NORFOLK ISLAND - BRISBANE - HOME PORT | 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
- Sightseeing as outlined in the itinerary
- 5 nights accommodation Norfolk Island
- Services of an experienced Hosted Journeys Tour Host
- 6 x Breakfasts (B), 5 x Dinners (D)

DEPARTURE CITY	Mackay	Townsville	Brisbane
Twin Share	\$3,695	\$3,895	\$3,595
Solo Traveller	\$4,395	\$4,595	\$4,295

\*Prices are per person

# Norfolk Island Accommodation

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.

Set within five acres of beautifully landscaped gardens, 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.

The Garden Rooms at South Pacific Resort offer a peaceful and comfortable retreat in the heart of Norfolk Island. Ideally located just a short stroll from the Burnt Pine township, these rooms provide the perfect balance of convenience and tranquillity, making it easy to explore the island while enjoying a relaxed, resort-style setting.

Each Garden Room is spacious and thoughtfully designed, featuring modern amenities and a private outlook across lush tropical gardens. The calm surroundings create a welcoming atmosphere, ideal for unwinding after a day of sightseeing. Light-filled interiors, comfortable furnishings and practical inclusions ensure a restful and enjoyable stay.

Guests staying in Garden Rooms have access to the resort's excellent facilities, including a swimming pool, restaurant, bar and café. The expansive lawns and garden spaces provide the perfect place to relax, read a book or enjoy a quiet drink in the fresh island air.

Combining comfort, location and a tranquil garden setting, the South Pacific Resort Garden Rooms offer an inviting base to experience the natural beauty, history and charm of Norfolk Island.



South Pacific Resort

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)

**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 05 March 2027

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](http://www.hostedjourneys.com.au/termsandconditions)

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Contact your local Travel Professional

13 14 15



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