

helloworld  
TRAVEL  
HOSTED JOURNEYS

# ICONIC KIMBERLEY LUXURY EXPEDITION CRUISE

14 DAYS | DEPARTING 30 JULY 2025

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



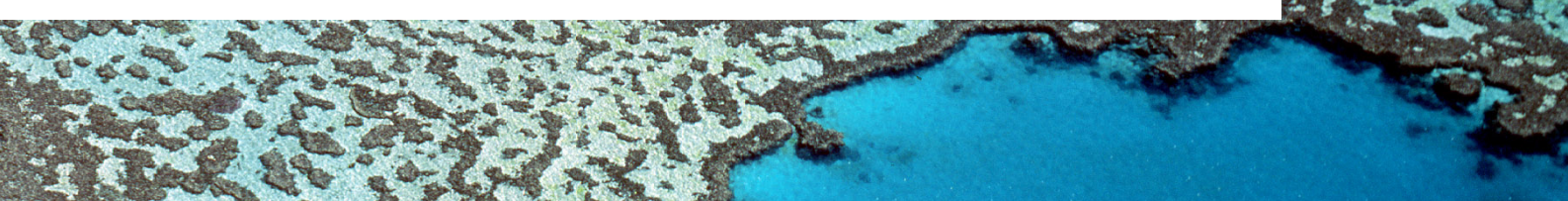
King Penguins, South Georgia



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 allow 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, assists 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.







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The Kimberley



Luxury Cruising with PONANT

## 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.

Daneal has been in the travel industry for almost 30 years, commencing her career at Harvey World Travel Mackay, now known as Helloworld Travel Mackay. Having travelled to all corners of the globe, Daneal's most recent experience to Zambia has been one of the highlights of her travels. Daneal loves working as a travel advisor as she loves the shared experience and creating relationships with her clients.

"I invite you to join me on this incredible journey in the Kimberley. I love the adventure that travel brings and I am excited to continue the adventure style of travel on this expedition cruise. I am excited to host you as we explore new travel experiences, soak up the beautiful sights, enjoy the food, and learn about the history of the Kimberley region."

Daneal Rokic, Senior Travel Advisor  
Helloworld Travel Mackay



Daneal Rokic





# Iconic Kimberley

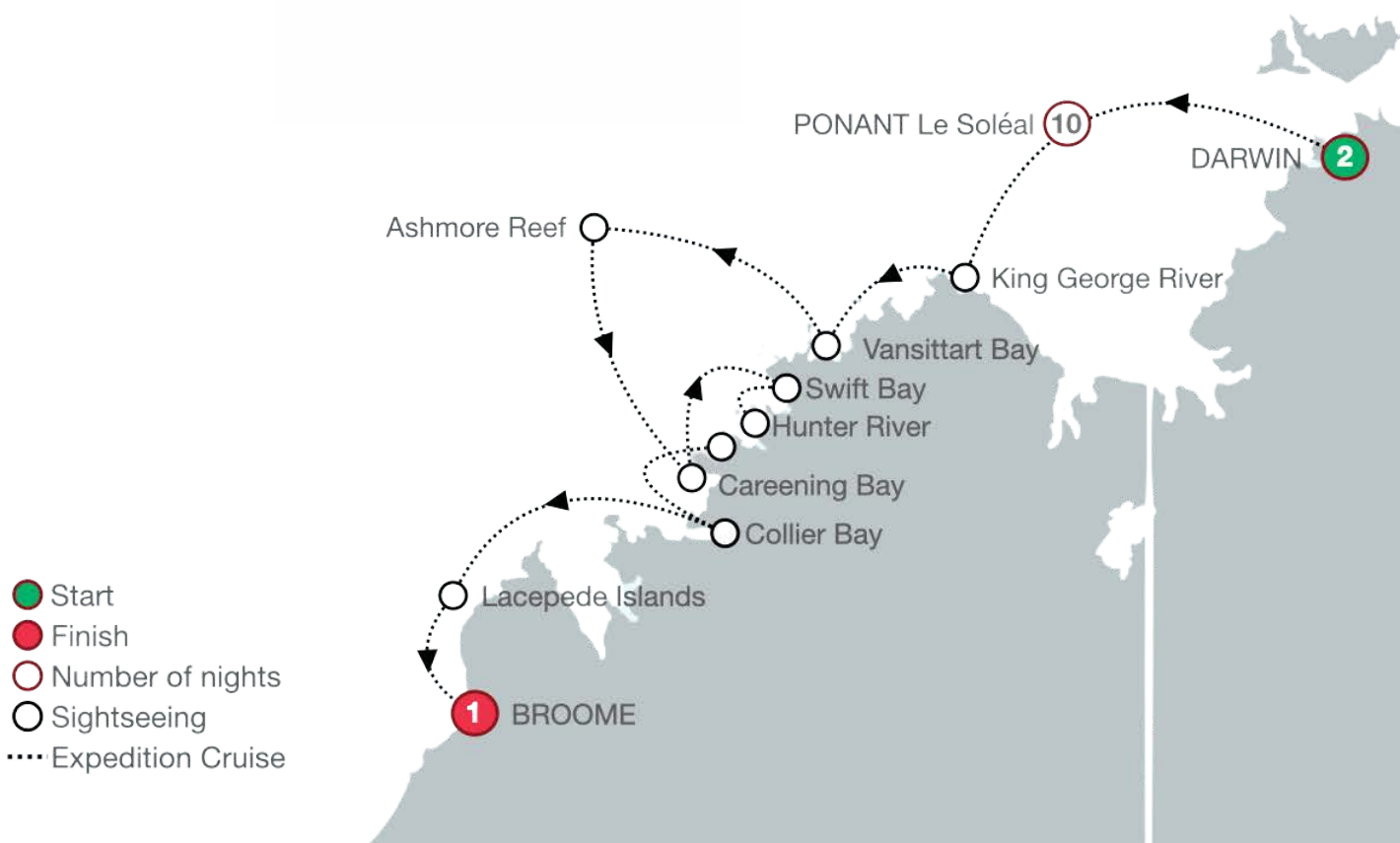
## LUXURY EXPEDITION CRUISE

Travel to the Kimberley region and experience an unusual adventure in the heart of an un-spoilt land. See wild animals, experience Aboriginal culture and marvel at the breathtaking landscapes. Cruise in luxury on board PONANT's Le Soleal, taking a journey from Darwin to Broome with expedition adventures to see the major sights along this magnificent coast line.

TRIP SCALE    Leisurely         On the Go

## TOUR HIGHLIGHTS

- Enjoy a welcome dinner at one of Darwin's top restaurants
- Visit Litchfield National Park on a day tour from Darwin and admire the many waterfalls this park is famous for
- Take in the highlights and learn about the history of Darwin on a city tour
- Embark on a 10 night luxury expedition cruise along the spectacular Kimberley Coast with PONANT
- Join the highly qualified local expedition team and learn about the flora and fauna of the Kimberley
- Enjoy regular zodiac outings & shore visits to get close to Kimberley nature
- Explore landscapes and ancient rock art that is billions of years old
- Listen to stories of the Dreamtime from the oldest continuous culture on the planet
- Explore pristine mangrove environments, home to the world's largest living reptile
- Witness unique tidal movements around Montgomery Reef, the world's largest inshore reef system
- Enjoy the entertainment and lectures in the on board theatre
- Indulge in the French gastronomic touch with all meals on board the cruise included
- Meet and mingle with the captain and crew during the cruise
- Expand your knowledge of this fascinating destination with access to the on board library
- Re-live your time in the Kimberley with access to the on board image gallery and photo desk
- See Cable Beach and enjoy some free time to explore Broome
- Reminisce about our spectacular Kimberley experience as we enjoy a farewell dinner in Broome





Kimberley Cruising

**Day 1. Wed 30 July 2025**  
**HOME PORT - DARWIN**

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

This evening we will enjoy a welcome dinner at one of Darwin's top restaurants.

**Day 2. Thu 31 July 2025**  
**LITCHFIELD NATIONAL PARK**

This morning we will depart from our accommodation and travel out to Litchfield National Park. We will visit Florence Falls to view the double falls before an opportunity for a swim in the plunge pool. Afterwards there will be time for a walk through the scenic monsoon vine forest.

We will then enjoy lunch at the Litchfield Cafe before making our way to Wangi Falls for another swimming opportunity. This afternoon we will immerse ourselves in the history of the Strauss Airstrip Historic Site before taking in a photo opportunity at the Magnetic Termite Mounds.

We will then make our way back to Darwin and enjoy an evening at leisure.

**Day 3. Fri 1 August 2025**  
**DARWIN**

After breakfast we will explore Darwin, a beautiful tropical city and melting pot of people and cultures. Discover Darwin's rich history and culture and learn about Darwin's role during World War II as we see its many historic wartime landmarks. We will drive past St Marys Cathedral, travel up to and along the Esplanade, view Parliament House, the Old Court House and the Anglican Cathedral. We will also see Bicentennial Park and the Old Town hall ruins.

This afternoon we will make our way to the cruise terminal to board our luxury expedition ship Le Soleal as we begin our exciting journey along the Kimberley coastline.

**D Day 4. Sat 2 August 2025**  
**KING GEORGE RIVER**

The journey up the King George River is nothing short of breathtaking. The 80-metre-high sides of the gorge display varying degrees of weathering of the ancient Warton sandstone. The colours and textures of the gorge change with the light as we travel further up the river creating a continual changing scenery that is simply stunning.

The journey culminates at the King George twin falls; the highest single-drop falls in the whole of the Kimberley (80m). Our expedition team will escort us in the zodiacs to the foot of the twin falls, and explain all about the stunning geological formations of the canyon.

Enjoy a leisurely day at sea to take advantage of the luxurious onboard services or enjoy a cool drink by the pool. Our expedition team will be offering an enrichment programme focusing on Australia, its history and flora and fauna. Perhaps take the opportunity to be out on deck taking in the sun or sampling culinary specialties prepared by the on board Chef and galley team.

**Day 5. Sun 3 August 2025**  
**VANSITTART BAY**

Jar Island contains ancient rock art galleries depicting the Gwion Gwion style unique to the Kimberley region. Mainly neglected by, or unknown to, the early European researchers of Aboriginal culture in the Kimberley in favour of the dominant and more dramatic Wandjina art, Gwion Gwion art has in recent years gained world prominence. It is generally thought that this art may extend back to over 30,000 years. Join our expedition team ashore for a short walk, past some fascinating rock formations, to the site of the Gwion Gwion art galleries.

**Day 6. Mon 4 August 2025**  
**ASHMORE REEF**

Located 600km North of Broome, on the edge of the continental shelf, Ashmore reef consists of 3 low-lying tropical islands surrounded by coral reef. The islands have a combined

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land area of approximately 54 hectares and are a designated important bird area (IBA). Visitation to Ashmore reef and Islands is strictly controlled and most of the reef is designated as a sanctuary zone where access is prohibited. Our visit to Ashmore reef is required to ensure we comply with Australian government regulations. Should weather, sea and tide conditions permit there may be an opportunity for guests to undertake a zodiac tour to the vicinity of West Island.

**Day 7. Tue 5 August 2025** B L D  
**CAREENING BAY**

Careening Bay was named by Lieutenant Phillip Parker King after his ship, HMC Mermaid, was careened there during his third voyage of discovery in 1820. King surveyed the western coast to complete the map initiated by Flinders 20 years earlier. The Mermaid had been leaking badly and King needed to find a shallow sandy bay where he could careen his boat to undertake repairs. At a high tide, on a warm September afternoon, he ran the Mermaid onto the sands. For ten days the Mermaid crew worked hard before refloating the vessel. The ship's carpenter carved the name of the vessel and the year into a conspicuous boab tree. The famous boab tree is now 3 metres wide and National Heritage listed. A reminder of a by gone era of exploration!

**Day 8. Wed 6 August 2025** B L D  
**SWIFT BAY**

The Bonaparte Archipelago is a stunningly rugged maze of islands stretching almost 150 km along Western Australia's remote Kimberley coast. Its colour and scale conspire to take ones' breath away. The 'T' shaped bay is composed of heavily fractured sandstone providing an abundance of rock shelters. On the walls of these shelters are examples of both Wandjina and Gwion Gwion style rock art. Join our expedition team ashore for a guided walk to a number of rock art galleries depicting these unique rock art styles.

**Day 9. Thu 7 August 2025** B L D  
**HUNTER RIVER**

Arguably one of the most scenic parts of the Kimberley coast, Prince Frederick Harbour and the Hunter River are lined with ancient rainforest pockets, pristine mangroves and mosaic sandstone cliffs. Our expert expedition team will share their knowledge as we explore this pristine mangrove environment by zodiac keeping a constant lookout for wildlife. We will also have the opportunity to reach Mitchell Falls by helicopter from Naturalist Island beach. (see details later in the brochure)

**Day 10 & 11. Fri 8 & Sat 9 August 2025** B L D  
**COLLIER BAY**

Lying to the east of the Buccaneer archipelago, the ancient landscapes of Collier Bay have been shaped by the massive tidal movements the region is renowned for. This massive daily movement of water creates unique phenomena that occur nowhere else in the world. Nestled in the centre of the bay is Montgomery Reef, the world's largest inshore reef system. As the tide falls a raging

torrent of water cascades off the top of the reef, creating turbulent 'rivers' and mini waterfalls.

At the Southern end of the bay, Talbot Bay is home to the world's only 'Horizontal Falls' described by Sir David Attenborough as "one of the greatest wonders of the natural world."

**Day 12. Sun 10 August 2025** B L D  
**LACEPEDE ISLANDS**

The Lacepede Islands are Western Australia's most important breeding habitat for Green Turtles and have been named by BirdLife International as an Important Bird Area (IBA). The breeding colony of Brown Boobies is possibly the largest in the world. Up to 20,000 Roseate Terns have also been recorded here. Other birds breeding on the islands include Masked Boobies, Australian Pelicans, Lesser Frigatebirds, Eastern Reef Egrets, Silver Gulls, Crested, Bridled and Lesser Crested Terns, Common Noddies, Pied and Sooty Oystercatchers. Join our expedition team for a guided zodiac tour to view the prolific wildlife.

**Day 13. Mon 11 August 2025** B D  
**BROOME**

Located in the northwest of the Kimberley region and in the far north of Western Australia, the town of Broome is reputed for its history and its glorious pearling era.

After breakfast we will disembark our ship as our Kimberley adventure comes to an end. We will make our way to our accommodation and enjoy the afternoon at leisure.

Tonight we will enjoy a special farewell dinner as the sun sets over Cable Beach.

**Day 14. Tue 12 August 2025** B  
**BROOME - HOME PORT**

Enjoy a leisurely breakfast and a free morning in Broome before we are transferred to the airport for our flights home. Our Tour Host will travel to Mackay and bid you farewell in transit or on arrival in Mackay.

**INCLUDED SERVICES**

- Economy Class flight from Home Port to Darwin & return from Broome
- Private transfers throughout the itinerary
- 2 nights accommodation in Darwin
- 10 nights luxury expedition cruise on board PONANT's Le Soleal
- Open bar service with unlimited drinks on board the ship, including beer, wine, sparkling wine, spirits, tea, coffee, cold drinks and mineral water
- Gratuities for on board expedition crew, local guides and transfer drivers
- Services of an experienced Helloworld Travel Tour Host
- 12 x Breakfasts (B), 8 x Lunches (L), 11 x Dinners (D)

DEPARTURE CITY	Mackay	Townsville	Brisbane
Deluxe Stateroom - Deck 3	\$15,995	\$16,195	\$15,795
Prestige Stateroom - Deck 4	\$16,995	\$17,195	\$16,795
Prestige Stateroom - Deck 5	\$17,495	\$17,695	\$17,295

\*Prices are per person twin share - Single Supplement applies - see your consultant for more details

DISCOVER MORE

## Optional Touring



Helicopter Landing

### Mitchell Falls by Helicopter | from €555 per person

The four-tiered Mitchell Falls is an iconic Kimberley attraction, and one of the most spectacular waterfalls in Australia. Also known as Punamii-Uunpuu to the Wunambal people, the falls were carved through sandstone by the waters of the Mitchell River, producing layers of mesmerising emerald water pools from which the waters tumble from one to the next. The Mitchell Falls is located in the remote but accessible Mitchell River National Park, which encompasses over 1150 sq km of land on the Mitchell Plateau. The Worrora, Wunambal-Gaambera and Ngarinyin people all have traditional lands within the park.

Take a thrilling helicopter ride to the top of Mitchell Falls and enjoy some free time to wander around or take a dip in the waterholes at the top of the falls.

This optional tour will be at a cost of 555 Euro per person. Reservations are required and are subject to availability. Be sure to book your place early. Payment for your optional tour will be charged to your onboard account and paid on board the ship at the end of the voyage.



Mitchell Falls

# INTRODUCING PONANT *Le Soleal*

L' Soleal features innovative design, sleek shape and profile, refined interior decoration, friendly, intimate atmosphere: French designers and decorators have managed to give this ship a unique style and veritable signature of its own. Combinations of fine materials, colours and tones harmoniously livened up with touches of bright colour, elegant lines, discreet and subtle refinement, everything has been designed to create a unique atmosphere onboard, a veritable personality: the chic style and naturally relaxing ambiance of a veritable private yacht.

PONANT will always be a French company at heart, so are passionate about spreading the French way of life around the world. Anyone who has come into contact with France will know fine cuisine and gastronomy are central to French culture.

The on board chefs and their galley team interpret and share with guests their passion for French culinary heritage, enriched by products and traditions from the countries visited. Fresh products, carefully selected ingredients, mature cheeses... all this combines to make each meal a feast for the eyes and the taste buds. A superb list of Grand Cru wines can also be ordered from the sommelier.

PONANT are committed to sustainable and responsible tourism practices, so source their food directly from the places they visit, while ensuring to respect the local resources.

## Gastronomic restaurant

In the gastronomic restaurant, The Le Coromandel, à la carte meals are served to your table. For lunch, choose from a selection of dishes inspired by contemporary French brasserie cuisine. For dinner, you will be served refined cuisine in the finest French gastronomic tradition.

## Grill restaurant

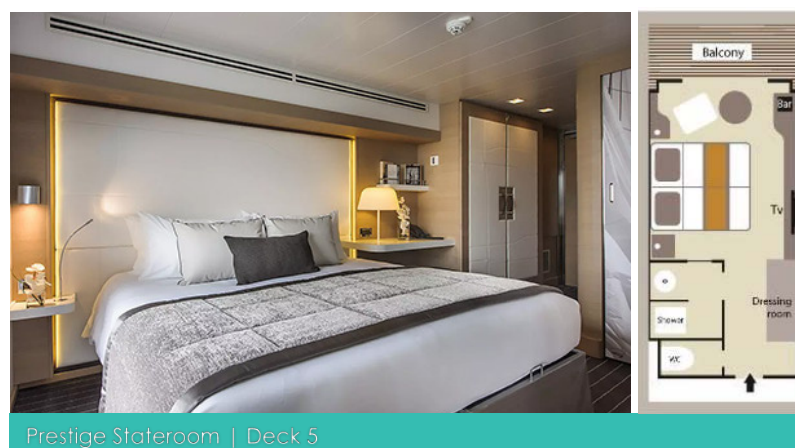
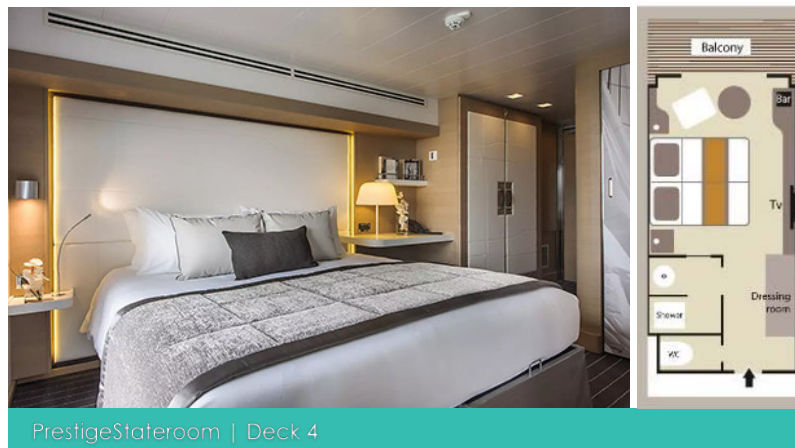
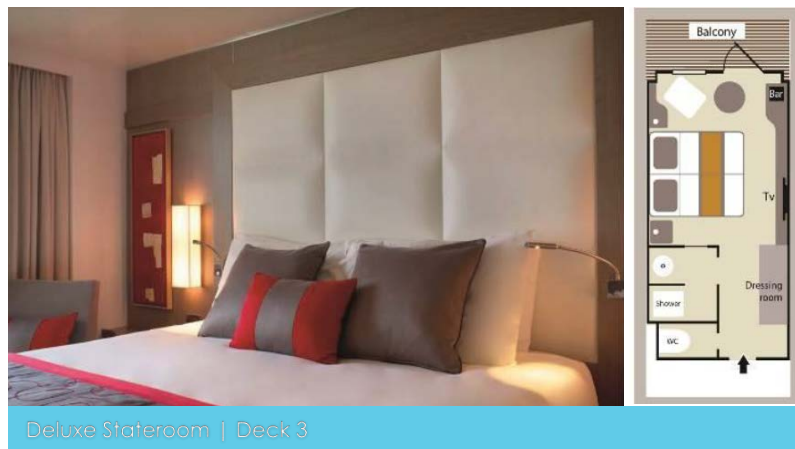
In the restaurant grill, The Le Rodrigues, the atmosphere is more relaxed with the buffet option. From breakfast until dinner, indulge your taste buds with the healthy, delicious and refined buffets prepared by the team in the galley.

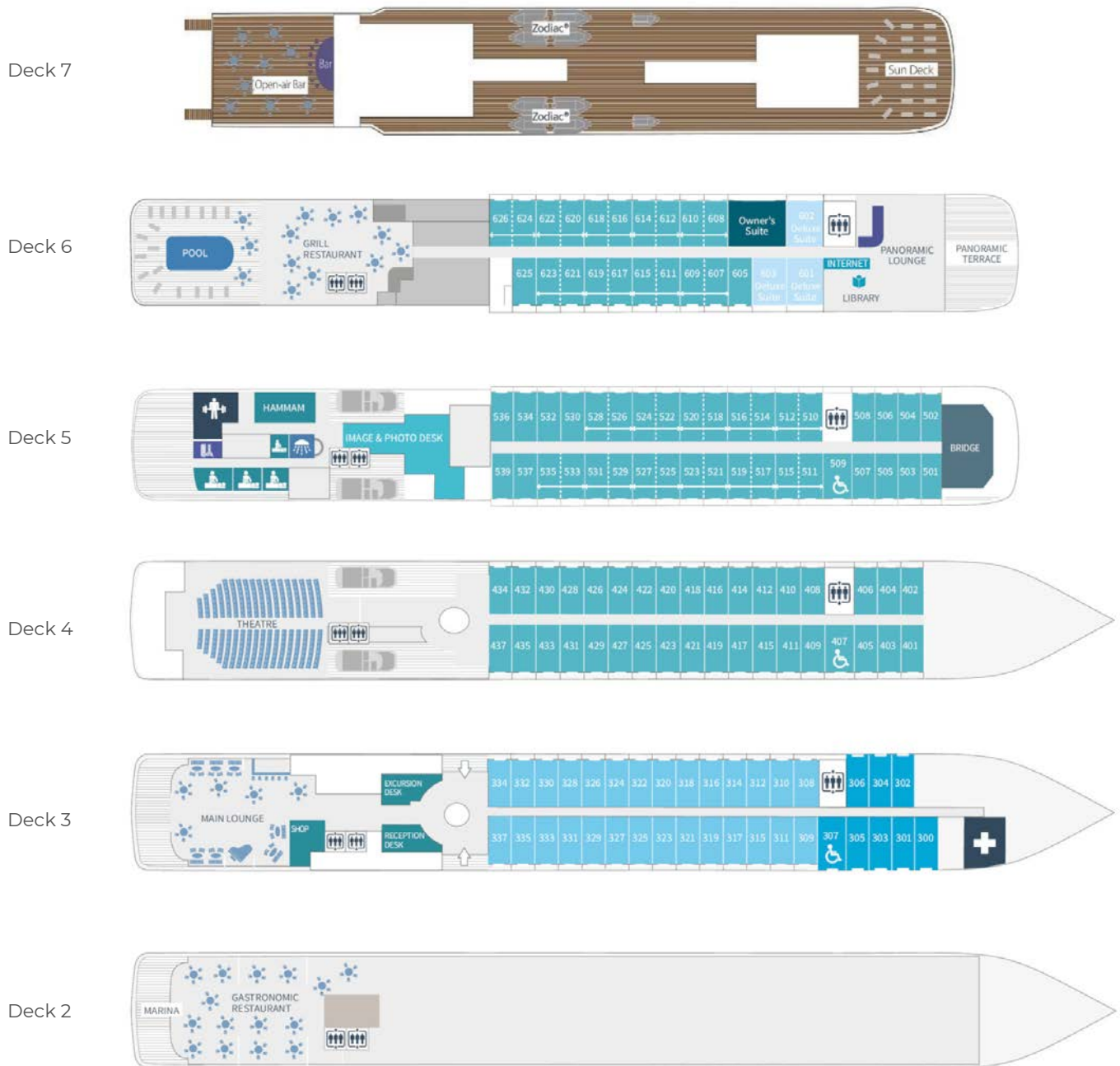
## Open Bar

From the moment you board and throughout your cruise, unlimited drinks are included, at any time of the day. A drink with friends at the bar, refreshments on your return from an excursion, or in the calm of your Stateroom's balcony: enjoy a large selection of beverages including mineral waters, cold drinks, wines, beer, champagne, spirits, coffee, tea.

## Stateroom Amenities

- Individually-controlled air-conditioning
- Stateroom layout: king-size bed, or twin beds
- Minibar
- Flat screen satellite TV
- Bose™ Bluetooth speaker
- Desk with stationery
- Safe
- Hermès® bath products
- Dressing table, bath robes, hairdryer
- Direct line telephone
- 110V American (two flat pins) / 220V European (round sockets with two round pins)
- 24hr room service Inclusive
- Wi-Fi Internet access





Deck 2 - Gastronomic Restaurant | Marina

Deck 3 - Main Lounge | Shop | Excursion Desk | Reception Desk

Deck 4 - Theatre

Deck 5 - Day Spa | Gym | Hammam | Image Gallery & Photo Desk

Deck 6 - Pool | Grill Restaurant | Library | Panoramic Lounge & Terrace

Deck 7 - Open Air Bar | Sun Deck

- Deluxe Stateroom | Deck 3
- Prestige Stateroom | Deck 4
- Prestige Stateroom | Deck 5

## Ship Specifications

- Length: 466 ft
- Beam: 59 ft
- Draft: 15.3 ft
- Cruising speed: 14 knots
- Ice class: 1C
- Classification: Bureau Veritas
- Flag: French
- Guest decks: 6
- Guest capacity: 264
- Normal crew size: 145
- Gross tonnage: 10 944 UMS
- Electric motors: 2 x 2300 KW
- Installed power: 6 400 KW
- Construction: Fincantieri-Ancône-Italy

# 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 \$1,500 per person is due within 7 days of making a booking. You are also required to complete a Hosted Journeys Booking & Medical Form and return it to your Travel Consultant. Please also attach a copy of your photo ID or the photo page of your passport (for international travel) Bookings are subject to auto cancel after 7 days if the deposit and Booking & Medical Form is not received.

An interim payment of \$7,000 per person will be due by Friday 24 January 2025. Final payment is due no later than Friday 25 April 2025. 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, including 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.

## 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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