

helloworld  
TRAVEL  
HOSTED JOURNEYS

# MARVELS OF THE MEKONG VIETNAM & CAMBODIA

15 DAYS | DEPARTING 23 NOVEMBER 2024



SMALL GROUP HOSTED JOURNEYS

AVAILABLE  
**EXCLUSIVELY**

TO HELLOWORLD  
TRAVEL



## 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.









Angkor Wat, Siem Reap





Reunification Palace, Ho Chi Minh City

## 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.

Johanna has had a passion for travelling and exploring new parts of the world from a very young age. Having worked in the industry for more than 16 years she has been able to step foot on all seven continents. Highlights of Johanna's travels include hosting travellers to Antarctica, Cape York in Queensland and on board the Great Southern Rail from Brisbane to Adelaide. Her favourite travel experience is animal encounters in Zimbabwe & Botswana.

"I invite you to join me on this exciting holiday to Vietnam & Cambodia. I am particularly excited to host you on board the magnificent Victoria Mekong as we sail from Ho Chi Minh City to Kampong Cham, before finishing our travels in Siem Reap."

Johanna Wood  
Groups & Training Manager  
Helloworld Travel Mackay, Mt Pleasant & Willows Townsville



Johanna Wood

## ITS ALL ABOUT THE EXPERIENCE

# *Cruising the Mekong River*

Cruising on the majestic Mekong River is an enchanting journey that unveils the captivating beauty and cultural tapestry of Southeast Asia. As the lifeblood of the region, the Mekong flows through diverse landscapes, meandering past lush jungles, serene rice paddies, and traditional villages. Embarking on a cruise along this iconic river offers travelers a unique perspective to witness the ebb and flow of daily life on its banks.

Whether exploring bustling markets, marveling at the intricate architecture of pagodas, or simply basking in the tranquility of the water, a Mekong River cruise promises an unforgettable immersion into the heart of Southeast Asia's rich heritage.

The river's timeless beauty is matched only by the warmth of the local communities that dot its shores. Friendly waves from villagers, the vibrant colors of floating markets, and the rhythmic chants of monks emanating from riverside monasteries all contribute to the immersive experience. Aboard the well-appointed Victoria Mekong, expect to savor the fusion of modern comfort and authentic ambiance, with luxurious cabins and observation decks that frame breathtaking vistas.



Notre Dame Cathedral, Ho Chi Minh City



Silver Pagoda Phnom Penh



Local Transport





Local Lifet



Vietnamese Food





Vietnam Tuk Tuk





# Marvels of the Mekong VIETNAM & CAMBODIA

Cruising the Mekong River through Vietnam and Cambodia is a remarkable expedition that delves into the heart of two vibrant nations. Setting sail from Ho Chi Minh City, Vietnam's bustling metropolis, the journey unravels the tapestry of the Mekong Delta, where emerald rice paddies and intricate waterways interlace to create a serene landscape. Navigating deeper into Cambodia, travelers encounter the captivating allure of Phnom Penh, the nation's capital, where historic sites like the Royal Palace and solemn memorials offer a glimpse into Cambodia's past.

TRIP SCALE    Leisurely      On the Go

## TOUR HIGHLIGHTS

- Enjoy a welcome dinner in Ho Chi Minh City
- Explore Ho Chi Minh City on an orientation walk and city sights tour to take in all the must see sights
- Travel by cyclo around the Chinese district of Ho Chi Minh City
- Visit the Reunification Palace and the War Remnants Museum to delve into the history of the war times
- See the famous Notre Dame Cathedral which was built between 1877 & 1883 with most materials imported from France
- Be entertained by the performers of the Ah Oh Show, a new kind of art performance surpassing all the limits of previous art shows in Vietnam over the years
- Travel by VIP speedboat to the Cu Chi Tunnels and arrive before the crowds, for a tour of the historic war tunnels
- Embark on a magnificent 7-night Mekong River Cruise on board the luxurious Victoria Mekong
- Visit riverside locations to explore the way the locals live at towns including Long Xuyen, Vam Nao and Tan Chau
- Experience performances by local artists while on board including a folk music performance known as 'Don Cai Tai Tu'
- Explore Tiger Island by three wheeled Xe loi and visit local plant and incense making stores
- Visit Phnom Penh and explore by three wheeled cyclo to admire the majestic Royal Palace and Silver Pagoda
- Honour the victims of Khmer Rouge executions of 1975-1979 during a visit to Choeung Ek
- Enjoy a beverage at the famous Raffles Hotel Le Royal in Phnom Penh
- Take a walking tour of the village of Koh Chen and meet a local copper and silversmith
- Visit the ancient capital of Cambodia, Oudong to stop at the fascinating Vipassana Dhura Meditation Centre, before boarding a tuk tuk to travel to Silk Island to learn about the process of silk weaving
- Explore the village of Angkor Ban and see the local wooden stilt houses
- Sail to Wat Hanchey and walk up the steps to the 7th Century hilltop temple built under the Chenla Empire, and take in gorgeous panoramic views over the Mekong River
- Travel through the countryside to Siem Reap and visit the mystical Angkor Complex, including the famous Angkor Wat







Victoria Mekong

**Day 1. Sat 23 November 2024**  
**HOME PORT – HO CHI MINH CITY**

Our exciting journey begins as we bid farewell to our home port in Australia and set off for the awe-inspiring destination Ho Chi Minh City, Vietnam. Our Tour Host, hailing from Mackay in Queensland, will accompany us on this adventure of a lifetime.

**Day 2. Sun 24 November 2024**  
**ARRIVE HO CHI MINH CITY**

Upon arrival Ho Chi Minh City we will be met by our guide and be transferred to our hotel. This afternoon we will have some time at leisure before we enjoy a special welcome dinner.

**Day 3. Mon 25 November 2024**  
**HO CHI MINH CITY**

This morning we embark on tour of the city where we will take a gentle orientation walk to discover some of the major colonial landmarks that give the historical character to the modern metropolis. We then transfer to the Chinese district, Cho Lon, and go around by cyclo before we enjoy lunch at local restaurant.

This afternoon we visit the Reunification Palace, the former residence of the President of South Vietnam, and have the chance to see learn about the significant war history there and at the War Remnants Museum which contains countless artefacts and photographs of this time in history. Afterwards we will visit Notre Dame Cathedral.

This evening we will enjoy Ah Oh Show – This is a new kind of art performance surpassing all the limits of previous art shows in Vietnam over the years.

**Day 4. Tue 26 November 2024**  
**Ho Chi Minh City**

An early start sees us travel to Cu Chi as a VIP on a modern speedboat, arriving hours before the large tour groups. After the scenic one-hour boat trip our guide will take us through the historic Cu Chi Tunnels. Afterwards we will enjoy a traditional Vietnamese lunch before returning to the city for some the afternoon and evening at leisure.

**Day 5. Wed 27 November 2024**  
**EMBARK VICTORIA MEKONG**

After a leisurely breakfast, we will transfer to the cruise pier in Can Tho, stopping en-route for a delicious local lunch served at the elegant Le Longanier Restaurant set amidst lush fruit trees by the river.

**D** This afternoon we will board the Victoria Mekong and be treated to a traditional Southern Vietnamese folk music performance known as “Don Cai Tai Tu”. As day turns into night, sit down to a welcome dinner to officially welcome your onboard your Victoria Cruise accompanied by the entertainment activities onboard.

**Day 6. Thu 28 November 2024**  
**LONG XUYEN – VAM NAO**

After breakfast, tender ashore to visit the authentic Long Xuyen floating market and the An Giang Museum, with fascinating exhibits on Kinh, Chinese, Khmer and Cham cultures in the region. During lunch the ship sails on before anchoring near Tiger Island. Take a trip ashore by sampan and explore Tiger Island by 3-wheeled “Xe loi”, visiting cottage industries such as plant pot and incense making.

We will visit a site locally known as “Mr. Tiger Temple” and hear the story that won the island its name.

This afternoon we return to the ship in time for the evening’s entertainment as the ship continues cruising to Vam Nao.

**Day 7. Fri 29 November 2024**  
**VAM NAO – TAN CHAU**

Wake up to another leisurely breakfast in Phu Tan, the provincial capital of An Giang in the Mekong Delta. We will tender ashore to visit a craft village famed for handmaking Ca Rang clay stoves.

Lunch will be served onboard as we cruise towards the village of Tan Chau where we’ll travel by local rickshaw to visit the local market and colourful temple with is the spiritual center for local residents. Afterwards we return to the ship in time for a traditional Vietnamese lion dance, followed by dinner and the evening’s entertainment.

**B L D**

**B L D**

**B L D**

**B L**

**B L D**



- Start
- Finish
- Number of nights
- Sightseeing
- Travel by road
- Travel by river ship



Lunch will be served on board, before we travel to Silk Island where we will learn about the process of silk weaving, with the chance to observe locals weaving iconic Cambodian Krama.

**Day 11. Tue 3 December 2024** **B L D**

**ANGKOR BAN – KOMPONG CHAM**

Explore the village of Angkor Ban with its wooden stilt houses and local vibe. This afternoon we will have the opportunity to walk up the steps to this 7th Century hilltop temple built under the Chenla Empire and take in gorgeous panoramic views over the Mekong River.

**Day 12. Wed 4 December 2024** **B L D**

**KAMPONG CHAM – SIEM REAP**

After breakfast, we will disembark from the ship at Kampong Cham and travel to Siem Reap, gateway to the mystical Angkor Complex.

This evening, enjoy PHARE circus. The Cambodian circus has long been famous for their performances and we will enjoy their interpretations of modern life and issue in Cambodian society.

**Day 13. Thu 5 December 2024** **B L D**

**SIEM REAP**

An exciting day awaits as we visit the South Gate of Angkor Thom, made up of 54 towers decorated with more than 200 enigmatic smiling faces. In Angkor Thom we will also see the Baphuon, the Royal Enclosure, the Terraces of the Elephants and Terraces of the Leper King. Ta Prohm has been left just it was when rediscovered, making it one of Angkor's most popular temples with visitors.

Afterwards, we visit the famous Angkor Wat, built for king Suryavarman II in the early 12th century as his state temple and capital city. The largest and best-preserved temple in the area, it is the only one to have remained a significant religious centre since its construction, first Hindu and then Buddhist.

**Day 14. Fri 6 December 2024** **B**

**SIEM REAP – AUSTRALIA**

After breakfast we will bid farewell to Siem Reap as we transfer to the airport and begin our journey back to Australia.

**Day 15. Sat 7 December 2024**

**ARRIVE AUSTRALIA – HOME PORT**

Today we arrive back in Australia and fly to our Home Port. Our Tour Host will travel to Mackay and bid you farewell in transit or on arrival in Mackay.

**Day 8. Sat 30 November 2024** **B L D**

**TAN CHAU – PHNOM PENH**

After a leisurely breakfast in the claypot restaurant, select from the many onboard activities including a ship's tour, mini-golf tournament, or simply enjoy the scenery as we cross the border between Vietnam and Cambodia.

We arrive in Phnom Penh in the afternoon and enjoy an interesting pre-dinner lecture about Cambodia as well as learn some basic Khmer phrases.

**Day 9. Sun 1 December 2024** **B L D**

**PHNOM PENH**

This morning, hop on a three-wheeled cyclo as we are driven to the majestic Royal Palace and Silver Pagoda complex. Admire the elaborately constructed palace buildings, some of the 5,000 silver floor tiles that give the Silver Pagoda its name. Afterwards we will take a walk to the nearby National Museum, a beautiful sandstone building that showcases the world's largest collection of Khmer Art.

After lunch we will make our way to Choeung Ek, one of the mass grave sites of the historic Khmer Rouge Killing Fields of 1975 to 1979. Today, Choeung Ek is a memorial with a Buddhist stupa filled with skulls and bones to honour the victims.

Finish off the afternoon in style at Raffles Hotel Le Royal, sipping on a signature cocktail at the famed Elephant Bar. Afterwards we will return to the ship and take in a lively performance of Khmer Apsara dancing with the opportunity to meet the performers.

**Day 10. Mon 2 December 2024** **B L D**

**PHNOM PENH – ANGKOR BAN**

Begin today with a walking tour of the village of Koh Chen where the highlight is meeting a local cooper and silversmith. Afterward, travel by coach to Oudong, the ancient capital of Cambodia with a stop at fascinating Vipassana Dhura Meditation Centre.

**INCLUDED SERVICES**

- Economy class flights from your home port
- 3 nights accommodation in Ho Chi Minh City
- 7 nights luxury cruise on board Victoria Mekong
- All Meals on board the 7 night Cruise
- Soft beverages, basic beer & wine during meal service on board Victoria Mekong
- 2 nights accommodation in Siem Reap
- Gratuities for all services included in the itinerary
- Local English speaking guide in Ho Chi Minh City & Siem Reap
- E-Visa for Vietnam & Cambodia for Australian Passport Holders
- Services of an experienced Helloworld Travel Tour Host

DEPARTURE CITY	Mackay	Townsville	Brisbane
Twin Share - Deluxe Stateroom - River Deck	\$9,495	\$9,695	\$9,295
Solo Traveller - Deluxe Stateroom - River Deck	\$12,395	\$12,595	\$12,195

\*Prices are per person



# INTRODUCING VICTORIA MEKONG

Experience authentic Vietnam and Cambodia in real style aboard the newest ship on the Mekong River - Victoria Mekong. This ship offers exclusive itineraries to hand-picked ports along one of the most enchanting stretches of the Mekong. This magical section of the river delivers wonders at every turn, from the lush, green landscapes of Vietnam up to Cambodia's enchanting capital, Phnom Penh.

The Victoria Mekong is the greenest ship on the river blending state-of-the-art eco-credentials with four-star comfort and superior service. With just 35 passenger cabins you are guaranteed a genuine 'small ship' experience. Spacious, stylish staterooms all come with floor to ceiling windows, private balcony and individually controlled air conditioning and on board you'll find an infinity pool, spa, gym, movie room, games room, boutique and even mini golf.



## Ship Features

### Sky Deck

- Mini Golf
- Sky Lounges

### Sun Deck

- Horizon Lounge Bar
- Infinity Swimming Pool
- Sanctuary Library
- Movie Room
- Gym

### Panorama Deck

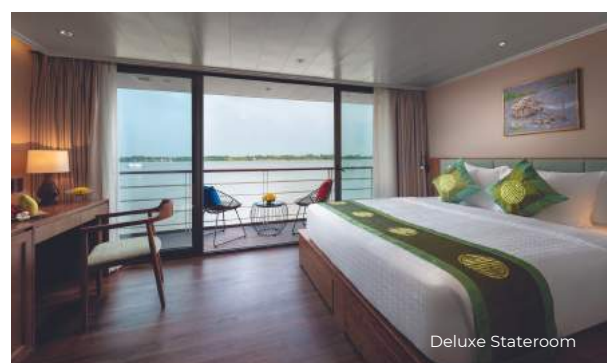
- Deluxe Staterooms
- VIP Suites
- Panoramic Clayport Restaurant

### River Deck

- Deluxe Staterooms
- Bamboo Lobby
- Boutique
- Green Lotus Spa

## Deluxe Stateroom Features

- Panoramic French window, leading to private balcony
- Bathrooms with rain shower and branded quality fittings
- Bathrobes and slippers
- Branded amenities
- Refillable aluminum water bottles
- Mini-safe
- Central AC with individual control
- Imported linens with duvet and two kinds of pillows
- Premium mattresses
- Convertible bed configuration
- Multi-configuration plugs & USB ports
- Free Wi-Fi access in rooms
- Generous closet space and under-bed storage
- Hair dryer
- Daily/nightly turndown service
- 24h laundry service
- Complimentary evening canapés





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 \$1500 per person (unless otherwise stated) is due within 7 days of making a booking. You are also required to complete a Hosted Journeys Booking & Medical Form and return it to your Travel Consultant. Please also attach a copy of your photo ID or the photo page of your passport (for international travel) Bookings are subject to auto cancel after 7 days if the deposit and Booking & Medical Form is not received.

Final payment is due no later than Friday 16 August 2024, failure to make payment prior to this date may result in your booking being cancelled and your deposit forfeited. If your reservation is made after this date, full payment is required at time of booking.

**Holiday Pricing:**

The package price is per person based on twin share accommodation and subject to a minimum number of passengers booked. Should minimum numbers not be met, we reserve the right to withdraw the departure prior to final payment date and a refund of your paid deposit will be offered. Alternatively the tour will proceed as planned however the Tour Host may not travel with the group. Your holiday pricing may increase if minimum numbers are not met. Deposits merely hold the reservations and, due to ongoing currency fluctuations, prices cannot be guaranteed until final payment has been made. Hosted Journeys reserves the right to modify program itineraries, included sightseeing and substitute accommodations and transportation at any time due to unforeseen circumstances. In such circumstances, we will do our best to supply comparable services, accommodations and itineraries, and there shall be no refund in this situation.

**Special Requests:**

Specific requests such as bedding, adjacent rooms, seat requests on flights and special meal requirements can be made on your Booking Form. Please note, Hosted Journeys will do everything they can to accommodate your requests, however, they can not be guaranteed.

**Solo Traveller | Single Accommodation:**

A select number of single rooms are available on each tour. It is important to note that in certain countries a single room may mean a single bed in the room. If you are a single traveller and willing to share with another single traveller, let your Travel Consultant know. When possible, Hosted Journeys will liaise with your consultant to advise if a traveller of the same gender is also willing to share. Your consultant will facilitate contact between the single travellers prior to confirmation to ensure you are agreed compatible travellers. This cannot be guaranteed. If another single traveller is not available, the single supplement must be paid.

**Travel Insurance:**

Travel Insurance is compulsory when travelling with Hosted Journeys on International Itineraries. We recommend Covermore (offered by Helloworld Travel) as, whilst you are away, our Tour Host can communicate directly with our Covermore representative and provide assistance when making claims or enquiries. If you choose an alternative insurance provider, our Tour Host cannot guarantee assistance.

"Covermore Insurance is issued by Great Lakes Australia (ARBN 127 740 532, ABN 18 964 580 576, FSL 318603). Any advice provided is general advice only. Please consider your needs, financial situation and the combined FSG/PDS available from us before deciding to buy this insurance.

**Tour Hosts:**

Our Hosted Journeys are facilitated by a Helloworld Travel Tour Host. The decision of the Tour Host is final on all matters likely to affect the safety or well-being of any fellow traveller or staff member. If you fail to comply with a decision made by a Tour Host, or interfere with the well-being or mobility of the group, the Tour Host may direct you to leave the tour immediately, with no right of refund. We may also elect not to carry you on any future Hosted Journeys. You must, at all times, comply with the laws, customs, foreign exchange and drug regulations of all countries visited.

**What's not included:**

Items such as (and not limited to) passports, items of a personal nature, beverages, meals and sightseeing not detailed on the itinerary, excess baggage, portage (unless specified) and travel insurance.

**Photo ID, Passport & Visas:**

Your reservations must be made in exactly the same name as your photo ID or passport (for international travel). Should any amendments to names be made from those advised on the Booking Form, or if a change needs to be made as a Booking Form was not supplied, fees will apply.

For International Itineraries please ensure you have a current passport that is valid for at least six months after your scheduled return home to Australia. It is the guests sole responsibility to obtain, and have available when necessary, the appropriate valid travel documents.

**Documentation:**

Approximately one month prior to departure you will be sent an invitation to attend your pre-departure event where you can meet your fellow travelers and collect your travel documents. The event will be held in Mackay QLD, approximately two weeks prior to your departure. If you are not located in Mackay QLD, your travel documents will be couriered to you or your Travel Consultant.

**Social Media & Imagery:**

By signing your Booking Form you consent to Hosted Journeys using images of you taken by the Tour Host during the Hosted Journey for advertising and promotional purposes in any medium we choose. You grant us a perpetual, royalty-free, worldwide, irrevocable license to use such images for publicity and promotional purposes.

**Changes & Amendment Fees:**

If you extend or alter your holiday, a minimum fee of \$100 per person per change is payable to Hosted Journeys to cover administrative and communication costs. This is in addition to any fees charged by airlines and applicable suppliers.

**Refunds & Cancellation:**

Cancellation must be in writing and such notice is not effective until received by Hosted Journeys. Any part payments received by Hosted Journeys over and above your deposit, including payment for airfares, will be subject to cancellation fees at the discretion of Hosted Journeys plus any third party suppliers. A 100% cancellation fee will apply if your reservation is cancelled on or after the final payment deadline.

In the event that an act of terrorism or natural disaster occurs at your chosen travel destination after your final payment has been made, but before your departure date, Hosted Journeys will perform all possible efforts to minimise your travel disruptions. However in extreme cases, your tour may be altered or cancelled for your safety. Hosted Journeys can not be held responsible should any third party suppliers be unable to offer any refunds due to such causes.

If due to unforeseen circumstances there has been a change in your reservation that results in requiring either a partial or a full refund, Hosted Journeys will work with your Travel Consultant to arrange this.

Refunds will be subject to the terms and conditions of the third party travel providers that Hosted Journeys have booked the travel arrangements with. It is important to note that third party travel providers have restrictive terms and conditions for group travel and can differ from those outlined in their brochure or on their website. Hosted Journeys cannot be held responsible for any travel providers delays in issuing refunds. Some refunds, such as airlines, are known to take at least 3 - 6 months. Similarly, any refund for a cancelled booking can only be paid to you, once the supplier provides the refund to Hosted Journeys.

Hosted Journeys take pride in providing an exclusive travel experience and often take a long time to plan and book the travel arrangements included in your chosen itinerary. Any remuneration earned by Hosted Journeys will remain non-refundable.

**Liability & Privacy:**

Hosted Journeys acts as a wholesale travel provider within the Helloworld Travel Network. We sell various travel related products on behalf of numerous transportation, accommodation and other wholesale service providers, such as airlines, coach, rail and cruise line operators. Hosted Journeys' obligation is to make travel bookings on your behalf and to arrange relevant contracts between you and the travel service providers. We have no responsibility for these services nor do we make or give any warranty or representation regarding their standard. All bookings are made subject to the terms and conditions and limitations of liability imposed by these service providers groups departments. Your legal recourse is against the specific provider and not Helloworld Travel or Hosted Journeys. If, for any reason, any travel service provider is unable to provide the services for which you have contracted your remedy lies against the provider and not with Hosted Journeys.

It is important that you, and all members of your travelling party are aware of these terms and conditions as they may relate all or in part to the bookings held by Hosted Journeys on your behalf. If you are making bookings on behalf of more than one person, we will be happy to provide you with more than one copy of these terms and conditions if requested.

All reservations have been booked under the terms and conditions laid down by the airlines and tour providers groups departments. It is important to understand that each tour provider has different terms and conditions for group travel and these will differ from the Terms & Conditions for leisure travel.

We do not accept any liability of whatever nature, whether in contract, tort or otherwise, for the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no direct control. Under circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. We do not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by force majeure or any other event which is beyond our control which is not preventable by reasonable diligence on our part. Third party excursions such as scenic flights, boat cruises, helicopter flights, cable car rides, some 4WD tours, white water rafting, camel rides, hot air ballooning, rail, rural homestay options are not operated by Hosted Journeys, nor by persons or companies associated with Hosted Journeys. These activities may involve inherent risk of injury, death, accident, delay and loss, and clients assume all such risk with regard to any misadventure, death, injury, delay or loss which occurs during, or as a result of, any such activity.

Hosted Journeys collects information about you (including health information where necessary) and may disclose your personal information to organisations which provide services to Hosted Journeys to enable us to provide products and services to you, process your travel arrangements and facilitate your participation in loyalty programs. If the information is not provided, we may not be able to fulfil the service requested. As a Hosted Journeys customer, you may, at any time, request further information about the way we manage your personal information. You may also request removal from our contact lists or correct your personal information by contacting us in writing.

**Medical & Travel Health:**

Hosted Journeys seeks to provide a safe, memorable and enjoyable travel experience for all guests and welcomes guests with special needs or disabilities provided they are accompanied by an able-bodied companion and do not require special assistance from Hosted Journeys Tour Host or other travellers. You must complete a Hosted Journeys Medical, Health & Mobility Form at the time of booking and advise of any physical, medical, or other particular needs that may affect your enjoyment of the tour or its enjoyment by others; and you must ensure that you are medically and physically able to travel. Failure to do so may result in the termination of your travel arrangements without any liability on the part of Hosted Journeys. Hosted Journeys reserves the right at its discretion to exclude from a tour, or to terminate the travel arrangements during the course of the tour without refund, of anyone who: is unable to cope with the requirements of coach travel – this includes embarking and disembarking 4-6 steps that are approximately 30 centimetres high, at each stop of the coach, which, on some tours, is at least 8 times per day, may need services or facilities that are not available, fails to comply with the reasonable instructions of Hosted Journeys Tour Host, engages in illegal or undesirable behaviour or interferes with the enjoyment of or jeopardises the safety of other participants

Anyone so excluded will be required to disembark at a safe public location, transportation from which will be wholly their responsibility. You agree that Hosted Journeys is released from all liability for, and you agree not to hold Hosted Journeys responsible for, termination of your travel arrangements in accordance with the previous condition, or any decision made by Hosted Journeys or by any service provider who refuses to provide you with special accommodation facilities or services that are not available or who refuses to carry you by reason of any disability or medical condition. Any changes to health, mobility and fitness must also be reported to Hosted Journeys as soon as possible and prior to departure.

**Complaints:**

If you have a complaint please inform your Tour Host or our local representative at the time so they can attempt to rectify the matter whilst travelling. If satisfaction is not reached through these means then any further complaint should be put in writing to us within 30 days of the end of the tour in order to expediate and escalate your complaint.

**Brochure Accuracy, Images & Maps within this publication:**

Hosted Journeys has endeavoured to ensure that the information given in this brochure is correct to the best of its knowledge at the time of going to print. All images are used with permission and are subject to copyright from their source. Maps may not be to scale or represent 100% location accuracy for the purpose of readability. Hosted Journeys can not be responsible for changes in factual data or imagery and recommend you confirm the details of your chosen holiday package at the time of booking. Hosted Journeys will endeavour to notify you of any significant changes prior to departure.

**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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