

helloworld
TRAVEL
HOSTED JOURNEYS

VIETNAM & CAMBODIA FLAVOURS OF SOUTH EAST ASIA

19 DAYS | DEPARTING 7 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.









Hoi An Ancient Town

RELAX KNOWING YOU'RE INEXPERIENCED 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.

Bailee has a passion for travel and discovering new destinations. She loves encouraging guests to try new things and this itinerary will certainly be a great opportunity to get to a location that can sometimes seem far from reach. Bailee has travelled to many countries across the world and her recent trip to the wilderness of Alaska has been a highlight of her travels so far.

"I invite you to join me on this exciting journey to Vietnam & Cambodia! This is a bucket list holiday for many people, including myself, and I cannot wait to experience this fantastic itinerary with you!"

Bailee King, Marketing & Events Coordinator
Helloworld Travel Mackay, Mt Pleasant & Willows Townsville



Bailee King

IT'S ALL ABOUT THE EXPERIENCE

Discover the best of South East Asia

Travelling through Vietnam and Cambodia is a journey through layers of history, culture and everyday life, where ancient traditions sit comfortably alongside modern energy. The adventure begins in Hanoi, where tree-lined boulevards, quiet temples and bustling street scenes reflect centuries of influence and resilience. From here, the landscape softens as you drift into Ha Long Bay, a place of calm beauty where limestone karsts rise from emerald waters, offering a moment of reflection amid nature's quiet grandeur.

Further south, the charm of Hoi An reveals itself in lantern-lit streets, preserved architecture and a strong sense of heritage shaped by centuries of trade and craftsmanship. Life moves at a gentler pace here, inviting travellers to connect with local customs, cuisine and the artistry woven into daily life. In contrast, Ho Chi Minh City pulses with energy, its streets alive with movement and momentum, while layers of history reveal stories of endurance, change and renewal.

Crossing into Cambodia, the journey deepens in Phnom Penh, where the past and present intertwine. Grand avenues, sacred sites and powerful reminders of recent history provide meaningful insight into the strength of the Cambodian people and the traditions that continue to shape their identity. The cultural experience reaches its pinnacle in Siem Reap, home to some of the most remarkable temple complexes in the world. Here, time feels suspended as ancient stone carvings, jungle-wrapped ruins and spiritual rituals bring the legacy of powerful civilisations vividly to life.

From riverbanks and rural landscapes to vibrant cities and sacred spaces, Vietnam and Cambodia offer a travel experience rich in contrast and connection. It is a journey of discovery, where history is not confined to museums, culture is lived daily, and every moment reveals a deeper appreciation for this extraordinary corner of Southeast Asia.



Hanoi



Halong Bay



Phnom Penh





The Temples of Angkor

The temples of Angkor stand as one of the world's most extraordinary archaeological and spiritual landscapes, offering a powerful window into the grandeur of the ancient Khmer Empire. Spread across a vast area near Siem Reap, this UNESCO World Heritage Site is home to hundreds of temples, with Angkor Wat, Angkor Thom, and Ta Prohm among its most iconic and evocative landmarks.

Angkor Wat is the crown jewel of the complex and the largest religious monument in the world. Built in the early 12th century, it was originally dedicated to the Hindu god Vishnu before later becoming an important Buddhist site. Its perfectly balanced towers, long causeways, and intricate bas-reliefs depict scenes from mythology and royal history, reflecting both architectural brilliance and deep spiritual symbolism. Today, Angkor Wat remains a national symbol of Cambodia and appears proudly on the country's flag.

Nearby lies Angkor Thom, the last great capital of the Khmer Empire. Entered through monumental stone gates, this fortified city once housed royal palaces, ceremonial spaces, and important temples. At its heart stands the Bayon Temple, famous for its many serene stone faces gazing in all directions. Angkor Thom reveals the power and ambition of the empire at its height and showcases a blend of religious devotion and imperial authority.

In striking contrast, Ta Prohm offers a hauntingly beautiful vision of nature reclaiming human creation. Left largely unrestored, this former monastery is entwined with massive tree roots and jungle growth, creating one of Angkor's most atmospheric settings. Ta Prohm captures the imagination and serves as a poignant reminder of time's passage and the enduring relationship between civilisation and nature.





Vietnam Tuk Tuk



Hosted Journey

VIETNAM & CAMBODIA FLAVOURS OF SOUTH EAST ASIA

Journey through the ancient heart of Southeast Asia on an unforgettable adventure where centuries of history, rich culture and timeless traditions come together. Discover lands shaped by powerful empires, sacred beliefs and resilient communities, where golden temples rise from jungle landscapes and age-old rituals continue to guide daily life. Travel through regions where life flows to the rhythm of mighty rivers, vibrant markets brim with colour and flavour, and craftsmanship passed down through generations tells stories of the past. From spiritual sanctuaries and enduring monuments to warm hospitality and deeply rooted traditions, this immersive journey offers a profound connection to one of the world's most captivating cultural crossroads.

TRIP SCALE Leisurely On the Go

TOUR HIGHLIGHTS

- Overnight Halong Bay Cruise through a UNESCO World Heritage Site, sailing among emerald waters, limestone karsts, floating villages, and hidden caves
- Immersive Sapa Highlands Experience, including scenic mountain landscapes, terraced rice fields, and visits to Ma Tra and Ta Phin ethnic minority villages
- Authentic Overnight Sleeper Train Journey from Hanoi to Lao Cai, offering a truly local experience
- Guided Hanoi City Highlights Tour, exploring Hoan Kiem Lake, the Old Quarter, Presidential Palace, One Pillar Pagoda, and Hoa Lo Prison
- Traditional Vietnamese Water Puppet Show, a lively cultural performance bringing folklore and history to life
- Hoi An Gastronomic Walking Tour, sampling regional specialties at markets and local eateries in this charming lantern-lit town
- Mekong Delta Discovery, including river cruising, island lunch, honey-bee farm visit, cycling through orchards, and sampan ride through mangroves
- Cu Chi Tunnels Visit, offering powerful insight into Vietnam's wartime history and remarkable underground network
- Angkor Temple Complex Exploration, featuring Angkor Wat, Angkor Thom, Bayon Temple, and the iconic jungle-covered Ta Prohm
- Tonle Sap Lake & Floating Village Cruise, witnessing daily life on Southeast Asia's largest freshwater lake





Hoan Kiem Lake



Sapa

Day 1. Friday 7 May 2027

HOME PORT – BRISBANE – INTERNATIONAL FLIGHT

Let's begin our journey as we depart our home port and travel to Brisbane to meet our International Flight through to Hanoi. Our Tour Host will travel from Mackay and meet us either at Mackay Airport or in transit.

Day 2. Saturday 8 May 2027

ARRIVE HANOI | D

Welcome to Vietnam! Today we arrive in Hanoi, Vietnam's captivating capital. On arrival, we are warmly greeted and transferred to our hotel. Hanoi is a city where ancient traditions blend seamlessly with modern life, and this first day allows us to settle in gently. The remainder of the day is free for us to relax, explore the local neighbourhood, enjoy a traditional Vietnamese coffee, or simply unwind after our journey in preparation for the adventure ahead.

We'll then enjoy our Welcome Dinner together. Sharing food is central to Vietnamese culture, and tonight we'll be introduced to classic local dishes, offering our first taste of Vietnam's rich and varied cuisine. It's the perfect introduction to Vietnam's flavours and a relaxed way to begin our journey.

Day 3. Sunday 9 May 2027

HANOI TO LAO CAI VIA OVERNIGHT TRAIN | B L

Today we immerse ourselves in the cultural heart of Hanoi. We begin with a guided city tour, strolling around the tranquil Hoan Kiem Lake before venturing into the lively Old Quarter. Here, narrow streets bustle with activity, traditional shopfronts line the laneways, and daily life unfolds much as it has for generations.

After lunch, we visit some of Hanoi's most significant landmarks, including the Presidential Palace, the iconic One Pillar Pagoda, and the thought-provoking Hoa Lo Prison, which offers insight into Vietnam's complex and resilient past.

This evening, we board an overnight sleeper train to Lao Cai, enjoying a uniquely local travel experience as we journey north toward the mountainous region of Sapa.

Day 4. Monday 10 May 2027

LAO CAI TO SAPA | B L

Arriving early in Lao Cai, we are met and transferred through stunning mountain scenery to the hill town of Sapa. Winding roads reveal sweeping views of mist-covered valleys, cascading rice terraces, and forested peaks, offering our first glimpse of northern Vietnam's breathtaking landscapes. After checking in and taking time to refresh, we set out to explore the surrounding countryside, famous for its dramatic terraced rice fields and rich ethnic diversity.

As we travel through this beautiful region, we gain a deeper appreciation for the rhythm of rural life, passing farmers tending their fields and children walking home from school in traditional dress. Our guide shares insights into the region's unique geography and the many ethnic groups who have made these mountains their home for generations, adding depth and context to everything we see.

We visit Ma Tra and Ta Phin villages, where we meet local communities and gain insight into traditional lifestyles and customs that have been preserved for centuries. Lunch is enjoyed at a welcoming local homestay, offering an authentic taste of regional cuisine. We return to Sapa in the late afternoon, with time to relax, wander through town, or simply enjoy the crisp mountain air and serene surroundings.

Day 5. Tuesday 11 May 2027

SAPA | B L

Today we venture deeper into the valleys of the Hoang Lien Son mountain range. Walking along scenic trails, we pass rolling hills, lush rice terraces, and small villages inhabited by several ethnic minority groups.

Along the way, we learn about daily life, farming traditions, and cultural practices unique to this region. Lunch is served at a local guesthouse before we return to Sapa in the afternoon. The remainder of the day is ours to explore the town's markets, enjoy the views, or simply relax.



Day 6. Wednesday 12 May 2027

SAPA TO HANOI | B D

After breakfast, we depart Sapa and travel back to Hanoi by road, enjoying the ever-changing scenery as we descend from the cool mountain highlands into the fertile lowlands below. Along the way, sweeping views give way to rural villages, rivers, and farmlands, offering a final glimpse into northern Vietnam's peaceful countryside and everyday life beyond the cities.

This scenic journey provides time to reflect on our time in the mountains, from encounters with local communities to the striking beauty of terraced rice fields. As we approach Hanoi, the pace gradually quickens, marking a gentle transition from rural landscapes back to the energy of the capital.

This evening, we experience one of Vietnam's most cherished cultural traditions — a traditional water puppet show. This lively and entertaining performance, accompanied by live music, brings folklore and history to life through colour, movement, and storytelling, providing a memorable and distinctly Vietnamese end to the day.

Day 7. Thursday 13 May 2027

HANOI TO HALONG BAY | B L D

This morning we leave Hanoi behind and travel to the breathtaking Halong Bay, a UNESCO World Heritage Site renowned for its emerald waters and towering limestone karsts. On arrival, we board our overnight cruise and settle into our cabins before beginning our exploration of this extraordinary seascape.

We cruise past floating fishing villages and traditional boats, gaining a glimpse into daily life on the water. Activities may include exploring magnificent caves, walking along secluded beaches, or simply relaxing on deck while taking in panoramic views. As evening falls, we enjoy freshly prepared meals onboard while the sun sets over the bay, creating an unforgettable atmosphere.

Day 8. Friday 14 May 2027

HALONG BAY TO HOI AN | B

We wake to the serene beauty of Halong Bay and enjoy brunch onboard as our cruise continues through the limestone formations. After disembarking, we return to Hanoi for a short flight to central Vietnam and the charming town of Hoi An.

On arrival, we transfer to our hotel and settle in for the next three nights. With its lantern-lit streets, riverside setting, and preserved architecture, Hoi An quickly captures our hearts.

Day 9. Saturday 15 May 2027

HOI AN | B L

Today we discover Hoi An through its flavours on a guided gastronomic walking tour. We begin at the colourful local market, where the sights, sounds, and aromas create an immediate sensory experience. As we sample regional specialties, we learn about the fresh herbs, spices, and local ingredients that define central Vietnamese cuisine and give Hoi An its distinctive culinary identity.

Moving beyond the market, we gain a deeper appreciation for how food is woven into daily life here, with recipes passed down through generations and meals serving as an important way to connect family and community. Our guide shares stories behind the dishes we taste, bringing added meaning to every bite and helping us understand the cultural traditions that shape Hoi An's food scene.

As we wander through the old town, we enjoy tastings at carefully selected eateries while learning about traditional cooking methods and local food culture. The afternoon is free for us to continue exploring at our own pace, relax by the river, browse galleries and boutiques, or visit the tailor shops for which Hoi An is famous.



Independence Palace, Ho Chi Minh City



Life on the Mekong Delta

Day 10. Sunday 16 May 2027

HOI AN | B

After breakfast, today is completely ours to enjoy at leisure. We may choose to explore the UNESCO-listed Ancient Town, relax at a nearby beach, browse art galleries, or simply soak up Hoi An's relaxed pace. This free day allows us to personalise our experience in one of Vietnam's most enchanting destinations.

Day 11. Monday 17 May 2027

HOI AN TO HO CHI MINH CITY | B

Today we fly south to Ho Chi Minh City, Vietnam's energetic commercial hub. On arrival, we enjoy a guided walking tour of District 1, visiting landmarks such as the War Remnants Museum, Notre Dame Cathedral, the Central Post Office, People's Committee Hall, and the bustling Ben Thanh Market. Along the way, we experience the city's vibrant street life, where colonial architecture, modern skyscrapers, and busy cafés coexist side by side.

This introduction provides a fascinating contrast between Vietnam's past and its modern, fast-paced present before we settle into our hotel for the evening. The energy of the city offers an exciting shift in atmosphere as we transition from central Vietnam to the south.

Day 12. Tuesday 18 May 2027

HO CHI MINH CITY | B L

We travel to Ben Tre in the Mekong Delta for a day immersed in river life. Cruising along the Mekong River, we meet local communities and learn about traditional industries that sustain daily life in this fertile region. Along the way, we gain a deeper appreciation for the slower pace of life here, where waterways shape both livelihoods and culture. The lush scenery and constant movement of boats create a vivid snapshot of everyday life in the delta.

We enjoy lunch on a peaceful island before visiting a honey-bee farm. Later, we cycle through orchards and farms, then explore the mangroves by sampan, gliding quietly through narrow waterways. We return to Ho Chi Minh City in the evening.

Day 13. Wednesday 19 May 2027

HO CHI MINH CITY | B D

This morning we visit the Cu Chi Tunnels, an extensive underground network that played a vital role during the Vietnam War. As we explore this remarkable site, we gain a deeper understanding of the resilience, determination, and ingenuity of those who lived and fought here under extraordinarily difficult conditions.

Walking through the surrounding grounds and learning how the tunnels were constructed and used, we are given powerful insight into daily life during wartime. Our guide provides historical context that helps bring these stories to life, making this visit both informative and deeply moving. The afternoon is free for us to enjoy at our own pace, whether shopping, sightseeing, or simply relaxing back in the city.

This evening, we come together for dinner at a local restaurant, sharing stories and reflecting on our journey through Vietnam as we enjoy our final evening together.

Day 14. Thursday 20 May 2027

HO CHI MINH CITY TO PHNOM PENH | B D

After breakfast, we enjoy free time before transferring to the airport for our flight to Phnom Penh, Cambodia's capital. This relaxed start to the day allows us to enjoy a final taste of Vietnam, whether with a leisurely coffee, a short stroll, or last-minute shopping. As we prepare to depart, we reflect on the experiences that have shaped the first part of our journey.

On arrival in Phnom Penh, we are met by our local guide and transferred to our hotel. During the drive, we receive an introduction to the city and an overview of what lies ahead, offering our first impressions of Cambodia's vibrant capital and its blend of colonial charm and modern energy.

This evening, we enjoy an included dinner at a local restaurant, sampling regional flavours as we begin the next chapter of our Hosted Journey.



Angkor Wat

Day 15. Friday 21 May 2027

PHNOM PENH | B

Today we explore Phnom Penh’s most significant landmarks, gaining insight into Cambodia’s rich history and complex past. We visit the Royal Palace and the Silver Pagoda, home to exquisite Buddha statues, before continuing to the National Museum, which houses an impressive collection of Khmer artifacts. Together, these sites reveal the artistic achievements and spiritual traditions that have shaped Cambodian identity over centuries, while highlighting the enduring pride of the Khmer people. The architecture, symbolism, and craftsmanship we encounter offer a deeper appreciation of Cambodia’s cultural legacy.

We then visit Wat Phnom, the spiritual heart of the city, before confronting Cambodia’s tragic history at Toul Sleng (S-21 Prison) and the Killing Fields of Choeung Ek. These deeply moving sites provide essential historical context and offer a powerful moment for reflection. If time permits, we enjoy shopping at the Russian Market.

Day 16. Saturday 22 May 2027

PHNOM PENH TO SIEM REAP | B D

This morning we depart Phnom Penh by private vehicle for Siem Reap, stopping along the way at the famous spider market in Skun, a fascinating glimpse into local culinary traditions for those who wish to sample something truly unique. As we continue our journey, the countryside unfolds around us with rice paddies, small villages, and everyday rural life offering insight into Cambodia beyond the cities. On arrival in Siem Reap, we check in and refresh before heading out to Tonle Sap Lake.

We board a private boat and cruise through the floating village of Chong Kneah, witnessing daily life on Southeast Asia’s largest freshwater lake as homes, schools, and markets drift gently on the water. This evening, we enjoy dinner accompanied by a traditional Apsara dance performance, celebrating Cambodia’s rich artistic and cultural heritage.

Day 17. Sunday 23 May 2027

SIEM REAP | B D

Today is dedicated to exploring the awe-inspiring Angkor temple complex. We visit Angkor Thom, including the South Gate, Bayon Temple, the Terrace of the Elephants, and other remarkable ruins.

In the afternoon, we explore the iconic Angkor Wat, its intricate bas-reliefs and towers glowing beautifully in the late-day light. This evening, we attend the Phare Circus, a contemporary Cambodian performance combining acrobatics, music, storytelling, and powerful emotion.

Day 18. Monday 24 May 2027

SIEM REAP - INTERNATIONAL FLIGHT | B

Today we will bid farewell to Cambodia as we transfer to the airport and begin our journey back to Australia.

Day 19. Tuesday 25 May 2027

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 enroute or on arrival in Mackay.

INCLUDED SERVICES

- Economy flights from Home Port to Hanoi & home from Siem Reap
- Private transfers throughout the itinerary
- Hotel style accommodation throughout
- Touring and admission as outlined in the itinerary
- Gratuities for your in-country tour leaders and drivers
- Vietnam & Cambodia entry visas
- Services of an experienced Hosted Journeys Tour Host
- 16 x Breakfasts (B), 6 x Lunches (L), 7 x Dinners (D)

DEPARTURE CITY	Mackay	Townsville	Brisbane
Twin Share	\$8,795	\$8,995	\$8,595
Solo Traveller	\$11,295	\$11,495	\$11,095

*Prices are per person. *Single rooms apply for all hotel stays - the overnight train on day 3 will be in a quad share rail cabin.

TERMS & CONDITIONS

The following terms and conditions form the basis of your contract with Helloworld Travel Hosted Journeys ('Hosted Journeys'). Please read them carefully as they set out your and our respective rights and obligations. Payment of your deposit to Hosted Journeys confirms that you have read, understand and agree with the conditions outlined below and a more detailed version on the Hosted Journeys website, www.hostedjourneys.com.au

Payment Schedule, Booking & Medical Form

- **NON-REUNDABLE DEPOSIT:** \$1,500 per person are due within 7 days of booking.
- **INTERIM PAYMENT** of \$2,000 is required by 01AUG26.
- **FINAL PAYMENT** is due by 12MAR27

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, portorage (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

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