

helloworld

TRAVEL

HOSTED JOURNEYS

GREAT SOUTHERN RAIL + EYRE PENINSULA ESCAPE

12 DAYS | DEPARTING 8 DECEMBER 2024

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



Arashiyama Bamboo Forest, Kyoto



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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TRAVEL
HOSTED JOURNEYS

Eyre Peninsula



Streaky Bay Jetty

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.

Kim has worked in the travel industry for over 35 years. Her favourite destinations include Africa, Tuscany Region of Italy and New York City. Kim loves sharing her passion of travel while hosting tours and has extensive experience having hosted tours all across the globe, including USA, Canada, Asia, UK, New Zealand, the South Pacific and in our own back yard of Australia. One of her favourite travel memories is hiking the length of Victoria Falls, before flying back over them in a helicopter.

"I invite you to join me on one of Australia's newest Rail Journeys! Exploring the Eyre Peninsula has always been on my bucket list and I am excited to host you on this journey and ensure you see some of Australia's most stunning destinations along the coast of NSW, Victoria & South Australia."

Kim Knight
Hosted Journeys Tour Host



Kim Knight



Pildappa Rock

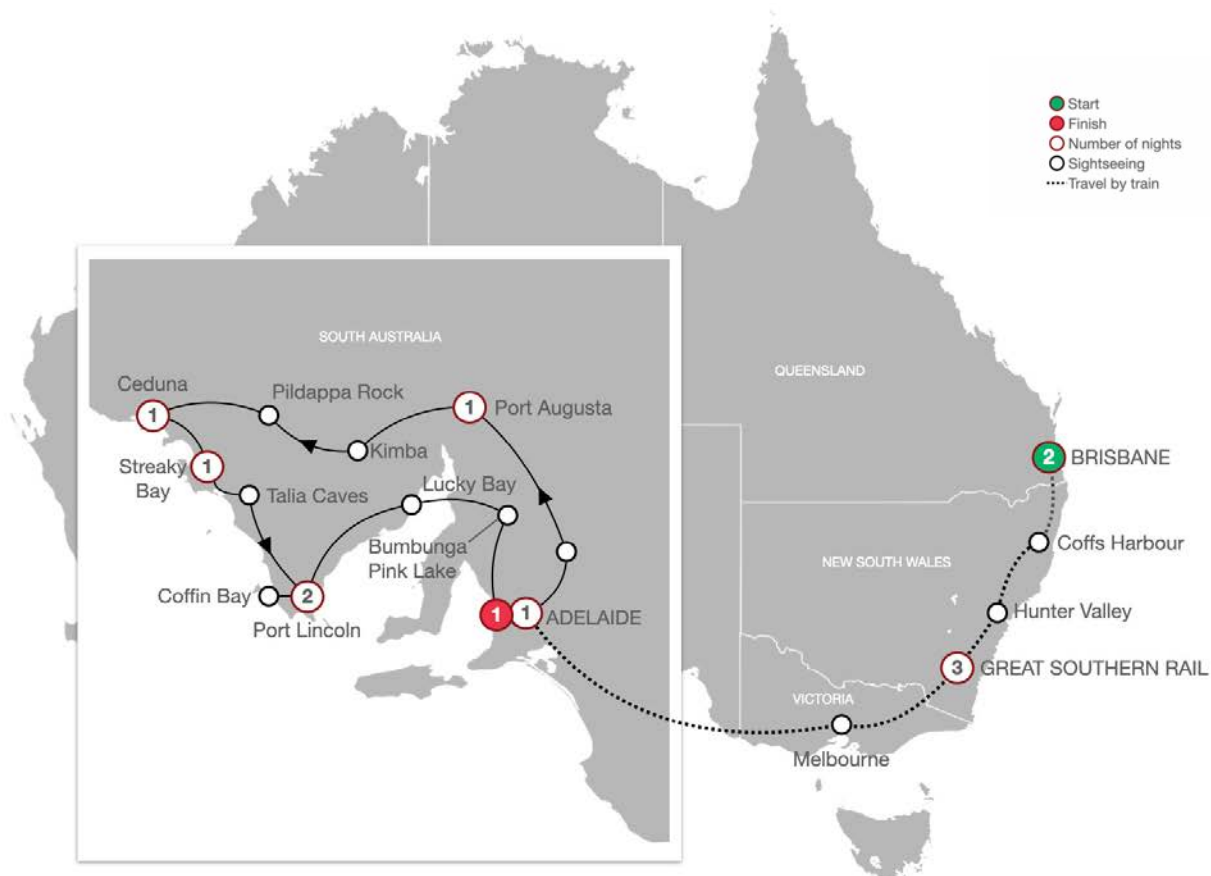
Great Southern Rail + EYRE PENINSULA ESCAPE

Operating between Brisbane and Adelaide, this fantastic journey on The Great Southern will embrace the wonders of the South East corner of Australia. The adventure doesn't end there, as you continue on to explore the Eyre Peninsula's top attractions and most memorable beachside locations. Pink lakes, turquoise lagoons, pindan soil and flame-hued granite stacks. This part of South Australia is like nature amplified, both on land and in the water.

TRIP SCALE Leisurely On the Go

TOUR HIGHLIGHTS

- Enjoy a welcome dinner at one of Brisbane's top restaurants
- Travel on board the spectacular Great Southern Rail from Brisbane to Adelaide
- See spectacular scenery and amazing landscapes as you travel through New South Wales, Victoria & South Australia
- Visit South Australia's premier wine region, Clare Valley, and take a cellar door tour at Knapppstein Wines
- Take in the outback town of Port Augusta, known for its broad harbour reaching out into the Spencer Gulf
- Travel through Kimba and see its famous eight meter tall Big Galah, as well as its spectacular Silo Art
- See the beautiful Pildappa Rock, an immense granite outcrop formed 1.5 billion years ago
- Explore Ceduna and its many attractions including Smoky Bay and the local Aboriginal art gallery
- See the pristine coastline of Streaky Bay on the Cape Bauer Loop Scenic Drive and visit Whistling Rocks
- Enjoy panoramic views over Hally's Beach and see Murphy's Haystacks, a series of ancient pillars and boulders
- Take a walk along Elliston Coastal Trail at Little Bay, offering a windswept snapshot of some of the Eyre Peninsula's most dramatic scenery
- See the eye-popping waterway of Bumbunga Pink Lake which changes colour from pastel to bubble-gum to lipstick depending on the salinity
- Dive deep into Aboriginal culture on a Wild Yarnbala tour at Coffin Bay, featuring a taste of bush tucker
- Learn all about water divining before being serenaded by a didgeridoo and lap steel guitar, as you sip on a gin filled with botanicals you've just picked from the orchard
- Indulge in a seafood platter at Coffin Bay, known for its delicious fresh seafood
- Take in a guided tour of Port Lincoln
- Cruise across the gulf on board the Spencer Gulf Searoad from Lucky Bay to Wallaroo
- Enjoy a farewell dinner in Adelaide and reminisce about your exciting journey





Coffs Harbour

Day 1. Sun 8 December 2024

HOME PORT - BRISBANE

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

Day 2. Mon 9 December 2024

BOARD THE GREAT SOUTHERN

After breakfast, we will make our way to the check in location and board the Great Southern. Settle into your Gold Service Cabin or perhaps enjoy a drink in the lounge as you watch the sun dip into the horizon.

This evening, we dine to the sounds of the waves lapping on the shore. The Northern New South Wales Coast stretches across 90km of incredible sandy beaches and some of the best surfing breaks in the world.

Day 3. Tue 10 December 2024

HUNTER VALLEY & SURROUNDS

Start the day with a hearty breakfast on board before setting off for a full day of Off Train Experiences. Today we get to choose our own adventure with a choice of touring to the Hunter Valley, Newcastle or Port Stephens. Our tour choices will be confirmed closer to departure.

This evening we will return to the Great Southern to enjoy a regionally inspired meal and enjoying the Outback Explorer Lounge.

Day 4. Wed 11 December 2024

MELBOURNE & SURROUNDS

After enjoying breakfast on board we travel through Victoria's high country and we will have a choice of Off Train Experiences. Discover regional Victoria with options including wine touring and gourmet delights, visits to natural sights and charming towns. Or opt to visit cosmopolitan Melbourne and take in a tour of the National Gallery of Victoria, visit the Old Melbourne Goal or visit the MCG. Our tour choices will be confirmed closer to departure.

Day 5. Thu 12 December 2024

ADELAIDE

Looking out of your window this morning, you'll notice the beautiful green fields and pastoral lands of South Australia. After breakfast on board, the Great Southern rolls into Adelaide. Here, we are met by our driver and will take in a city tour of Adelaide before being transferred to our accommodation for an evening at leisure.

Day 6. Fri 13 December 2024

ADELAIDE - PORT AUGUSTA

Often the best way to get a taste for a region is through its food and wine. Just 90 minutes after departing Adelaide we arrive in the heart of the Clare Valley, one of South Australia's premier wine regions. And one of its premier wineries beckons. Gather in the cellar door at Knappstein Wines, whose riesling (among other drops) will make you weak at the knees. The township of Port Augusta is our base tonight, its broad harbour reaching out to the Spencer Gulf.

Day 7. Sat 14 December 2024

PORT AUGUSTA - CEDUNA

The town of Kimba may be small in population, but it's big in attractions. Look no further than the eight-metre-tall Big Galah, guarding over the Eyre Peninsula. The other larger-than-life drawcard is Kimba's silos, which forward-thinking artists have decorated with eye-popping murals. Talking about colourful countryside, wait until you see the pink ripples that Pildappa Rock casts. This immense granite outcrop was formed 1.5 billion years ago, its wave-like shape swooping over a swathe of pindan soil.

Day 8. Sun 15 December 2024

CEDUNA - STREAKY BAY

You could spend weeks exploring Ceduna and surrounds, tucked into an inlet on the Eyre Peninsula. But you have a day, so bring your stamina. First up, head down the coast to Smoky Bay for a cruise around the scenic harbour in search of dolphins and sea lions, followed by a shared lunch including freshly shucked oysters and wine enjoyed in a working oyster shed. This afternoon, discover more of Ceduna on a town tour, and visit to a local Aboriginal art gallery before arriving at your seaside hotel in Streaky Bay for an evening at leisure.

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Day 9. Mon 16 December 2024

B D

STREAKY BAY - PORT LINCOLN

This part of the South Australian coast is pristine – this morning explore Cape Bauer Loop Scenic Drive where you'll visit the Whistling Rocks and Blowholes, as well as enjoying panoramic views over Hally's Beach. Nature continues to reign supreme at Murphy's Haystacks, a series of ancient pillars and boulders that appear to pop from the Earth, and Talia Caves – honeycombed granite rocks framing the beach. Stretch your legs along a section of the Elliston Coastal Trail at Little Bay, offering a windswept snapshot of some of the Eyre Peninsula's most dramatic scenery before arriving in Port Lincoln.

Day 10. Tue 17 December 2024

B L

COFFIN BAY

This morning head to Coffin Bay to dive deep into Aboriginal culture on a Wild Yarnbala tour, covering off-grid, organic orchards and gardens, giving you the opportunity to taste bush tucker and learn water divining before being serenaded by a didgeridoo and lap steel guitar, as you sip on a gin filled with botanicals you've just picked from the orchard. The nutrient-rich waters in this area are a natural habitat for many marine creatures but none more popular or famous than their oysters. Wearing waterproof waders, tour an oyster farm, slurp some freshly shucked molluscs, then sit down on the deck overlooking beautiful Coffin Bay and enjoy an indulgent seafood platter. Later, get your Port Lincoln bearings on a guided tour before heading back to your waterfront hotel.

Day 11. Wed 18 December 2024

B D

PORT LINCOLN - ADELAIDE

Today's your day to compare silo art: Kimba vs Tumby Bay, the latter painted by artist Martin Ron. Arriving at the Lucky Bay Jetty, jump aboard the Spencer Gulf Searoad to cruise across the gulf to Wallaroo. And just when you thought your week in South Australia couldn't get any more colourful, you arrive at Bumbunga Pink Lake. This eye-popping waterway changes colour from pastel to bubble-gum to lipstick, depending on the salinity. This evening we will gather for a Farewell Dinner.

Day 12. Thu 19 December 2024

B

ADELAIDE - HOME PORT

Enjoy a leisurely breakfast and a free morning in Adelaide 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 Brisbane & return from Adelaide
- 1 night accommodation in Brisbane
- Sightseeing as outlined throughout the itinerary
- Travel on board the Great Southern in a Gold Service Cabin
- All meals onboard the Great Southern including all Australian wines, beers, basic spirits & non alcoholic beverages
- 7 nights worth of touring around the Eyre Peninsula
- Services of an experienced Helloworld Travel Tour Host
- 11 x Breakfasts (B), 5 x Lunches (L), 8 x Dinners (D)



DEPARTURE CITY	Mackay	Townsville	Brisbane
Gold Twin Rail Cabin - Twin Room Hotel	\$9,595*	\$9,795*	\$9,395*
Gold Single Rail Cabin - Single Room Hotel	\$10,595	\$10,795	\$10,395
Gold Single Rail Cabin - Twin Room Hotel	\$9,295*	\$9,495*	\$9,095*

*Prices are per person twin share

INTRODUCING *The Great Southern*

Australians know their unique summer deserves to be celebrated – and that's just what a Great Southern journey is all about.

Departing Brisbane, you'll travel south into the rolling hills of New South Wales before indulging in an incredible beachside dining experience in Coffs Harbour. Meander through the historic vineyards of the Hunter Valley or explore beautiful Port Stephens by land or sea, before heading towards regional Victoria and Melbourne. Enjoy a mixture of relaxing time on train and immersive Off Train Experiences, as you journey toward your final destination of Adelaide.



A feast for the senses

In addition to the comfort of your beautifully appointed cabin onboard, you'll find yourself indulging in sumptuous cuisine, fine wines, and camaraderie in our dining carriages. Taking our cue from the diverse environments our trains travel through, our expert culinary team works closely with local suppliers, farmers and providores to source the best ingredients, creating an innovative, regionally-inspired menu accompanied by all-inclusive fine wines and beverages.

Queen Adelaide Restaurant

Step out of your spacious cabin and into the exclusive, classically styled Queen Adelaide Restaurant where an all inclusive menu is prepared by on-board chefs using fresh local fare. Our seasonal menu features mouth-watering dishes such as saltwater barramundi and grilled kangaroo fillet.

Gold fares include hearty breakfasts, two course lunches and three course dinners. Vegetarian, children's and limited special dietary meals are available when you make your booking. You may also choose to complement your meal with our selection of wines and beverages which are also included in your fare.



Outback Explorer Lounge

The Outback Explorer Lounges are the social hub of the train, the perfect setting to get to know fellow travellers, enjoy a snack, and catch glimpses of the passing landscape through wide picture windows. Relax in the comfortable lounges while you soak in the amazing views passing by, or enjoy the well-stocked games, books and magazines. Sample the all-inclusive range of beers, Australian wines, soft drinks and standard spirits as you meet friends, old and new.





The Great Southern Experience

There's nothing like putting down your suitcase and allowing your journey to simply unfold. Once you step aboard, you can relax, knowing everything has been considered and included in your fare.

From world-class food and wine to a range of immersive Off Train Experiences, the hardest decision you'll need to make is what to have for lunch and which experience to join.

Off Train Experiences

The beauty of experiencing Australia by train is that you have a front-row seat from which to observe the changing colours of the landscape. While the views of the outside world from the comfort of your cabin are captivating, sometimes it's good to step off the train and stretch your legs to explore the remote pocket of Australia you find yourself in.

In between tracing the landscape, each leg of our rail journeys are marked with tailored Off Train Experiences and authentic encounters. These experiences tell the unique story of the land, providing a sense of place, people, and culture.

Coffs Harbour - After crossing from Queensland into northern New South Wales, enjoy a unique dining experience on the beach at the sublime coastal town of Coffs Harbour.

On arrival at Coffs Harbour Station in the early evening, you'll be met by coaches to transport you to your dinner location just a short drive away. As the sun dips beneath the horizon, enjoy a unique beachside dinner where you'll feast on local produce and fresh seafood matched with fine wines. After a few leisurely hours, you'll reboard the train and set off for the night.

Hunter Valley Region - your choice of one of four excursions will be available. Explore the Hunter Valley wine region, known for its superior semillon and shiraz | Explore Port Stephens by Land on this 4WD sand dune experience, home to the impressive Stockton Sand Dunes. | Explore Port Stephens by Sea as you board a relaxed cruise on the bay, potting playful dolphins in their glorious habitat. | Visit Newcastle, a city on the rise, where creative energy and heritage architecture collide with surf beaches and a hard-edged industrial legacy.

Melbourne & Surrounds - your choice of one of four excursions will be available. Visit the National Gallery of Victoria in Melbourne | Take a tour of the MCG in Melbourne | Learn about the history of the Old Melbourne Goal in Melbourne | Take a cellar door tour at Clyde Park Winery in the Moorabool Valley



CABIN ACCOMMODATION

Gold Service

Immerse yourself in the world of romance that epitomises rail travel with our Gold offering. Our most popular option has everything you'll need to feel at home for the duration of your journey.

Choose between Gold Twin or Single cabins, both of which provide the perfect place to relax and recharge after a day's journey. Spend hours deep in conversation with new friends in the shared Outback Explorer Lounge, sipping on barista made coffee, or a glass of white wine. Later make your way to the Queen Adelaide Restaurant to dine.

Gold includes hearty breakfasts, two-course lunches and three-course dinners. You may also choose to complement your meal with our selection of premium wines and beverages, all included in your fare.

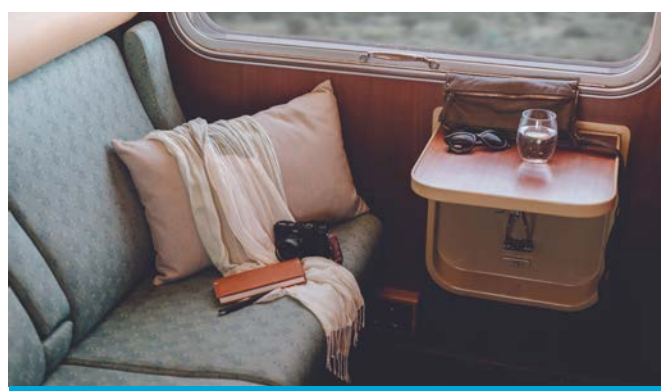
Spend hours deep in conversation with a travelling partner or lose yourself in a lifetime of thoughts. And after a day of off-train activities, your cabin provides the perfect place to relax and recharge before heading for the lounge or dining carriage. With room to stretch out and all the comforts of home, Gold is the most popular choice aboard The Great Southern, Great Southern, and Indian Pacific. You'll enjoy private cabin accommodation together with all-inclusive dining, beverages and a range of fascinating Off Train Excursions at key stops.

Gold Twin

The most popular choice of accommodation on The Great Southern, Great Southern and Indian Pacific, Gold Twin cabins have everything you need to make you feel right at home for the amazing experience that lies ahead. This is your private oasis, a superbly comfortable overnight room to recline and let the rhythm of the tracks sway you to sleep ahead of your next adventure.

Gold Single

Australia's iconic rail journeys offer purpose-built carriages to do it in superb style. Our Gold Single is a comfortable sleeper cabin option that offers all the luxurious inclusions of the Gold Twin such as fully inclusive dining with three gourmet meals per day, all-inclusive Australian wines, beers, base spirits and non-alcoholic beverages, and your choice of Off Train Experiences as you travel.



Gold Twin Cabin by Day



Gold Twin Cabin by Night



Gold Single Cabin by Day



Gold Single Cabin by Night

Cabin Features

Gold Twin

- Comfortable sleeper cabin for 2 guests
- Private ensuite
- 3 seater lounge by day
- Upper & lower berths by night
- Power outlets
- In-cabin music
- Journey audio

Gold Single

- Compact sleeper cabin for 1 guest
- Shared shower & toilet facilities
- Single seat by day
- Single bed by night
- Power outlets
- In-cabin music
- Journey audio

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

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.

Final payment is due no later than Friday 30 August 2024. 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

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