

helloworld
TRAVEL
HOSTED JOURNEYS

MAGICAL CHRISTMAS MARKETS

FEATURING CZECH REPUBLIC, GERMANY & AUSTRIA

5 December 2020, 16 Days



HOSTED FROM MACKAY

WELCOME TO HELLOWORLD TRAVEL HOSTED JOURNEYS

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 30 years experience in group travel, rest assured you are in expert hands from start to finish.

A professional tour host travels with the group from Australia taking care of all the details. They provide security and peace-of-mind, maintain positive group morale, provide assistance through airports, immigration and crossing borders, assist with flight cancellations or alterations, lost luggage, reconfirm touring and transfers, distribute tipping, all to maximise your holiday experience.

TOUR HIGHLIGHTS

- Visit some of the most spectacular Christmas Markets in Europe, guided by personal recommendations from your tour guide
- Explore the historic city of Prague
- Venture into the township of Kutna Hora to see the elaborate gothic St Barbara's Cathedral
- Learn about World War II History in Dresden
- Visit the wonderful Saxon Switzerland National Park
- Learn about the Nazi history of World War II at the Nazi Documentation Centre and Rally Grounds
- Travel on the 'Romantic Road' - a 350km route through the forests and mountains of Bavaria
- Delve into the historic town of Oberammergau
- Enjoy a guided visit to Swarovski Crystal World in Munich

YOUR TOUR HOST

Stacey has a passion for travel and has been fortunate to travel to numerous destinations all over the world.

Europe is a top destination for Stacey and she is looking forward to exploring this winter wonderland with you at the most wonderful time of the year.

"I invite you to join me on this fantastic adventure through Czech Republic, Germany and Austria to explore some of the most well known Christmas Markets in Europe. I am also excited to learn all about the history and walk the cobble stone streets of these quaint villages as well as visit some of Europe's iconic cities."

Stacey Dennis
Customer Support, Helloworld Travel Mackay





CHRISTMAS MARKET STALL

Experience the magic of Christmas in Europe on this Christmas Markets tour. Be inspired by the European ways at this wonderful time of year, all the while touring through some of the most spectacular scenery, soaring mountains and white dusted pathways in the Czech Republic and Germany.

**Day 1. Sat 5 December 2020
MACKAY - BRISBANE - PRAGUE**

Let's meet at Mackay Airport and begin our journey to Prague.

**Day 2. Sun 6 December 2020 D
PRAGUE**

Upon arrival into Prague, we will be transferred to our hotel.

This evening, we will enjoy a Welcome Dinner to get to know our fellow travellers.

**Day 3. Mon 7 December 2020 B
PRAGUE**

After breakfast, we will meet our local guide for an in-depth sightseeing tour of Prague. We will begin our tour of this fascinating city with a visit to the striking Cathedral of Saint Vitus and its brightly decorated houses cut into the arches of the castle walls. We will also visit Prague's hugely impressive Hradcany Castle, which covers over seven hectares and is the largest ancient castle in the world.

This afternoon, we will enjoy some free time for lunch before we explore our first Christmas market. The Prague City Christmas Markets are the most impressive in the country. The main market, located in the old town square, lights up the city and brings locals and tourists together in this truly magical winter wonderland.

Your senses will be delighted with many market stalls consisting of brightly decorated wooden huts stocked with local handicrafts and traditional Christmas treats. Items on display will include ceramics, jewellery, wooden toys, scented candles, Christmas tree ornaments, puppets and dolls. There is all manner of local food and drink available and much of it is prepared fresh at the markets.

Dinner tonight will also be at leisure with a wide array of culinary delights to choose from in this fantastic city.

**Day 4. Tue 8 December 2020 B D
PRAGUE & KUTNA HORA**

This morning, we embark on a journey to Kutna Hora. Here, we will visit the elaborate gothic St Barbara's Cathedral and the eerie yet breathtaking Sedlec Ossuary. Located below the Cemetery Church of All Saints, its decor is homage to the macabre, with somewhere between 40,000 & 70,000 skeletons adorning this church of bones.

This afternoon, we will return to Prague and get back into the Christmas spirit, with more leisure time to explore the vibrant Christmas Markets. This evening, we will indulge in a delicious traditional Czech Christmas Dinner.

**Day 5. Wed 9 December 2020 B D
PRAGUE - DRESDEN**

After a leisurely start to the day, we will travel to Dresden. In the afternoon, we will enjoy a sightseeing tour of the city. Once on the verge of destruction from World War II bombing raids, Dresden has since, rejuvenated to be one of the continent's most beautiful and elegant cities. We will see the perfectly manicured Zwinger Palace courtyard, the Semper Opera House, Fürstenzug and the iconic Frauenkirche which takes pride of place overlooking the Christmas Markets. We will also enjoy a guided tour of the Royal Palace including entrance to the Armoury, Turkish Chamber, Riesensaal (Giant's Hall) and the New Green Vault which boasts a stunning collection of over 1,000 gold and silver objects.

Tonight, we will enjoy a group dinner at our hotel and share our stories from the day.

**Day 6. Thu 10 December 2020 B
DRESDEN**

This morning, we visit the wonderful Saxon Switzerland National Park. Enroute, we will stop at a local bakery in Pillnitz for a short stollen cooking demonstration, a classic German Christmas bread, followed by a tasting served with tea or coffee. We will then make our way to the hilltop fortress, Königstein (Kings Stone). This 800 year old impregnable stronghold is perched over sheer cliffs and offers visitors the chance to walk atop the ramparts and explore the ancient wine cellars. It also has a wonderfully handcrafted three metre wide well dropping 152 metres deep! Before heading back to Dresden, our final stop will be the famous Bastei Bridge. Linking a series of rocky towers, it spans rocky gorge and cliffs, offering awe-inspiring views from the numerous lookout points.

This afternoon and into the evening, is the perfect opportunity to explore the Dresden Christmas Markets. The Dresden Striezelmarkt is Germany's oldest Christmas market, operating since 1434. Dresden boasts eleven different Christmas markets across the city. Our tour guide will give us the best hints and tips to make the most of our 'My Time'.

**Day 7. Fri 11 December 2020 B D
DRESDEN, NURNBERG -
ROTHENBURG**

After breakfast, we will travel to the second largest city in Bavaria, Nurnberg. Upon arrival, we will have some free time for lunch (own expense) before being met by a local guide who will take us on a journey back in time with visits to the Nazi Documentation Centre and Rally Grounds, bringing to life the rallies and war crime trials of World War II. We will then finish our tour of Nurnberg on a lighter note at the magical Nurnberg Christmas Market. This market only allows traditional Christmas artefacts to be sold, offering an

authentic taste of Christmas in Bavaria. The atmosphere is enhanced by the smell of mulled wine, roasted chestnuts, sausages and the sounds of music and singing.

This afternoon will see us continue on to Rothenburg ob der Tauber, before today's Bavarian Christmas theme culminates with a delicious dinner prepared at a local traditional Saxon restaurant.

Day 8. Sat 12 December 2020 B ROTHENBURG

Enjoy a leisurely breakfast today, before we have the opportunity to really immerse ourselves in the beautiful city of Rothenburg Ob Der Tauber and its Christmas markets.

Every year, the medieval town of Rothenburg is transformed into a winter fairytale. For over 500 years, advent festivities have been accompanied by a wonderful Christmas market and we will travel back in time as we soak up the history and heritage.

A visit to Rothenburg is not complete without a visit to Käthe Wohlfahrt's 'Christmas Village'. This incredible shop is located in the center of the town, just off the Market Square. Here we will find the largest selection of German Christmas decorations worldwide!

Day 9. Sun 13 December 2020 B D ROTHENBURG - OBERAMMERGAU

Today, we will travel on the 'Romantic Road', a 350km route through the forests

and mountains of Bavaria. Our first stop will be the picturesque town of Füssen, where we will have free time to explore the Gothic Castle and historic town centre. We will then continue on to the nearby village of Hohenschwangau, dominated by the jaw-dropping, world famous Neuschwanstein Castle. Here, we will enjoy a guided tour of the former home of 'Mad' King Ludwig, exploring the King's apartments, state rooms, halls and throne room. King Ludwig of Bavaria is best known for his fantasy castles and eccentric lifestyle.

This afternoon, we will arrive in the village of Oberammergau, famed for its 'Passion Play' performances which have been staged every ten years since the 1600s. This evening, we will enjoy dinner at the hotel restaurant.

Day 10. Mon 14 December 2020 B OBERAMMERGAU

After breakfast, we will take a trip to nearby Garmisch-Partenkirchen, where we will board a funicular train and cross snow laden fields towards the base of the mighty Zugspitze. Here, the train will enter the mountain and wind through tunnels up to Zugspitzeplatt Station, at an altitude of 2,600 metres. We will then continue via cable car, to the summit of the Zugspitze Mountain, Germany's highest peak, at an altitude of 3,000 metres. We will marvel at the unparalleled 360 degree panoramic views of over 400 peaks in Austria, Switzerland, Italy and Germany. We will have free time for lunch (own expense) at the Gipfelalm Rustic Summit Lodge before catching the Eibsee Cable Car back down to the lake and return to the hotel.

Day 11. Tue 15 December 2020 B D OBERAMMERGAU

This morning starts with a guided tour of the extravagant Linderhof Palace. Built by 'Mad' King Ludwig, in rococo style, this architectural wonder blends the idea of a baroque palace and a medieval castle perfectly. Afterwards, we will make a stop at Kloster Ettal, a grand Benedictine monastery and Baroque church with frescoed dome and liquer distillery.

This afternoon, we enjoy a tour of the Oberammergau Passion Play Theatre before enjoying dinner at a local restaurant.

Day 12. Wed 16 December 2020 B OBERAMMERGAU - INNSBRUCK - MUNICH

After breakfast, we will travel to Innsbruck, in Austria's Tyrol, the alpine city famous for its winter sports. On arrival, we will have free time to explore the Christmas markets and enjoy lunch at leisure (own expense).

The festive Christmas markets in Innsbruck entice visitors with delicious punch and local specialities, such as Kiachl - freshly baked farmers' donuts served with sweet or savoury toppings. The medieval streets are filled with the romantic glow of twinkling lights. Traditional Austrian brass bands play out from the towers and advent concerts get visitors in the Christmas spirit.

This afternoon, we will enjoy a guided visit to Swarovski Crystal World, in nearby Wattens, where we will be mesmerised by the sparkling facets, scintillating jewels and glittering figures throughout.

This evening, we will arrive in Munich and check into our hotel, followed by an evening at leisure.

Day 13. Thu 17 December 2020 B D MUNICH

This morning after breakfast, we will meet our local guide for a walking sightseeing tour of Munich's historic centre, followed by free time in the city. Explore the Christmas markets and any number of incredible attractions and sights in Munich.

Tonight, we will enjoy a group Farewell Dinner in one of Munich's fantastic local restaurants.

Day 14. Fri 18 December 2020 B MUNICH - BRISBANE

After breakfast, we will be transferred to Munich Airport to begin our journey home.

Day 15. Sat 19 December 2020 IN FLIGHT

Day 16. Sun 20 December 2020 BRISBANE - MACKAY

Upon arrival in Brisbane, we collect our luggage and transfer to the domestic airport for our flight home to Mackay.



THE PERFECT CHRISTMAS MARKET EXPERIENCE

Festive experiences, mountain adventures, nostalgic Christmas markets, beautiful locations and fun in the snow... there is no better way to capture the magic of Christmas in Europe.

DESIGNED FOR THE SEASON

Specifically designed around the European festive season, this tailor made itinerary is exclusive to Helloworld Travel Hosted Journeys. This itinerary is dedicated to accessing a variety of the Christmas markets in the Czech Republic, Germany and Austria. With a maximum group size of 24 passengers this small group journey is sure to delight.

UNIQUE ACCOMMODATION

Stay in style in unique accommodation in superb locations. Make the most of our time in these beautiful destinations as we experience a magical winter in Europe.

AUTHENTIC EXPERIENCES & INCLUSIONS

This itinerary is packed with fabulous local dining, high quality excursions, activities and unique experiences - and they are all included in your holiday package. Enjoy one complimentary beverage with each included dinner, as well as tea and coffee.

NEUSCHWANSTEIN CASTLE

Capture the *magic*
of *Christmas* time
in *Europe!*





CHRISTMAS MARKETS IN DRESDEN

TOUR INCLUSIONS

Included Services

- Return economy class flights from Mackay
- Private airport transfers throughout the itinerary
- Touring by first class coach
- Twin or double 4-star accommodation
- All tipping for tour guide, coach driver, porters & local guides
- Services of a professional English speaking tour guide and local expert guides throughout Europe
- Special dining experiences
- WiFi in most hotels and on board the coach
- Albatross Travel App featuring 'My Time' destination tips, weather reports and maps
- Special Welcome Dinner in Prague at the Triton Restaurant
- Guided walking tour of Prague to see the striking Cathedral or Saint Vitus
- Guided tour of St Barbara's Cathedral in Kutna Hora
- Entry to Sedlec Ossuary, a small Roman Catholic chapel, located beneath the Cemetery Church of All Saints
- Guided walking tour of Dresden to see the Semper Opera House, Fürstenzug and the iconic Frauenkirche
- Entry to Residenzschloss Royal Palace in Dresden with audio tour
- Local bakery visit in Dresden including stollen cookie making demonstration and tasting with tea and coffee
- Entry to Konigstein Fortress, dating back 800 years, with audio tour
- See the impressive Bastei Bridge, overlooking the most famous rock formation, Bastei, in Saxon Switzerland National Park
- Guided tour of the Nazi Documentation Centre and Rally Grounds in Nurnburg
- Evening walking tour of Rothenburg ob der Tauber
- Guided Tour of 'Mad' King Ludwig's former home in Hohenschwangau and learn all about his fantasy castles and eccentric lifestyle
- Funicular train ride and cable car to the summit of Zugspitze Mountain for spectacular views over Austria, Switzerland, Italy and Germany
- Guided tour of Linderhof Castle, built by 'Mad' King Ludwig, this Rococo Style Castle was the smallest of the three built by the King.
- Entry and guided visit to Oberammergau Passion Play Theatre famed for holding the local passion play performance of Jesus' passion every 10 years
- Guided visit to Swarovski Crystal World in Munich
- Guided walking tour of Munich's Historic centre
- Special Farewell Dinner at a local restaurant in Munich
- Services of an experienced Helloworld Travel Tour Host

Make the most of 'My Time'

- My Time' ensures you will experience and enjoy the many benefits of travelling with Albatross Tours
- Late Starts - sleep in or take a morning stroll before enjoying a late breakfast
- Free Days and Evenings - while a lot of touring and many dinners are included, there will still be some nights free for you to enjoy the local area at your leisure
- The 'My Time' app ensures you make the most of your time with destination tips, weather reports and maps

Included Meals

12 Breakfasts (B)

7 Dinners (D)

HOLIDAY PRICING

16 Day Tour, departing Mackay

\$9,995 per person twin share

TERMS & CONDITIONS

Deposit & Payment:

A non-refundable deposit of \$1,500 per person is due within 7 days of making a booking along with a copy of your passport, Booking Form and the Helloworld Travel Hosted Journeys ("Hosted Journeys") Medical and Fitness Form. Bookings are subject to auto cancel after 7 days if the deposit is not received.

Final payment is due no later than Friday 28 August 2020. If your reservation is made after this date, full payment is required at time of booking.

Tour Price:

The package price is per person based on twin share accommodation and subject to a minimum amount of 15 passengers booked. Should minimum numbers not be met, we reserve the right to withdraw the departure 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 cost 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.

Single Accommodation:

Single Accommodation may be available upon request and a single supplement of \$1,600 will apply. 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. 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 group trips are facilitated by a Helloworld Travel Professional Tour Host. The decision of the Tour Host is final on all matters likely to affect the safety or well-being of any traveller or staff member participating in the trip. 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 trip immediately, with no right of refund. We may also elect not to carry you on any future trips booked. 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 and travel insurance.

Airfare Conditions:

Airfares included in this package are based on Qantas and Emirates, and are subject to change without notice. Airfares are in economy class, and subject to availability at time of booking and the group airfare conditions. Taxes and fuel surcharges included are subject to change and additional charges may apply for alternate routes and airlines. If you wish to upgrade to Business Class please ask your travel consultant for availability and upgrade costs. Air travel is arranged with independent airlines. Hosted Journeys will arrange air travel as advertised in connection with your holiday package or otherwise arranged with Hosted Journeys. All airfares are subject to flight and booking class availability. Airport taxes vary for each departure point and routing of airline. Airline schedules are subject to change without notice. Once air tickets are issued, airline amendment and/or cancellation fees apply and, in some cases, are non-refundable. Name changes and voluntary date and schedule changes will incur fees. Hosted Journeys is not liable for delays or disruptions of air travel. Once tickets are issued, Hosted Journeys will have no other liability and will not be responsible for refunding the cost of any services booked in conjunction with the flights.

Passport & Visas:

Well before travelling, 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 guest's sole responsibility to obtain, and have available when necessary, the appropriate valid travel documents. Your reservations must be made in exactly the same name as your passport. 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.

The issuance of visas is not the responsibility of your travel consultant and we cannot be held responsible should you be unable to obtain the correct visas to undertake your journey. A visa is not required to travel to Czech Republic, Germany or Austria if you are travelling on an Australian Passport. For all other passport holders please discuss your individual requirements with your consultant.

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 occurs or natural disaster 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.

Documentation:

Your documentation will be available approximately two weeks prior to your departure. Approximately one month before departure, you will be sent an invitation to attend your pre departure event where you can meet your fellow travellers and collect your travel documents. If you are not located in Mackay, your travel documents will be couriered to your travel consultant.

Liability & Privacy:

Hosted Journeys acts as a travel agent only. We sell various travel related products on behalf of numerous transports, 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. Your legal recourse is against the specific provider and not Helloworld. 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 the travelling party are aware of the following 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 wholesalers. Please pay particular attention to the clauses covering amendments and cancellations as detailed in their brochure.

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.

Social Media & Imagery:

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

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 personnel or other travellers. You must complete a Hosted Journeys Self Assessed Medical 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 personnel
- 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, transport 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.

Claims & Complaints:

If you have a complaint about your tour please inform your Tour Host or our local representative at the time so they can attempt to rectify the matter. 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 your claim or complaint.



CHRISTMAS TREATS

ISSUE DATE: 20NOV19

Let us make your
dream holiday a
reality today!

helloworld
TRAVEL
HOSTED JOURNEYS

Helloworld Travel Mackay
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Helloworld Travel Mt Pleasant
☎ 4942 1444 📍 Mt Pleasant Shopping Centre

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