

NORTHERN LIGHTS, LAPLAND & WINTER MAGIC

- Exclusively for solo travellers
- Visit amazing destinations
- Your own room - always!



INCLUDES
6 NIGHT
NORWEGIAN
COASTAL
FJORDS CRUISE



EXCLUSIVE
SOLOS ONLY
TOUR

20 DAYS
SOLOS TOUR
NOVEMBER - DECEMBER 2024

SCANDINAVIAN WINTER FAIRYTALE

www.twosacrowd.com.au



Enchanted Winter Odyssey: Scandinavia and Lapland



Setting out on a winter voyage through Scandinavia is like stepping into an enchanting storybook, where the world is draped in pristine snow, creating an unparalleled winter wonderland. Cozy villages, twinkling Christmas markets, and ethereal beauty await.

Begin your adventure in Copenhagen, where historic streets seamlessly blend with modern design, offering a perfect balance of old-world charm and contemporary vibrancy. The journey continues to Stockholm, a city spread across 14 islands, where winter transforms the archipelago into a serene frozen paradise, perfect for exploration. In Oslo, immerse yourself in Norway's rich history and culture or take a leisurely stroll through the charming streets of the Grünerløkka district.

Nestled amidst majestic fjords, Bergen adds another layer of enchantment to your journey. Explore Bryggen's historic wharf before embarking on a 6-night Norwegian coastal cruise with Havila Voyages. Sail in the comfort of your private cabin and witness the coastal wonders, serene fjords, and the wondrous Northern Lights in Tromsø, all from a unique perspective.

Your journey then takes you north to Kirkenes and onward to Saariselkä, where you'll enjoy a stay in your very own private Aurora cabin at Northern Lights Village. Here, you can immerse yourself in snow-covered landscapes, and for a unique and heartwarming adventure, you have the opportunity to partake in a thrilling husky safari, as well as a magical reindeer sleigh ride. The adventure continues in Rovaniemi, Santa Claus's official hometown in Finnish Lapland, where you'll have the chance to stay at Santa's hotel and even meet the real Santa Claus himself.

This extraordinary journey showcases the winter magic of Scandinavia and Lapland, leaving you with indelible memories. Whether it's the awe-inspiring Northern Lights, the cultural richness, or the cozy allure of charming towns and cafes, this itinerary combines enchantment and beauty to warm your heart even in the coldest temperatures. Scandinavia in winter is a dreamlike adventure that beckons with the splendour of nature and the creativity of humankind, promising an unforgettable bucket-list experience.

Will you join us?



Day 1 - Sunday 24 November 2024
COPENHAGEN

Welcome to Copenhagen! A coach will transfer the group from Copenhagen Airport to your hotel, where you can relax for the rest of the day until our welcome meeting tonight.

 *Your own room at 'Copenhagen Admiral Hotel' or similar*

Day 2 - Monday 25 November 2024
COPENHAGEN - ROSKILDE (B)

Experience the enchanting allure of Copenhagen during today's guided tour. Today's journey captures the city's old-world charm by guiding you through its iconic sights, including the Ny Carlsberg Glyptotek, Tivoli Gardens, Christiansborg Castle and Amalienborg Castle, the Danish Royal family's main residence.

You'll also glimpse the resplendent Rosenborg Castle, a guardian of Royal collections and the Crown Jewels, protected by the Royal Guard. Enveloping the fairy tale journey, you'll encounter The Little Mermaid, inspired by Hans Christian Andersen's timeless narrative.


Your exploration continues at the renowned Tivoli Gardens, an extraordinary amusement park and summer garden dating back to 1843, offering an unparalleled experience for all ages.

In the afternoon, your adventure extends to the ancient city of Roskilde, a Viking-era gem a short drive from Copenhagen. With a legacy tracing back to the Viking age, Roskilde boasts a rich heritage, Viking Ship Museum, the awe-inspiring Roskilde Cathedral, and the famed Roskilde Music Festival.

 *Your own room at 'Copenhagen Admiral Hotel' or similar*

Day 3 - Tuesday 26 November 2024
COPENHAGEN - STOCKHOLM (B)


After breakfast, we say farewell to Copenhagen and board a train to the welcoming city of Stockholm. The rest of the afternoon is yours to relax and explore.

 *Your own room at 'Reisen Hotel' or similar*




Day 4 - Wednesday 27 November 2024
STOCKHOLM (B)

After breakfast, we will set off on an immersive exploration of Stockholm's top sights and attractions, unveiling the city's rich heritage and vibrant culture. Begin your journey by passing the iconic City Hall, celebrated for its distinctive architecture and renowned as the venue for the prestigious Nobel Prize Banquet. We will meander through the historic Old Town, where Stockholm's captivating history took root nearly eight centuries ago. You'll encounter the majestic Royal Palace, the esteemed Parliament, the House of Nobility, and the historic Bank of Sweden, the world's oldest continually operating bank. Venture towards Djurgården, where you'll find the remarkable Vasa Museum and indulge in the grandeur of Stockholm City Hall, featuring the emblematic golden Three Crowns spire that has become an iconic symbol of the city. Enhance your experience further by visiting the ABBA Museum, a tribute to the legendary music group.

 *Your own room at 'Reisen Hotel' or similar*

Day 5 - Thursday 28 November 2024
STOCKHOLM - OSLO (B)

After breakfast we will be transferred from our hotel to the train station, where we continue our journey towards Oslo.


 *Your own room at 'Thon Opera' or similar*



Day 6 - Friday 29 November 2024

OSLO (B)

Embark on a captivating 3-hour guided tour of Oslo's heart and witness landmarks such as the Parliament building, National Theatre, modern Opera House, Royal Residence and City Hall, where you can gaze upon the backdrop for the Nobel Peace Prize ceremony. Transition to the remarkable Vigeland Sculpture Park, showcasing the masterpieces of renowned sculptor Gustav Vigeland. This lifelong creation boasts over 200 sculptures, meticulously crafted over four decades. The afternoon is yours to explore at leisure.

 *Your own room at 'Thon Opera' or similar*

Day 7 - Saturday 30 November 2024

OSLO - SOGNEFJORD AREA - OSLO (B,D)

Following breakfast, your day will begin with a train journey from Oslo to Myrdal. En route, you'll encounter Finse, the highest station on the line, situated at an impressive 1222 meters. From Myrdal, venture onto the renowned Flåm Railway, a jewel among Norway's top tourist attractions. This 20 km train ride is a visual feast, offering glimpses of rivers carving through deep ravines, cascading waterfalls, snow-blanketed peaks, and mountain farms perched precariously on sheer slopes. The journey includes a captivating pause at the exquisite Kjosfossen waterfall, perfect for a memorable photo stop. This multi-faceted train expedition allows you to experience Norway's stunning scenery and natural wonders.

 *Your own room at 'Flåmsbrygga Hotel' or similar*

Day 8 - Sunday 1 December 2024

SOGNEFJORD AREA - BERGEN (B)

After breakfast, embark on a remarkable fjord cruise from Flåm to Gudvangen, a one-way journey that unfolds amidst awe-inspiring landscapes. Glide past towering mountains, cascading waterfalls, and picturesque homesteads nestled into the mountainsides. The voyage offers glimpses of Aurland's historic stone church from the 1200s and the quaint village of Undredal. You'll navigate through the Nærøyfjord, a slender branch of the Sognefjord, recognized as the world's narrowest fjord and designated a UNESCO World Heritage site in 2005. Concluding your fjord adventure, a coach transfer takes you from Gudvangen to the charming city of Bergen.

 *Your own room at 'Norge by Scandic Hotel' or similar*



Day 9 - Monday 2 December 2024
BERGEN (B,D)

Discover the juxtaposition of old and new as you embark on a leisurely walking tour in Bergen, exploring modern landmarks and the charming old wooden town, while passing by highlights like the Fortress, St. Mary's Church, the Fish Market, the City Park, and gaining insight into Bergen's rich history and notable figures. A coach will transfer you from your hotel to Bergen pier, before you embark the Havila for a memorable multi-night cruise from Bergen to Kirkenes.

 *Your own ensuite cabin for 6 nights on Havila Voyages*

Day 10 - Tuesday 3 December 2024
**FLORØ-MÅLØY-TORVIK-ÅLESUND-
GEIRANGER*/ HJØRUNDFJORDEN*-
ÅLESUND-MOLDE (B,L,D)**

On the morning of the second day, you can greet the Havila Voyages headquarters near Torvik before arriving in Ålesund, known for its art nouveau architecture.

Day 11 - Wednesday 4 December 2024
**KRISTIANSUND-TRONDHEIM-RØRVIK
(B,L,D)**

It is morning when we dock in the historic city of Trondheim, which was founded over a thousand years ago. The Nidaros Cathedral is the city's major

landmark. Furthermore, it is Norway's national shrine and one of the largest cathedrals in northern Europe. After our visit here, the voyage continues towards northern Norway.

Day 12 - Thursday 5 December 2024
**BRØNNØYSUND-SANDNESSJØEN-
NESNA-ØRNES- BODØ-STAMSUND-
SVOLVÆR (B,L,D)**

As we journey further north, we'll celebrate crossing the Arctic Circle with a ceremony before exploring the Arctic regions. Encounter the awe-inspiring power of nature with a visit to northern Scandinavia's largest glacier, see the world's strongest tidal current, and spot the majestic sea eagles. In the evenings, you can explore the Lofoten fishing villages, admire the steep mountains, and learn about Viking history and heritage.

Day 13 - Friday 6 December 2024
**STOKMARKNES-SORTLAND-
RISØYHAMN-HARSTAD- FINNSNES-
TROMSØ-SKJERVØY (B,L,D)**

As we continue through the narrow fjords and wild mountains, we'll arrive in Tromsø, a city with a rich history associated with hunting, fishing, and polar expeditions. Tromsø is also a gateway to the land of the Sami, Norway's indigenous people. Meeting the Sami and learning about their culture, including their unique connection with reindeer, is a truly unforgettable experience.



Day 14 - Saturday 7 December 2024

**HAMMERFEST-HAVØYSUND-HONNINGSVÅG- KJØLLEFJORD-MEHAMN-BERLEVÅG
(B,L,D)**

This is as far north as you can get — by land and sea. For many, the visit to the North Cape is a high point and a goal for voyages along the Norwegian coast. Up here, in the polar landscape, nature is at its harshest and most desolate, but between bare plains and rugged cliffs, people cling on and reap nature's bounty – and you can have a taste of the catch. How about some king crab?

Day 15 - Sunday 8 December 2024

BÅTSFJORD-VARDØ-VADSØ - KIRKENES (B,D)

Congratulations, you have now reached the easternmost point of your voyage! After breakfast on board, you will continue on to Saariselkä by private coach where you will stay at Northern Lights Village for 2 nights. The Aurora Cabins at the Northern Lights Village are a magical way to experience the wintry star-filled sky and the Northern Lights, while lying comfortably in the warm bed. The laser-heated glass-roof opens up into the northern sky, directly above the bed. All the activities in the Northern Lights Village begin at the Safari House and the restaurant Snowflake is only a stone's throw away. The services at the center of Saariselkä, such as the store, the spa, and restaurants are only a 350 meter walk away while on the other side, the cabins are lined by uninhabited fells and forests.




Aurora Cabin HB at Northern Lights Village Saariselkä or similar



Day 16 - Monday 9 December 2024
SAARISELKA (B,D)

Get ready to experience the magic of Lapland during today's activities. Begin with a thrilling 2-hour Husky Safari, (covering 10km!), as you drive a team of eager huskies over Lapland's snowy landscapes surrounding the Northern Lights Village. Then, immerse yourself in a 3-hour Reindeer experience, where you will engage with a reindeer breeder, feed reindeer and enjoy a reindeer sleigh ride through the enchanting snowy woods – all whilst gaining insights into the life of reindeer in the winter forest. Today will truly be an unforgettable adventure.

 Aurora Cabin HB at Northern Lights Village Saariselkä or similar

Day 17 - Tuesday 10 December 2024
SAARISELKA - ROVANIEMI (B,D)


Today you will embark on an enchanting journey with a visit to Santa Claus Village, where magic comes to life, followed by an awe-inspiring adventure at the Arctic Snow Hotel. Delight in a 3-course dinner amidst the ice-crafted marvels of the Snow Hotel, a masterpiece of frozen artistry that features around 30 hotel rooms, an Ice Chapel, Ice Restaurant, and Ice Bar. Discover this frosty wonderland, where the temperature hovers between 0°C and -5°C, offering an otherworldly experience unlike any other.

 Your own room at 'Santa's Hotel Santa Claus'



Day 18 - Wednesday 11 December 2024
ROVANIEMI - HELSINKI (B,D)

Following breakfast at our hotel, we will be transferred by coach to Rovaniemi Airport for our flight to Helsinki. Upon arrival, we will be greeted with another coach transfer from Helsinki Airport to our hotel. This afternoon we will enjoy a guided tour of Helsinki, discovering the harmonious blend of modernity and history in this vibrant city. Landmarks such as the Senate Square, Lutheran Cathedral, Uspenski Cathedral, Temppeliaukio Rock Church, and the Sibelius Monument await your discovery.

 *Your own room at 'St. George Helsinki' or similar*

Day 19 - Thursday 12 December 2024
HELSINKI - TALLINN (B,D)

This morning we will catch a ferry to the enchanting city of Tallinn for the day. We will commence our visit with a 3-hour walking tour in Tallinn's captivating Old Town.

Explore Tallinn's best landmarks including Alexander Nevsky Cathedral, St. Mary's Cathedral and St. Olaf's Church. Conclude your Tallinn experience with a memorable farewell dinner in a Medieval restaurant before embarking on a return ferry crossing from Tallinn back to Helsinki.

 *Your own room at 'St. George Helsinki' or similar*

Day 20 - Friday 13 December 2024
HELSINKI (B)

Today we say farewell to our guides and fellow travellers as our Scandinavian journey together comes to an end. After breakfast, we will be transferred via coach to Helsinki Airport for our onward journeys.

WANT TO EXTEND YOUR NORDIC ODYSSEY?

Why not join us on our 7 day tour of Incredible Iceland starting in Reykjavik on 18th Nov, and concluding in Reykjavik on 24th November!



ABOUT HAVILA VOYAGES

Havila Cruises is a Norwegian cruise company renowned for its eco-friendly approach to exploring Norway's breathtaking coastal and fjord landscapes. Their modern fleet is equipped with cutting-edge technology to minimize emissions and fuel consumption, ensuring a sustainable travel experience. Onboard, passengers can indulge in comfortable accommodations and savor delicious Norwegian cuisine, while also enjoying a range of activities that immerse them in Norway's natural beauty and rich culture. With a strong emphasis on sustainability, Havila Cruises offers travelers a unique opportunity to discover the stunning Norwegian coast while minimizing their environmental impact, making it an ideal choice for eco-conscious explorers seeking a memorable and responsible travel adventure.

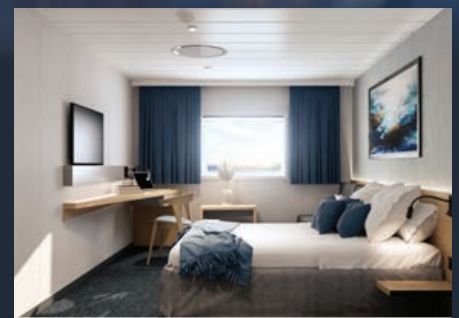
- Multiple restaurants and dining venues offering a range of cuisine, from local specialties to international dishes
- Relaxation areas and bars with scenic views, perfect for socializing or enjoying a drink.
- Fitness centers, spas, saunas, and wellness facilities for relaxation and exercise.
- Theatres and entertainment venues for live shows, music, and performances.
- Outdoor areas with deck chairs and panoramic views for enjoying the coastal scenery.
- Onboard shops and boutiques for shopping and souvenirs.
- Wi-Fi and internet access to stay connected while at sea.
- Pools and hot tubs for relaxation and recreation.
- Quiet spaces for reading and relaxation.



SEAVIEW SUPERIOR CABIN

Seaview Superior cabins are on average 15 m². All have a picture window with a sea view, large wardrobe, desk, sofa, and a separate bathroom with shower. TV, refrigerator, hairdryer and tea and coffee making facilities.

- Twin or Double bedding
- Outside cabin with sea view
- Sofa or sofa bed
- Desk and Free Wi-Fi
- Fridge
- Hairdryer
- Tea and coffee making facilities



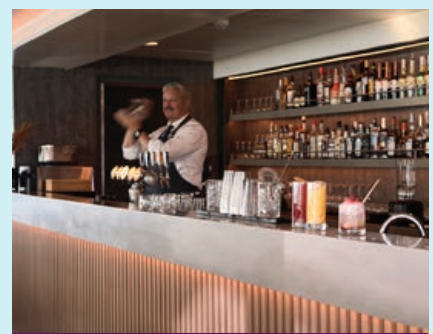
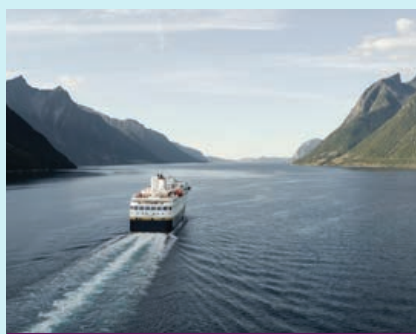
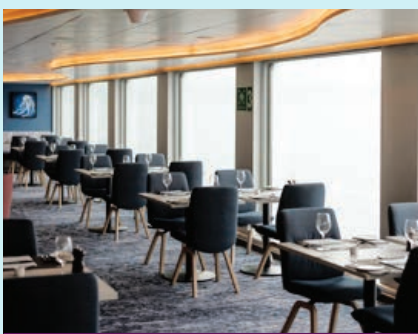
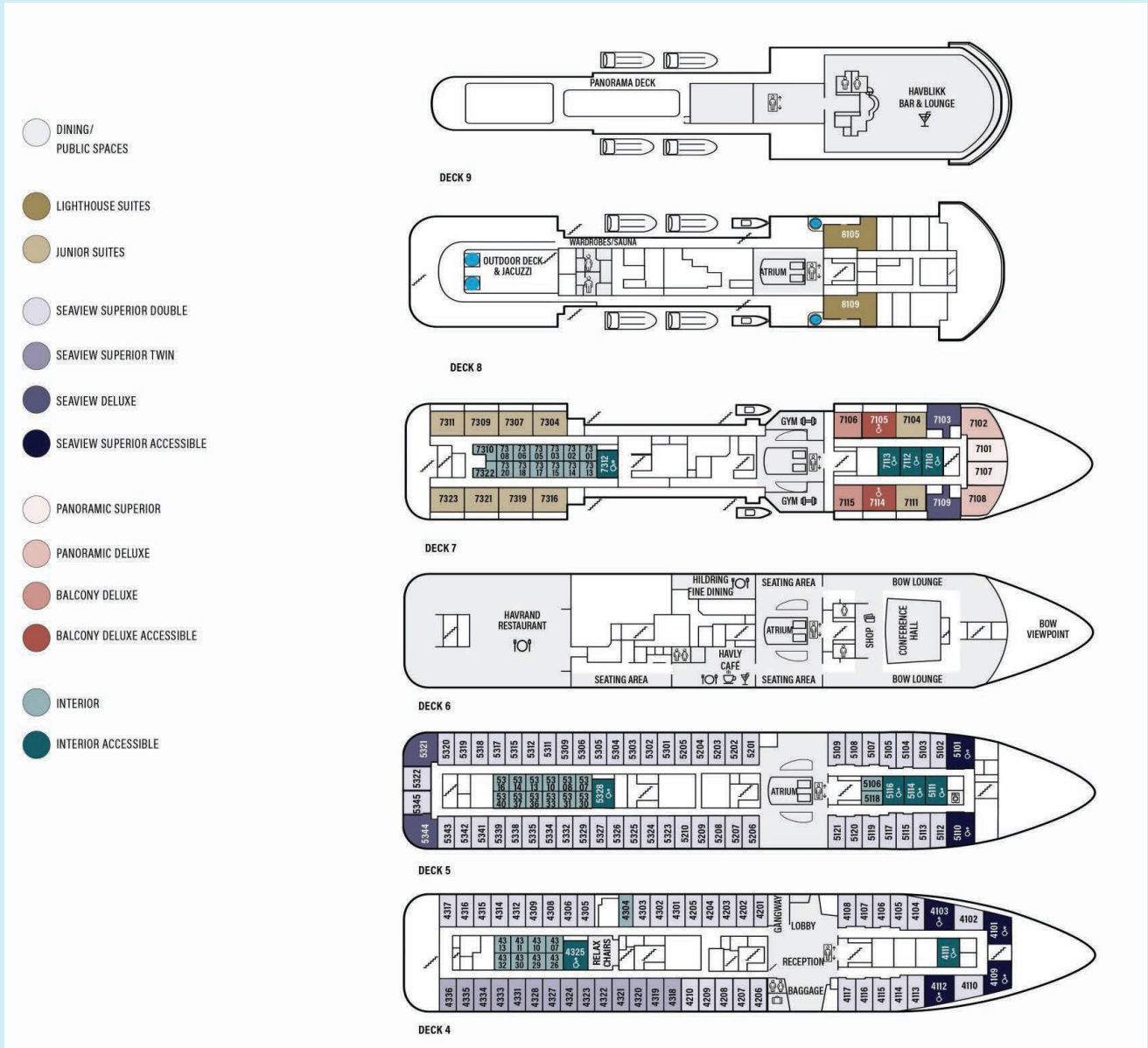
INTERIOR CABIN

The interior cabins are 10 m² and have one lower and one upper berth. Each cabin is equipped with a wardrobe, TV. Own bathroom with shower.

- Single bedding
- Sofa or sofa bed
- Desk and Free Wi-Fi
- Fridge
- Hairdryer
- Tea and coffee making facilities.



HAVILA CRUISES - DECK PLANS





TOUR PRICING:

\$16,997 (interior cabin on 6 night Norwegian Coastal cruise)

\$18,797 (seaview cabin on 6 night Norwegian Coastal cruise)

TOUR DATES: 24TH NOVEMBER - 13TH DECEMBER 2024

Tour Inclusions:

- Two's a Crowd tour host from Australia.
- Local English speaking tour leaders throughout.
- All sightseeing, guided tours and entrance fees as detailed in the itinerary
- 13 nights hotel accommodation in your own room - always!
- 6 nights on board Havila Voyages in your own cabin - always!
- Meals as per itinerary (B=breakfast, L=lunch, D=dinner)
- Flight from Rovaniemi - Helsinki on 11th Dec
- One Group transfer included to align with the majority of flight arrival and departure times.

Tour Exclusions:

- All international airfares.
- Travel insurance (we can assist).
- Visas.
- Services not mentioned in the itinerary.
- Late check out at hotels.
- Meals and drinks not mentioned in the itinerary.
- Tips for leaders, guide and driver.
- Expenditure of personal nature.
- Optional activities.



CONTACT THE TEAM



twosacrowd.com.au



team@twosacrowd.com.au



AU: 1300 55 45 01
NZ: 0800 895 145

ABOUT TWO'S A CROWD: We are an award winning tour company exclusively dedicated to the needs of solo travellers. At Two's a Crowd, single and solo travellers have access to fantastic itineraries at great prices without ever feeling like a third wheel to someone else's private getaway. Our travellers enjoy the best of both worlds: private time, personalised attention, low single supplements, as well as the camaraderie of like-minded travellers. For your peace of mind we are ATAS accredited (No A13850).

Our commitment is to make solo travel more enjoyable and affordable.

Pricing correct at 30/08/2023 and is subject to change until paid in full. Refer to our terms and conditions for details. ©Travel Passion Pty Ltd ABN 32 140 754 856 - Australian Federation of Travel Agents (AFTA) Member No: 13874. Approved participant in the AFTA

Travel Accreditation Scheme (ATAS) No: A13850. Confederation Australian Tour Operators (CATO) Full member No.: 51925340.

Issued: 09/23



TERMS AND CONDITIONS

TWO'S A CROWD - GROUP BOOKING CONDITIONS

These Booking Conditions set out the terms on which you contract with Travel Passion Pty Ltd trading as Two's a Crowd (TaC) for the arrangement and delivery of travel arrangements for your trip. By placing a booking with us, you acknowledge that you have read, understood and agree to be bound by these Booking Conditions.

These Booking Conditions only apply to travel arrangements which you book with us and which we agree to make, provide or perform (as applicable) as part of our contract with you as the principal operator of the travel arrangements. We reserve the right to change these Booking Conditions at any time prior to you making a booking request.

Where we act as agent for the principal operators of the travel arrangements, your contract will be with the principal operator and will be subject to the principal operator's booking conditions. To the extent we have a legal relationship with you where we are acting as agent for the principal operator of travel arrangements our Agency Booking Conditions (ancillary services) which are published on our website will apply and these Group Booking Conditions will have no effect.

"You" and "Your" means all persons named in a booking (including anyone who is added or substituted at a later date). "We", "us", "our" and Two's a Crowd means Travel Passion Pty Ltd.

MAKING A BOOKING

A booking request is accepted when you pay a deposit and we issue a written (generally via email) booking confirmation. It is at this point that a contract between TaC and you comes into existence subject to these Booking Conditions. We reserve the right to decline any booking at our discretion. No employee of TaC other than a director has the authority to vary or omit any of these Booking Conditions or to promise any discount, refund or credit.

SERVICES

The services we provide to you are limited to (a) the arrangement and coordination of your travel arrangements; and (b) the delivery of travel arrangements which we directly control. This includes (often significant) work undertaken prior to travel to arrange and coordinate the delivery of your travel arrangements

PRICING

Prices shown in our brochures are in Australian Dollars (\$AUD) and were accurate based on prices and exchange rates at the time of printing or publication. We reserve the right to adjust published prices due to currency fluctuations, government charges or increased costs of services at any time. Please enquire with us or check our website prior to making a booking request for the current prices. Please be aware that tour pricing may be based on a number of foreign currencies and the total cost of your trip can only be guaranteed upon final payment. Up until that time TaC reserves the right to amend your tour pricing in accordance with negative currency fluctuations and the imposition of new or amended government charges.

NOT INCLUDED IN THE TOUR PRICE

Unless otherwise stated, international and domestic airfares, visas, airport taxes, port taxes, city taxes, security charges, airport/hotel transfers, gratuities, items of a personal nature, travel insurance, vaccinations, emergency evacuation costs, laundry, meals (other than those stipulated), additional beverages and consumables are not included in the tour price.

PRICE SURCHARGES

We reserve the right to surcharge the cost of your booked travel arrangements prior to commencement for circumstances beyond our control such as currency devaluation, fuel or air fare surcharges, or the imposition of new or amended Government charges. We will not surcharge for currency fluctuations once full payment has been received by us.

DEPOSIT

A non-refundable and non-transferable deposit of 20% of the booking value or \$1500 per person (whichever is the greater) is required within seven days (unless otherwise stated). We will then issue your booking confirmation. The deposit represents a fee payable to us for services associated with the processing and confirmation of your booking and any consultations on travel arrangements that we may provide to you. Because these services are provided as soon as we confirm your booking, the deposit is non-refundable other than where we cancel your travel arrangements for reasons other than Force Majeure (see below). We are not obliged to hold or confirm any services for you until we receive your deposit. If you fail to pay the deposit on time, then we reserve the right to cancel your booking without notice. If the price of any services increases before we receive your deposit, we reserve the right to pass on this price increase to you. This is in addition to our right to increase prices prior to full payment as stated above.

FINAL PAYMENT

The balance is due up to 120 days before commencement of your trip, however, payment schedules can vary depending on our supplier requirements. Certain tours also may require payment (including full payment) earlier or additional instalment payments to be made. Payment schedules will be provided to you at the time of booking. Late payment may cause cancellation of all or part of your trip, with no refund payable. We are under no obligation to remind you of the balance becoming due. For late bookings (bookings within 120 days of departure), full payment is required at the time of request. You acknowledge that we may not be able to confirm services, in which case we will provide you with a refund.

Payments can be made by direct deposit or credit card. Unfortunately, we are unable to accept cheques or cash.

Account details for direct deposit are as follows:

BENDIGO BANK

ACCOUNT NAME: Travel Passion Pty Ltd

BSB: 633-000

ACCOUNT # 138 938 485

Please include your name as the reference and advise us via email (team@twosacrowd.com.au) that you have made the payment.

As at 16/11/2021, payments made by credit card will incur a 1.20% merchant surcharge for MasterCard (including Corporate and Premium), 1.4% for Visa (including Corporate and Premium), 1.8% for American Express and 2.5% for Diners. International Credit cards attract a surcharge of 3.00%. TaC (as merchant) is fully compliant with Reserve Bank of Australia regulations with regard to credit card surcharging which took effect from 1/9/2017.

CANCELLATIONS BY YOU

If you wish to cancel your trip, we require written notice and will make refunds to you less cancellation fees in accordance with the table below, calculated from the date which we

receive written notice.

- Over 120 days before commencement: Deposit only
- Within 119 days or no show 100%

Please note payment and cancellations conditions are different for charters such as river and ocean cruises and rail. Please refer to the relevant brochure in connection with these charters. You agree that the deductions and cancellation charges specified above are reasonable and required to protect the legitimate business interests of TaC.

Please note that if you have booked and then cancel any services additional to the packaged tour arrangements (for example pre/post accommodation, airfares, transfers, travel insurance), the supplier of these services will impose cancellation fees in accordance with their terms and conditions which you will be responsible for. TaC may also charge cancellation fees for these cancelled services in accordance with our Agency Booking Conditions. For group departures, a transfer of a confirmed booking to another departure date at your request is deemed to be cancellation of the original booking.

ILLNESS OR VACCINATION STATUS PREVENTING TRAVEL

If due to any illness, suspected illness or failure to satisfy any required tests (such as a PCR or rapid antigen test in relation to Covid-19;) or vaccination requirements:

- an airline or other common carrier refuses you carriage;
- a hotel or vessel refuses to accommodate you; or
- we or our suppliers (acting reasonably) exclude you from the trip and you are consequently prevented from commencing or continuing your trip, then:
- if you have already commenced your trip, we will provide you with reasonable assistance to arrange alternative travel arrangements or to continue the trip. This will be at your cost.
- if you have not commenced your trip then we regret we will not be in a position to provide such assistance.

We will not be liable to refund the cost of your trip (or any part of it) because we would have already paid (or committed to pay) suppliers and we would have already performed significant work preparing for the delivery of your trip and servicing your booking. We will not be responsible for any other loss or loss you incur in connection with your booking (for example, airfares and visa expenses) if you are prevented from commencing or continuing your trip in these circumstances.

CANCELLATIONS OR RESCHEDULING BY US

In these Booking Conditions, the term Force Majeure means an event or events beyond our control and which we could not have reasonably prevented, and includes but is not limited to: (a) natural disasters

(including not limited to flooding, fire, earthquake, landslide, volcanic eruption), adverse weather conditions (including hurricane or cyclone), high or low water levels; (b) war, armed conflict, industrial dispute, civil strife, terrorist activity or the threat of such acts; epidemic, pandemic; (d) any new or change in law, order, decree, rule or regulation of any government authority (including travel advisories and restrictions).

Force Majeure – Prior to travel

If in our reasonable opinion, your travel arrangements cannot safely or lawfully proceed due to a Force Majeure Event, then we at our discretion may elect to:

- reschedule your travel arrangements (in whole or in part) and/or
- cancel your travel arrangements (in whole or in part), in which case our contract with you will terminate (in whole or in part)

If we cancel your travel arrangements and our contract terminates, neither of us will have any claim for damages against the other for the cancelled arrangements. However, we will refund payments attributable to the cancelled travel arrangements less (a) unrecoverable third party costs and other expenses incurred by us for the cancelled travel arrangements; (b) overhead charges incurred by us relative to the price of the cancelled travel arrangements; and (c) fair compensation for work undertaken by us in relation to the cancelled travel arrangements until the time of cancellation and in connection with the processing of any refund.

Force Majeure – During travel

If we cancel your travel arrangements after your trip has commenced due to Force Majeure, we will provide you with a refund of recoverable third-party costs only.

FORCE MAJEURE - GENERAL

If we provide you with any alternative services or assistance where travel arrangements are cancelled or rescheduled due to Force Majeure, then you agree the amount to be refunded to you will be reduced by the value of these services and assistance.

If we cancel your trip for reasons beyond Force Majeure, you will be offered (at your election) a full refund of all funds paid over to us, or the offer of a trip of substantially equal quality if appropriate.

TaC disclaims any liability to you for the costs of airfares, visas or any other expenses incurred by you as a result of postponement or cancellation of your travel arrangements by us whether due to Force Majeure or otherwise. You acknowledge that the terms in this section are reasonably necessary to protect our legitimate business interests.

MINIMUM NUMBERS

Some tours are based on a minimum number of passengers travelling. We will advise you prior to confirming your booking if this is the case. If a tour fails to attract the minimum passenger numbers, the tour may be cancelled, or we may pass on any pro-rata increases in costs at our discretion. If a tour is cancelled, monies already paid by you will be refunded or credited towards future travel at your election. We will not be responsible for any other travel arrangements affected by, or any additional costs incurred as a result of our cancellation.

AMENDMENTS BY YOU

We will endeavour to accommodate amendments and additional requests. You acknowledge that these may not be possible to fulfil. An amendment fee of AU\$50 will be levied to cover communication and administration costs for any changes to bookings. You will also be required to pay any additional costs charged by suppliers.



TERMS AND CONDITIONS

AMENDMENTS BY US

Every effort will be made to adhere to the published touring itinerary. Occasionally, circumstances beyond our and our suppliers' control will force changes, amendments or modifications to the itinerary and its inclusions. If circumstances beyond our control such as road conditions, poor weather, changes in transport schedules and/or vehicle breakdowns mean that we need to amend your itinerary or the services with it, we shall notify you in writing as soon as possible. If the change arises during your trip, our representatives will make every effort to contact you personally. We reserve the right to substitute alternative transport or accommodation in the interests of the safety of our passengers and/or the successful completion of the itinerary. You agree that we have the right to pass on any costs we incur for alternative arrangements we put in place for your benefit in these circumstances. To the fullest extent permitted by law, TaC will not be responsible for any omissions or modifications to the itinerary or the inclusions made as a consequence of these circumstances. If you are entitled to any compensation at law for any changes or modifications in these circumstances, then you agree that any compensation you are entitled to will be reduced by the value of any alternative services we provide to you which you accept. TaC disclaims any liability to you for the costs of airfares, visas or any other expenses incurred by you.

UNUSED & DENIED SERVICES

No refunds will be made for any travel arrangements not utilised, whether by choice or because of late arrival or early departure. This includes the failure of transport to operate according to schedule, which we disclaim responsibility for. If you are not fully and validly vaccinated against Covid-19 in the destination(s) where services are to be provided, and particular suppliers refuse to provide you with travel arrangements, then you agree you will not be entitled to any refund for those arrangements. We will not be responsible to you for any loss or expenses you incur (including loss of enjoyment or the costs of alternative arrangements) if you are denied services in these circumstances.

ACCOMMODATION

We reserve the right to substitute hotels, vessels and other forms of accommodation with properties or vessels of a comparable or higher standard.

PASSPORTS & VISAS

It is a requirement that you hold a valid passport and visas for your journey. It is your sole responsibility to ensure that you are in possession of the necessary documentation to comply with the laws and regulations of the countries to be visited.

CLIENT NAMES EXACTLY AS PER PASSPORT

For security reasons, airlines and our overseas suppliers require names to be given exactly as stated in your passport. If you do not advise the correct information and we have to re-issue airline tickets or other documentation, then you will be responsible for any fees charged (such as airline cancellation charges or re-issue fees) in addition to our own reasonable administration fees.

VACCINATIONS

It is your sole responsibility to obtain vaccinations and preventative medicines as may be required for the duration of the tour. Any information provided by us is given in good faith.

Covid-19

Two's a Crowd does not require proof of vaccination against COVID-19 in order to travel with us. However, we do encourage our clients to be vaccinated in order to protect themselves and others. Specific proof of vaccination (for COVID-19 and other diseases) or testing may be required by an airline, cruise line or destination. Please ensure you check relevant requirements carefully.

General

You acknowledge and agree that failure to satisfy testing or vaccination requirements imposed by a destination or carrier/cruise line will be deemed a cancellation by yourself. Please refer to the "Cancellation by You" section above.

EXCLUSION FROM TOUR

When joining a group tour, you undertake to conduct yourself in a manner conducive to good group dynamics. If you act in a manner that threatens or disrupts the safety or enjoyment of others on the tour, the tour host or tour guide acting reasonably may require that you leave the tour. TaC will not be responsible for any other travel arrangements affected by, or any additional costs incurred as a result of your booking being cancelled or you being asked to leave the tour as described above, including costs of airfares, visas or any other expenses incurred by you as a result of our cancellation.

HEALTH & FITNESS

It is your responsibility to ensure that you have a suitable level of health and fitness to undertake the trip of your choice. If you suffer from a medical condition which may reasonably be expected to increase your risk of needing medical attention, or which may affect the normal conduct of the trip, then you must advise us at the time you make your booking request.

We may request you to provide an assessment of your medical condition from a qualified medical practitioner. If the assessment indicates that you will require special assistance from personnel which we cannot reasonably provide, then we may cancel your booking. Provided you notified us of your medical condition at the time you made your booking request, we will provide you with a full refund of payments made. If you fail to notify us at that time or if you fail to provide a medical assessment within a reasonable time of our request, then this will be considered a cancellation by you. We reserve the right to cancel your booking if any changed or non-disclosed medical conditions mean that you will require special assistance which we cannot reasonably provide. We strongly suggest that your travel insurance policy includes comprehensive cancellation coverage.

DIETARY REQUIREMENTS

Special dietary requests are required to be notified to us at the time of booking. Although we will use reasonable endeavours to accommodate requests, we cannot guarantee requests will be met by suppliers. It is your responsibility to check that meals and beverages do not contain any allergens. We expressly disclaim any liability for meals or beverages that contain allergens.

TRAVEL INSURANCE

For international tours, it is a condition of travel that each passenger is adequately covered by an appropriate comprehensive travel insurance policy to cover cancellation, medical requirements, luggage, repatriations, medical evacuation and additional expenses. For domestic travel (ie within Australia), travel insurance is strongly recommended. Please also check the contingencies of your prospective insurance cover and ensure you are aware of its conditions and omissions. We strongly advise travel insurance is purchased at time of booking to provide full cover. You must provide us with the insurance company name, policy

number and emergency contact number relating to such a policy within 14 days of final payment being made.

COMPLAINTS

If you have a complaint about any aspect of the travel arrangements, you must immediately bring it to the attention of TaC or our local representative at the time to give us the opportunity to put things right. If you fail to do this, you agree that you waive the right to make a future claim against us in connection with the problem. If you notify us or our local representative of the problem and the problem is not solved to your satisfaction you must forward your complaint in writing to TaC no later than 30 days after completion of the tour, otherwise you waive the right to make a claim against us in connection with the problem.

INDEPENDENT SERVICES

TaC We are not responsible for any additional activities or excursions which are not included in the booked itinerary or which we sell as agent for the principal operator. Any advice or recommendation made by a guide or local representative does not make us responsible.

ACCEPTANCE OF RISK

You acknowledge that travel involves personal risks which may be greater than those present in your everyday life. This could be as a result of the adventurous nature of your trip or the visiting of destinations which present geographical, political or cultural risks and dangers. You should consult guidance issued by the Department of Foreign Affairs and Trade (DFAT) applicable to the destinations within your itinerary. You acknowledge that your choice to travel is made having had the benefit of DFAT guidance, and you accept any additional personal risks associated with your travel. To the fullest extent permitted by law, we disclaim any liability for these risks

RESPONSIBILITY

Services supplied by independent suppliers

Where a third party over whom we have no direct control (Independent Supplier) is the supplier of travel arrangements that form part of your trip, you acknowledge that our obligations to you are limited to taking reasonable steps to select a reputable Independent Supplier and arranging for them to provide those travel arrangements to you. Independent Suppliers over whom we have no direct control include but are not limited to airlines, railway and cruise operators, hoteliers, independent transport companies (i.e., vehicles not operated by us) and common carriers.

Where a third party over whom we have no direct control (Independent Suppliers) is the supplier of travel arrangements that form part of your tour, you acknowledge that our obligations to you are limited to arranging for the Independent Supplier to provide those travel arrangements to you. Independent Suppliers over whom we have no direct control include airlines, railway and cruise operators, hoteliers and common carriers. To the fullest extent permitted by law, we will not be responsible to you for any loss, damage, personal injury or delay attributable to the actions or omissions of an Independent Supplier. Any claims you have in this regard must be made against the Independent Supplier. You acknowledge that the Independent Supplier's liability to you may be limited by their own terms and conditions.

Services we directly supply

To the extent only that we are the principal supplier of travel arrangements or other services to you which we control, then we will provide those travel arrangements and services with reasonable skill and care. We will only be responsible for our employees in the course of their employment, and for our agents and suppliers (where we are not the supplier's agent or where the supplier is not an Independent Supplier) if they were carrying out the work we had asked them to do. We will not be responsible for any loss, damage, claim or expense caused by the acts or omissions of yourself, of any other third party not connected with the provision of the travel arrangements or services, or due to an event of Force Majeure.

GENERAL LIABILITY LIMITATION

You acknowledge that travel arrangements or services which comply with local laws and regulations will be deemed to have been properly performed, even if this would not be considered the case in

Australia. Australian Consumer Law and corresponding legislation in other jurisdictions in certain circumstances imply mandatory conditions and warranties into consumer contracts ("Consumer Warranties"). These Booking Conditions do not exclude or limit the application of the Consumer Warranties. Other than the Consumer Warranties, TaC disclaims all warranties. To the fullest extent permitted by law, the maximum liability of TaC to you under these Booking Conditions, in tort (including negligence) or at law is limited to arranging for the travel arrangements to be resupplied or payment of the cost of having them resupplied.

DEEMED ACCEPTANCE

By making a booking request, you are deemed to have agreed and consented to all terms in these Booking Conditions and in any other documents provided to you by TaC or any other person who may have booked the tour on your behalf. If you book on behalf of another party, you represent and warrant to TaC that you are duly authorised to provide the agreement and consent the other party and you agree that you will be responsible for any loss or damage TaC incurs if this is not the case.

IMAGE RELEASE

When on tour, we may from time to time take photographs or make recordings of you and tour activities that may identify you. We reserve the right to use any photographs and/or recordings for promotional reasons. In using such images, you consent to the use of such images or recordings by us and you acknowledge that you will not be entitled to payment or other compensation for the giving of this consent. If you do not consent to the release and use of your image, then please advise TaC in writing within 30 days following payment of your deposit.

GENERAL

The contract between you and Travel Passion Pty Ltd trading as Two's a Crowd is deemed to have been made in the State of Victoria, Australia, and shall be governed by the laws of Victoria. Any disputes shall be dealt with by a court with the appropriate jurisdiction in Victoria.

If any provision of these Booking Conditions is found to be unenforceable, then to the extent possible it will be severed from these conditions without affecting the remaining provisions.

Any personal information you provide to us will be collected, stored, used, protected and shared in accordance with Australian Privacy Principles, and our Privacy Policy, which is published here <https://twosacrowd.com.au/privacy-policy/>

UPDATED 23/01/2023



twosacrowd.com.au



team@twosacrowd.com.au



AU: 1300 55 45 01
NZ: 0800 895 145