

**EXPERIENCE  
THE VERY  
BEST  
OF...**

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



**EXCLUSIVE  
SOLOS ONLY  
TOUR**

**15 DAY  
SOLOS TOUR  
APRIL 2023**

# **VIETNAM AND CAMBODIA**



Vietnam is a country of outstanding natural beauty, wonderful food and welcoming and warm people. The larger towns and cities retain much of their colonial charm and beauty in the architecture, parks and boulevards left as a cultural legacy by the French.

We start our adventure in Hanoi, right in the heart of the Old Quarter. Enjoy a full day city tour followed by a Street Eats Tour where we can taste from the myriad of sizzling woks and bubbling pots. From Hanoi we head to iconic Halong Bay where we cruise the jade waters and spend a night on-board our private junk boat. Next, in Hoi An we've included a half day walking city tour along with a cooking class. We've built in plenty of free time in Hoi An to soak up the atmosphere at local cafés, explore the markets, sample some street food, or simply relax by the pool at your hotel. Then it's off to Saigon, or Ho Chi Minh City as it's officially known. Saigon is a fast-paced modern city although, it still boasts many historic sites and is our base from which to explore the Cu Chi Tunnels and Mekong Delta. Next we fly to Siem Reap to begin our Cambodian adventure. At our doorstep we'll have the local markets, cafés, restaurants, day spas, tailors, and so much more.

All up, we have a fabulous 15 days of amazing sights, delicious food, and wonderful new experiences to explore.



*Will you join us?*

### DAY 1 Saturday 15th Apr

#### HANOI (D)

Upon arrival, you will be met by your tour host and transferred to the hotel. Tonight, the group will meet for a welcome dinner and tour briefing at the hotel.

 *Your own room at Hanoi Hotel or similar*

### DAY 2 Sunday 16th Apr

#### CYCLO TOUR – EVENING STREET FOOD TOUR (B/L/D)

We begin the morning with a visit to the Ho Chi Minh mausoleum. Here, you will hear about the man who led Vietnam's campaign for independence from French colonial rule. After dedicating his life to the liberation of his country from foreign rule, Ho Chi Minh died in 1969 and his body was preserved for posterity. Every October the mausoleum is closed for a month and Uncle Ho is given a bit of a spruce up. You'll also hear about the legend of the one pillar pagoda built by an emperor to honour the goddess of mercy. This small pagoda is built over a pretty lotus pond and is rumoured to have healing powers. Next, visit the Imperial Citadel of Thang Long, the apex of regional political power for more than a millennium where research and excavation is still underway, and then head to another 11th century relic, the Temple of Literature, which was built in homage to the Chinese scholar Confucius. After lunch, transfer to visit Quan Thanh temple and Westlake followed by a 1 hour cyclo ride around the Old Quarter.

 *Your own room at Hanoi Hotel or similar*

### DAY 3 Monday 17th Apr

#### HANOI – HALONG BAY (B/L/D)

Leave the pace of the city behind as you travel about four hours to Halong Bay. Hop aboard a small tender boat to get to the 'Bai Tho', a beautifully restored traditional wooden junk and explore the jade green waters of Halong Bay over lunch. Cruise through famous sights such as the Ba Hang fishing village, Đỉnh Hương island, Chó Đá islet, Gà Chọi islet... before stopping at Bồ Nâu cave. Transfer by tender to explore one of the most beautiful caves in Halong Bay: Surprise cave. Next head to Titov island where you can enjoy a swim, relax on the beach or climb the steps of the Rock to the top of the island and see the corner of magical Halong Bay. We'll return back to Bai Tho just in time to watch the sunset from the top deck before enjoying a seafood dinner on board.

 *Your own private cabin on Bai Tho Junk Boat (chartered exclusively by Two's a Crowd)*





### DAY 4 Tuesday 18th Apr

#### HALONG BAY – HANOI (B/L)

Wake up refreshed from a good night's sleep and enjoy some Tai Chi on the sundeck. After breakfast take a traditionally woven (bamboo) boat rowed by a local boatman to Luồn cave for a guided tour of the beautiful grotto. After a light lunch, we return back to Hanoi.



*Your own room at Grand Citadel Hotel Hanoi or similar*



### DAY 5 Wednesday 19th Apr

#### HANOI – DA NANG/HOI AN (B/D)

Transfer to the airport in Hanoi for our flight to Da Nang. Upon arrival, transfers are provided to the hotel in Hoi An. Tonight we'll enjoy dinner at the Hai Cafe in the Old Town.



*Your own room at Royal Riverside Hotel Hoi An or similar*



### DAY 6 Thursday 20th Apr

#### HOI AN HALF DAY TOUR (B)

From the 16th to 18th centuries, Hoi An was a thriving international commercial port for Chinese, Dutch, French, Japanese, Portuguese and Arab merchants. Today, Hoi An is a quaint riverside town, renowned for its silk and popular with tourists for its eclectic architecture, tailor shops and numerous cafes. Some of the buildings in the narrow streets have remained unchanged for more than a century and much of the town is now UNESCO heritage- listed. You will truly feel as though you've stepped back in time. In the morning, enjoy a half day walking tour through the narrow winding streets of the Ancient Quarter visiting Chua Ong Pagoda, Assembly Hall, 200-year-old Tam Ky house and the Japanese Covered Bridge. Balance of day at leisure.



*Your own room at Royal Riverside Hotel Hoi An or similar*



### DAY 7 Friday 21st Apr

#### HOI AN HALF DAY COOKING CLASS (B/L)

Taste the regional specialties of Hoi An and learn how they are made with a cooking class at Ms Vy's Cooking School. We start our culinary adventure with a visit to the market with a local chef who will explain all the different herbs and vegetables. Once our purchases have been made, hop aboard a boat and head to the cooking school for a hands-on lesson. With your apron on, get set to roll rice paper into spring rolls, make a claypot and slice and dice to create the beautiful garnishes that decorate the food. At the completion enjoy a delicious lunch, including what we have just prepared.

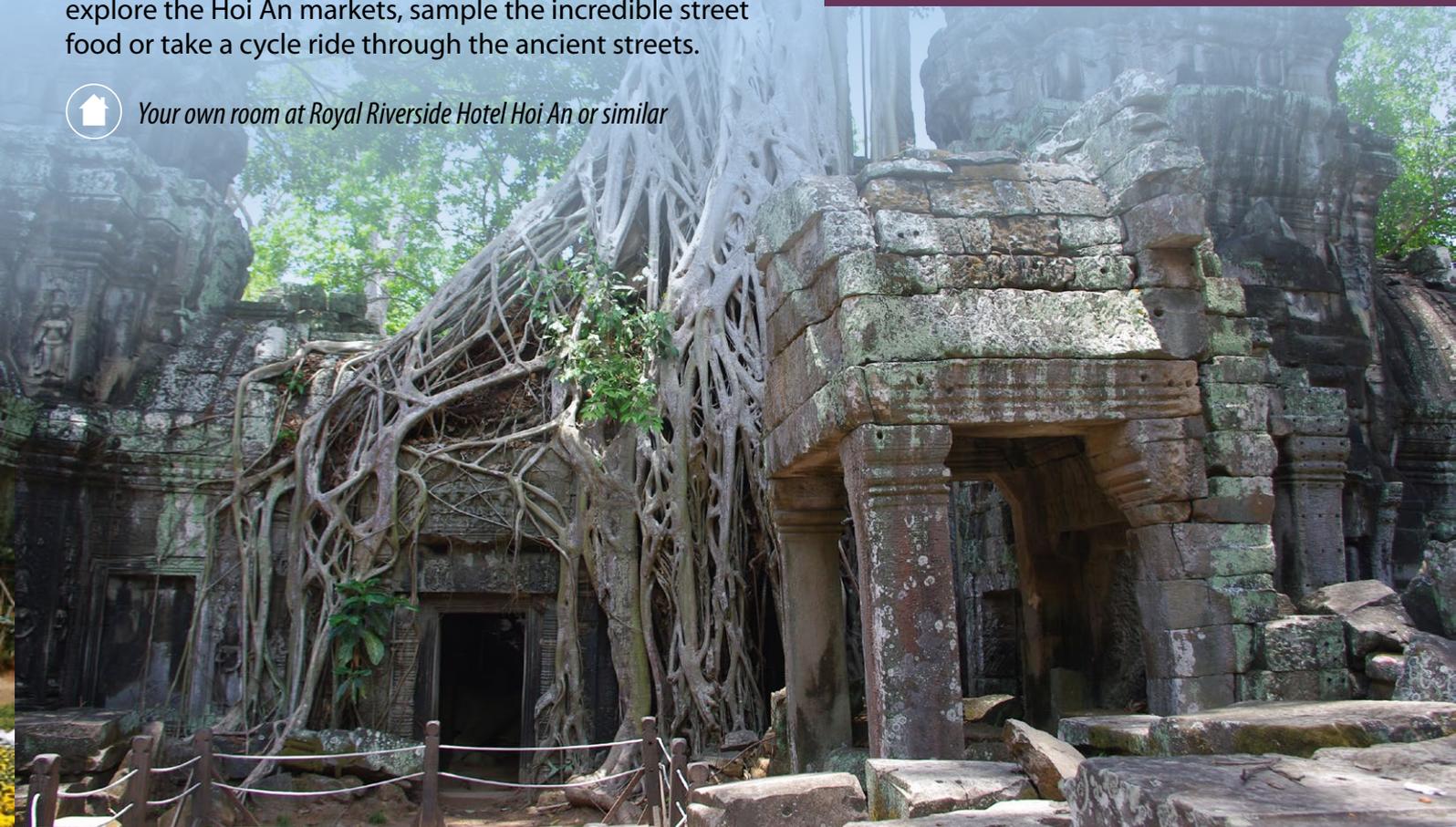
 *Your own room at Royal Riverside Hotel Hoi An or similar*

### DAY 8 Saturday 22nd Apr

#### HOI AN (B)

Today is yours to enjoy at your leisure. Our guide will have many suggestions for us. Plenty of time to visit a local tailor, explore the Hoi An markets, sample the incredible street food or take a cycle ride through the ancient streets.

 *Your own room at Royal Riverside Hotel Hoi An or similar*



### DAY 9 Sunday 23rd Apr

#### HOI AN – DA NANG/HO CHI MINH CITY

#### – CYCLO TOUR (B)

Transfer to the airport in Danang and take a short flight to Ho Chi Minh City. Upon arrival, we are transferred to our hotel. This afternoon, we head to Cholon, the city's Chinatown. With intricate friezes, carved tableaus and impressive incense coils make for some great photos. Then observe street life, through the narrow streets to Ben Thanh market that sells everything from hats to dried squid.



*Your own room at Paradise Saigon Boutique Hotel or similar*

### DAY 10 Monday 24th Apr

#### HO CHI MINH CITY – CU CHI TUNNELS

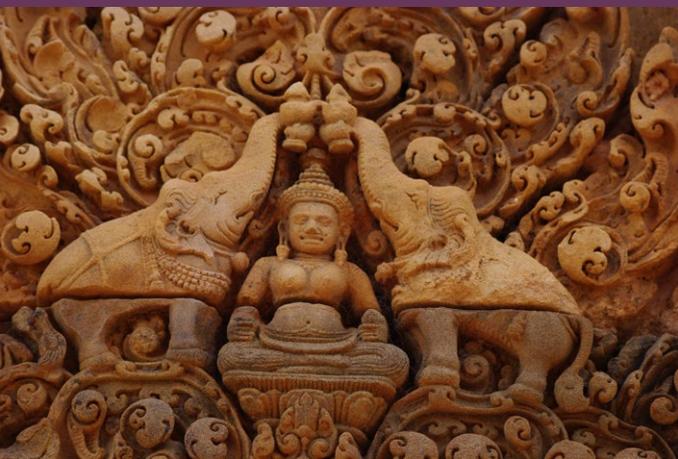
#### – STREET EATS TOUR (B/D)

We begin our journey to the Cu Chi Tunnels by departing at around 8am from our hotel and travel through the countryside which was once a stronghold of the Viet Cong. Upon arrival, watch a short video about what life was like for soldiers who lived there during the war. The cramped tunnels were central to many of the war's strategic operations, including the famous 1968 Tet Offensive, and they didn't escape damage. American B52 bombers dropped hundreds of missiles leaving huge tell-tale craters behind. The tunnels served not only as living quarters, but as supply routes and hospitals for thousands of guerrilla fighters. Many died there from malaria and other diseases, and a few were also born or married. Today they are viewed as a testimony to the Vietnamese people's resilience. An incredible place. Return to Ho Chi Minh City around 2pm. The afternoon is then free to enjoy as you wish. This evening get set for a culinary adventure in downtown Saigon, away from the tourist areas and into the heart of the city, where the locals eat. These small pop up restaurants are a nightly feature that all but disappear during the day. It's a great opportunity to try all those weird and wonderful foods you see but just aren't sure what they are. Pull up a stool and taste a selection of different types of Vietnamese favorites from tasty banh mi baguettes, noodle dishes and flamed grilled barbecue skewers, maybe even rice paper pizza! End the night with dessert from one of Saigon's best little places for sweet soup. This is a fun night out where you will discover the people and the culture of Vietnam through its food!



*Your own room at Paradise Saigon Boutique Hotel or similar*





### DAY 11 Tuesday 25th Apr

#### FULL DAY MEKONG DELTA (B/L/D)

The Mekong Delta is the southernmost region of Vietnam. It is often referred to as the rice bowl of Vietnam as it produces three harvests per year. The fertile Mekong Delta is also famous for its tropical fruit and flowers. The Delta area marks the end of a 4,500km journey made by the Mekong River after having traveled through six countries. Traditional transportation in the Delta is by boat along a vast network of canals and channels. Boating along these canals and visiting the floating markets always proves to be a fascinating and rewarding experience for all visitors. The tour starts with a drive through the Mekong Delta to Cai Be floating market; from here we'll board our river boat for a cruise along the endless waterways of the mighty Mekong. We will visit a Bonsai Garden and the handicraft village to see how bricks and pottery items are made. The visit also allows you to discover how candy and pop rice are made. One of your stops will be to a small restaurant serving local delicacies. We'll then return to Vinh Long town where we are transferred to Ho Chi Minh City. The group will enjoy dinner together tonight—feasting on more local delicacies!



*Your own room at Paradise Saigon Boutique Hotel or similar*

### DAY 12 Wednesday 26th Apr

#### HO CHI MINH CITY – SIEM REAP (B)

After breakfast we transfer to the airport for our flight to Siem Reap. Welcome to Cambodia! Upon arrival into Siem Reap, you will be met and transferred to your hotel. We will then set off to experience a private tour of the area. See where it all began as you travel to the ancient site of the Roluos group of temples— just a short drive from Siem Reap. Preah Ko or the sacred bull temple is named after the statues of bulls in front of the central towers and Bakong, is the largest and most impressive in the group dedicated to the Hindu god Shiva. Tonight is then your own to enjoy at leisure.



*Your own room at Steung Siem Reap Hotel or similar*

### **DAY 13 Thursday 27th Apr** **SIEM REAP – ANGKOR THOM, BAYON, TA PROHM – ANGKOR WAT FULL DAY TOUR (B/L)**

Shortly after breakfast we visit the South Gate of Angkor Thom where statues of the gods of good and evil line the entrance. Your next stop is the Bayon, known for the hundreds of smiling faces that grace the towers. Move on to Phimeanakas, shaped a bit like a pyramid with two ponds in the rear. Then it's a short drive to one of the most loved temples of all—Ta Prohm. This small crumbling temple is held together by giant tree roots giving it a magical feel. Return to Siem Reap for lunch before departing to explore the magnificent Angkor Wat, the world's largest religious monument. This visually spectacular temple is a massive three-tiered pyramid, rising 65m from the ground and crowned by five lotus towers. It's the national symbol of Cambodia and proudly appears on the country's flag. End your day with sunset views over the jungle from the top of Pre Rup Temple before returning to Siem Reap to enjoy the rest of your evening at your leisure.

 *Your own room at Steung Siem Reap Hotel or similar*

### **DAY 14 Friday 28th Apr** **SIEM REAP – TONLE SAP LAKE HALF DAY TOUR (B)**

After breakfast we drive to the edge of the Tonle Sap Lake and embark on a cruise to Kompong Phluk, an isolated Khmer community of three villages built on wooden stilts, rising from six to eight metres high. The community has about 3,000 inhabitants who farm fish and vegetables on floating platforms. During your visit, your boat will take you through mangrove forests, a unique ecosystem that survives on flooded soil for months and hosts to a variety of wildlife. Keep an eye out for birds and especially the crab-eating macaques! We return to Siem Reap and for a final group dinner together this evening.

 *Your own room at Steung Siem Reap Hotel or similar*

### **DAY 15 Saturday 29th Apr** **SIEM REAP (B)**

After breakfast, your Vietnam and Cambodia solos tour will come to an end. A transfer to the airport will be organised for you. Say goodbye to your fellow travellers, or if you've booked additional accommodation, you can enjoy an extended stay.



# TOUR INCLUSIONS

TOUR PRICING: A\$4,798

TOUR DATES: 15th – 29th Apr 2023



## TOUR INCLUSIONS

- Two's a Crowd Tour Host
- Your own room at listed hotels with daily breakfast
- Solo-use cabin on board Bai Tho Junk Boat – chartered exclusively by Two's a Crowd
- All domestic Vietnam flight tickets : Hanoi – Danang – Saigon – Siem Reap (economy class, incl. taxes)
- Meals as per itinerary (B=breakfast, L=lunch, D=dinner, S=supper)
- Return group transfers from airport to hotel at the start and end of the tour
- All transport as detailed in the itinerary by comfortable air-conditioned vehicle
- Professional English-speaking guide throughout
- All sightseeing, guided tours, and entrance fees as detailed in the itinerary
- Solo room – always!

## TOUR EXCLUSIONS

- Travel Insurance (we can assist)
- International/domestic flights to the start/end of the tour
- Expenses of a personal nature, such as laundry, taxis, souvenirs, and phone calls
- Meals and drinks not included in the itinerary
- Pre- and post-tour accommodation (we can assist)
- Visa costs (if applicable)
- Any tours listed as "Optional Tours" (and are subject to change, depending on weather and schedule changes)
- Gratuities (optional)

## NEED MORE INFO?

## CONTACT THE TEAM

 [twosacrowd.com.au](https://twosacrowd.com.au)

 [team@twosacrowd.com.au](mailto:team@twosacrowd.com.au)

 1300 55 45 01

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.

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Issued: 02/05/22



# 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 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 our 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](mailto: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

### COVID-19 credit redemptions

If: (a) we issued you with a credit due to your original travel arrangements being disrupted by Covid-19 and associated restrictions; and (b) you have redeemed that credit for new travel arrangements; then (c) you agree that we will not be obliged to refund you the value of the credit if you cancel your new travel arrangements.

If you cancel travel arrangements that have a value which exceeds the value of your credit (Excess Payment), then we will refund you the Excess Payment, less cancellation fees in accordance with the table below, calculated from the date which we receive written notice of

## cancellation:

- More than 90 days before commencement: 25% of the Excess Payment

- 90 days to 60 days before commencement: 50% of the Excess Payment

- Within 59 days or no show 100% of the Excess Payment

### COVID-19 credit redemptions

If after we confirm your booking: (a) new or changed quarantine requirements are imposed by government authorities either in a destination you are due to visit or in your home State or county and these remain in effect 60 days before commencement of travel arrangements booked with us; and (b) these new or changed quarantine requirements make it reasonably impractical for you to travel; then (c) you may give us written notice to cancel your trip not less than 45 days prior to commencement of the first arrangement. If you cancel travel arrangements in these circumstances, then we will refund payments made by you less: (a) unrecoverable third party costs and other expenses incurred by us in relation to your travel arrangements; (b) overhead charges incurred by us relative to the price of your travel arrangements; and (c) fair compensation for work undertaken by us in relation to your travel arrangements until the time of cancellation and in connection with the processing of any refund.

### Other cancellations

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, we 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



# TERMS AND CONDITIONS

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.

## 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 & VACCINATIONS

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. 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.

## 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 mandatory for you to be fully vaccinated against Covid-19 with a vaccine approved by the Australian Therapeutic Goods Administration (TGA). This is so we can provide a safe environment (by mitigating health risks) for our staff, our contractors, our suppliers and their staff, and our other customers. It also assists to protect the communities you will visit. You agree to provide us with satisfactory evidence of vaccination at least 30 days prior to the commencement of travel arrangements booked with us. If you fail to provide evidence of vaccination by the time required, then you acknowledge and agree that this will be deemed a cancellation by yourself. Please refer to the "Cancellation by You" section above. It is your responsibility to obtain vaccinations and preventative medicines as may be required for the duration of the trip. Any information provided by us is given in good faith.

## 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 (i.e., 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 16/11/2021



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