

**A HOME AWAY  
FROM HOME**



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

**LIVE IN  
SYDNEY? JOIN  
ON DAY 2 AND  
SAVE!**

**EXCLUSIVE  
SOLOS ONLY  
TOUR**

**8/9 DAY  
SOLOS TOUR  
SEPTEMBER 2024**

# **NORFOLK ISLAND ESCAPE**

[www.twosacrowd.com.au](http://www.twosacrowd.com.au)



## **A HOME AWAY FROM HOME**

Escape to the idyllic paradise of Norfolk Island with our exclusive 9-day itinerary. Immerse yourself in the island's rich history, stunning landscapes, and warm hospitality for an unforgettable experience.

Fly with Qantas to Norfolk Island (flight cost included) and be greeted by the hospitable staff from Pinetree Tours. Explore historic sites like Kingston and Cascade on the Half-Day Tour. Savour local dishes at the Island Fish Fry as you watch the sunset from the beautiful western coastline. Embark on the Breakfast Bush Walk & Clifftop BBQ, enjoying breathtaking views and a delicious breakfast. Step into history at the Cyclorama, where a panoramic painting vividly tells the story of the Mutiny on the Bounty. Indulge in a unique culinary experience during the Progressive Dinner, sampling authentic island dishes and meeting friendly locals. Discover stunning gardens on the Greenfingers Tour and visit Colleen McCullough's home to learn about her literary legacy.

With free time, explore local markets and immerse yourself in the island's natural beauty. Savour a farewell dining experience at Hili's Restaurant, indulging in a two-course dinner.

Don't miss this extraordinary 9-day escape to Norfolk Island. Book your place now and create memories that will stay with you long after you've bid farewell to this enchanting destination.


**Will you join us?**



## **Day 1 - Saturday 7th September 2024**

### **SYDNEY**

For those participants travelling from elsewhere to Sydney, the tour includes one night's accommodation (room only) at a Sydney Airport hotel. This will ensure all interstate clients are able to smoothly transfer to the Norfolk Island daily flight on the morning of Day 2. On Day 2, residents of Sydney will join the group at Sydney Airport.

 *Your own room at a Sydney Airport Hotel*


## **Day 2 - Sunday 8th September 2024**

### **SYDNEY – NORFOLK ISLAND (D)**

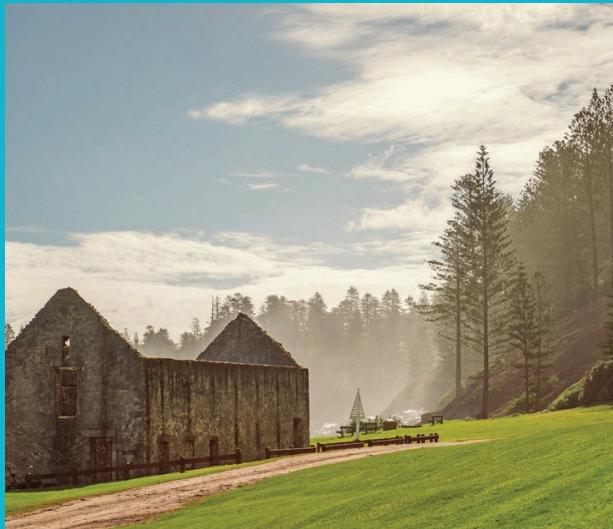
This morning the group will join the Sydneysiders at the international airport, ready to board our flight across to Norfolk Island. Our Qantas flight QF179 departs Sydney at 10.45am arriving to Norfolk at 2.15pm.

Please check-in at the Sydney International Airport a minimum of 120 - 150 minutes prior to your flight departure time. (Flight times may be subject to change). You will receive a light refreshment on the Qantas flights, which is also inclusive of entertainment, and one checked in piece of luggage up to 23kgs. Upon arrival on Norfolk Island one of the experienced and hospitable staff from Pinetree Tours will meet you at Norfolk Island Airport and transfer you to Castaway - your accommodation for the next 7 nights.

Tonight enjoy a two-course dinner at The Paradise Resort Hotel.

 *Your own room at 'Castaway', where you will remain for the duration of your stay*





### **Day 3 - Monday 9th September 2024**

#### **DISCOVER NORFOLK ISLAND (B,D)**

Today begins with Pinetree's Half Day Tour, a must for all visitors to Norfolk. Visit historic Kingston, Cascade, Longridge and much more. See and hear about the famous Convict Buildings, beautiful beaches & golf course, the renowned Melanesian Chapel, the Government laws and lifestyle. Enjoy views from scenic spots on this full commentary conducted tour. Rest for a delicious morning tea in the garden of an old island home. Afternoon at leisure.

Tonight's dinner is a feast of Island dishes, homemade bread, and fresh fried fish, followed by Island desserts and tea/coffee. Watch the sunset from a private property (Orn Daa Cliff) on Norfolk's beautiful western coastline.

Wine and Beer are available for purchase, or you are welcome to BYO drinks.

### **Day 4 - Tuesday 10th September 2024**

#### **FAMOUS LOCALS & PROGRESSIVE DINNER (B,D)**

Start today with the choice of an easy stroll through Palm Glen Reserve or for the more energetic, a leisurely 3.5km walk through scenic Mt Bates to Captain Cook Monument. At the end of both walks we meet on the cliff top for a delicious BBQ Breakfast. Those not wishing to do the walk can join the group at the cliff top. This afternoon we wander over to Rawson's Hall which is only minutes from our accommodation, and stroll through the local markets to see what local produce is on offer.

This afternoon we take a tour of Colleen McCullough's home. Colleen, a world renowned author of 24 books called Norfolk Island home for almost 36 years. Sadly, Colleen passed away in 2015 after a long battle with illness. Her beloved property 'Out Yenna' is now open for a tour exclusively to Baunti Escapes. You are escorted through her magnificent home and able to view Ric and Colleen's priceless collection of artefacts gathered on their travels all over the world. You will see where her books were researched, and Norfolk Island pies made from local eggs and fruit in season.

This a glimpse into the life of a modern-day literary icon. If you have read her amazing books, you will love the experience of sharing the world of Colleen McCullough, author of 'Tim', 'The Thornbirds' and 'Morgan's Run'.

Tonight we'll enjoy a three-course meal progressing to different Norfolk Island family homes. A fun night, and a great way to meet the local people, and sample some of the island dishes.



## **Day 5 - Wednesday 11th September 2024**

### **AGRICULTURAL AND INDUSTRY TOUR (B,D)**

This morning at leisure. This afternoon we'll take BOC's Farm and Industry Tour and learn about the many enterprises which sustain the Norfolk community. These may include raising meat, producing sheep, manufacturing soft drinks and liquers, market gardening and exporting Kentia seedlings. Includes light refreshments.

Tonight we'll enjoy a special dining experience at Bounty Bar and Grill with a two-course dinner.

## **Day 6 - Thursday 12th September 2024**

### **NORFOLK HISTORY (B,D)**

This morning we head off on the Greenfingers Tour, an essential tour for every green fingered visitor! This half day tour features some of the most stunning gardens on Norfolk Island. Throughout the morning, we visit a nursery owned and operated by a Norfolk Islander and view the hydroponics. We also visit a gorgeous private garden with a spectacular view and Norfolk Islands only maze! You will also see some of the rare and endangered plants and hear about how the different settlements of the past have influenced the gardens of today. Morning tea is also included at a scenic location.

In the afternoon we join the Convict Settlement Tour, an 'in depth' tour of the historic Georgian settlement of Kingston. Walk through the cemetery and hear the history of interesting convict and colonial headstones, hear stories of the houses along Quality Row. Walk through the ruins of the New Gaol, see the Pier Store, Boat Shed and the Crank Mill.

This evening enjoy, a relaxed atmosphere at Castaway, having the best homemade Pizza's by Tony on the Island - they are renowned for this! Also, they make great Mocktails/Cocktails should you fancy one!



**Day 7 - Friday 13th September 2024**

**SEA LIFE EXPLORING VIA GLASS BOTTOM BOAT (B,L,D)**

This morning is at leisure. This afternoon we head off on a trip on Christian's Glass Bottom Boats. A local Norfolk Islander, Donald, will share his knowledge of Norfolk's unique marine life. Once you've 'walked the plank' with these 'mutineer descendants' it takes 60 seconds (yes one minute!) to be at the reef. View beautiful coral gardens and tropical fish inside the calm crystal waters of Norfolk's lagoon. Donald provides full and interesting commentary on the environmental tour. With Donald you should be prepared for a touch of Norfolk humour. Light lunch included.

This afternoon we head to the Cyclorama and experience the totally unique 360° panoramic painting that will take you on an amazing journey. Feel like you're there! Witnessing the Bounty adventures and discover how the world's most famous mutiny created the Pitcairn and Norfolk communities. Conceived by Norfolk Islander Marie Bailey, this gigantic panoramic painting vividly illustrates the story of her ancestor Fletcher Christian, the famous Mutiny on the Bounty and the descendants who settled on Pitcairn and Norfolk Island. A spectacular 3D effect is achieved with realistic perspective and detailed artwork stretching all the way to visitor's feet. Storyboards, lists and maps explain the history in an easy-to understand way. The Cyclorama provides a total experience. Tonight we enjoy a two course dinner at Governor's Lodge Resort, Norfolk Island.

**Day 8 - Saturday 14th September 2024**

**STEP BACK IN TIME (B,D)**

This morning at leisure. You may want to wander down to the local markets and do some last-minute souvenir shopping. This afternoon we enjoy a personalised tour with Max Hobbins – the Yesterday, Today Tour. What was it like to live here? Max will explain this with an audio visual which is viewed on the airconditioned bus. Visit the airport, where hundreds of aircraft refuelled during World War 11. The Cascade Whaling Industry and Landing Pier. Emily Bay where a ship "The Resolution" was built and launched in 1925, and much more. Tonight we enjoy a farewell two course dinner at Hili's Restaurant.

**Day 9 - Sunday 15th September 2024**

**NORFOLK ISLAND TO SYDNEY (B)**

Having had a wonderful holiday, we now prepare for our return home. Our Qantas flight from Norfolk QF 180 departs at 2.00pm and arrives into Sydney at 4.15 pm. A light refreshment and 23 kgs of luggage is included on this flight.

After clearing customs and immigration in Sydney, it's time to say our farewells, with fond memories of being a Norfolk Island local for a short while.

Those heading interstate from Sydney will need to collect their luggage and transfer to the domestic terminal and re-check in for your onward flight home.



# INCLUSIONS & EXCLUSIONS

## TOUR PRICING



**8 NIGHT/9 DAY TOUR**  
7TH - 15TH SEPTEMBER 2024  
**A\$5,799**

**7 NIGHT/8 DAY TOUR**  
8TH - 15TH SEPTEMBER 2024  
**A\$5,395**

### Tour Inclusions:

- Two's a Crowd Tour Host
- 8 nights' accommodation (7 for Sydneysiders)
- Meals as per itinerary (B=breakfast, D=dinner)
- Cooked breakfast each morning and one Clifftop Breakfast on Norfolk Island, 7 dinners on Norfolk, morning, or afternoon teas on some touring days. Lunches are at own cost (except Day 7), along with items of a personal nature.
- Sydney to Norfolk Island Economy class return flights on Day 2 and Day 9
- All sightseeing, guided tours, and entrance fees as detailed in the itinerary
- Solo room – always!

### Tour Exclusions:

- Travel Insurance (we can assist)
- 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)
- Gratuities (optional)
- Porterage

Note: Some events such as Fish Fry and Convicts Dinner are not exclusive to Two's a Crowd i.e. other tour groups will also be in attendance. We will, however, have our own table at these venues.



## CONTACT THE TEAM

 [twosacrowd.com.au](https://twosacrowd.com.au)  [team@twosacrowd.com.au](mailto: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 10/2023 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: 10/23



# 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 cancel 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](https://twosacrowd.com.au)



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



AU: 1300 55 45 01  
NZ: 0800 895 145