



**IN-TOUR  
FLIGHTS  
INCLUDED**

# VIETNAM & CAMBODIA

**OUR SIGNATURE TOUR**

**15 DAY SOLOS TOUR - NOVEMBER 2026**

EXCLUSIVELY FOR SOLO TRAVELLERS | VISIT AMAZING DESTINATIONS | YOUR OWN ROOM - ALWAYS!

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

**VIETNAM & CAMBODIA - OUR SIGNATURE TOUR**

Vietnam and Cambodia offer an immersion of colour, flavour, and life — from vibrant street food and bustling markets to emerald landscapes and ancient temple cities shaped by centuries of history. Enduring traditions sit alongside a modern energy, creating a region that feels both timeless and alive. This 15-day journey captures the soul of Vietnam and Cambodia, moving through breathtaking landscapes and deep cultural encounters to create a lifetime of memories. Limited to just 14 guests, this popular tour includes your own private room throughout, with all in-tour flights included. Led by your Two's a Crowd Host and expert local guides, every detail is taken care of for a seamless journey from start to finish.



The tour begins in Hanoi, where French colonial architecture sits alongside the energy of the Old Quarter. Explore the city by cyclo and discover its renowned street food scene, before travelling to Halong Bay for an overnight cruise among its striking limestone karsts. In central Vietnam, the charm of Hoi An unfolds at an unhurried pace. Lantern-lined streets and ochre façades set the scene for relaxed exploration, from hands-on cooking classes to leisurely afternoons exploring its artisan heritage. The pace shifts in dynamic Ho Chi Minh City, where layers of history emerge — from the underground networks of the Cu Chi Tunnels to the lush waterways of the Mekong Delta. Your journey concludes in Cambodia, where the remarkable temples of Angkor showcase the scale and artistry of the Khmer Empire. Wander among the serene stone faces of Bayon, the jungle-clad ruins of Ta Prohm, and the soaring spires of Angkor Wat at sunset.

**This is Vietnam & Cambodia the Two's a Crowd way — travel solo, share the experience.**

**Itinerary Highlights**

- **Hanoi Street Food & Cyclo Tour:** A sensory introduction to the Old Quarter by traditional cyclo, with tastings at authentic local eateries.
- **Overnight Halong Bay Cruise:** Cruise through emerald waters and dramatic limestone karsts aboard a traditional wooden junk boat.
- **Hoi An Cooking School:** A hands-on culinary experience, beginning at the local market and culminating in a traditional Vietnamese meal.
- **UNESCO Ancient Town of Hoi An:** Guided walking tour through historic merchant houses and the iconic Japanese Covered Bridge.
- **Cu Chi Tunnels:** Explore the remarkable underground network and gain insight into Vietnam's wartime history.
- **Mekong Delta Exploration:** Full-day excursion through river channels, visiting floating markets, orchards, and local cottage industries.
- **Temples of Angkor:** Discover the extraordinary Angkor complex, including Angkor Wat, Bayon, and the jungle-clad Ta Prohm.
- **Tonle Sap Stilted Villages:** Boat excursion to the Khmer community of Kompong Phluk, set within a unique mangrove ecosystem.

**Will you join us?**



**Day 1 - Sunday 15th November 2026**  
**HANOI (D)**

Your adventure begins the moment you land in Hanoi. Upon arrival, you will be met and transferred to your hotel, located in the heart of the Old Quarter. As evening falls, gather with your Tour Host, Tour Guide and your fellow travellers for a welcome briefing and dinner, where the aromas of Vietnamese herbs and spices set the tone for the days ahead.

**Special notes**

- Enjoy included arrival transfers, which may be shared with fellow travellers arriving on the same flight. You are free to arrive at any time.
- If you'd like to arrive one or two days early, we can arrange additional nights at the hotel.



*Your own room at Golden Silk Boutique or similar*

**Day 2 - Monday 16th November 2026**  
**HANOI'S ICONS & STREET FOOD SECRETS (B,L,D)**

This morning you will enjoy a guided tour of Hanoi's famous sights. Visit the final resting place of 'Uncle Ho' and a unique 11th-century shrine. Enjoy a cyclo ride through the Old Quarter, where daily life unfolds in a blur of markets, scooters, and street cafés. As night falls, join a guided street food experience through bustling lanes filled with sizzling grills, fragrant broths, and local specialities.



**Included Activities**

- Ho Chi Minh Mausoleum & One Pillar Pagoda
- Imperial Citadel of Thang Long: Discover this UNESCO-listed centre of historical power.
- Temple of Literature: Visit Vietnam's first university dedicated to Confucius.
- Quan Thanh Temple & West Lake
- Old Quarter cyclo ride
- Evening Street food tour



*Your own room at Golden Silk Boutique or similar*

**Day 3 - Tuesday 17th November 2026**  
**CRUISING HALONG BAY (B,L,D)**

Travel from Hanoi to Halong Bay (about 4 hours), Transfer by tender to your traditional wooden junk and set out across the jade-green waters while enjoying lunch on board. Explore hidden caves, stroll along a quiet beach on Titov Island, and watch the sky turn gold and rose as the sun sets behind the cliffs. Dinner is served on deck, with the gentle lapping of water as your soundtrack.

**Included Activities**

- Traditional junk boat cruise through UNESCO-listed Halong Bay
- Guided visit to Surprise Cave (Sung Sot)
- Sunset on deck followed by a multi-course seafood dinner on board



*Your own private cabin on Bai Tho Junk Boat*



**Day 4 - Wednesday 18th November 2026**  
**HALONG BAY TO HANOI (B,L)**

Begin your day with Tai Chi on the sundeck as the bay awakens in soft morning light. After breakfast take a traditionally woven (bamboo) boat rowed by a local boatman to Luon cave for a guided tour of the beautiful grotto. After a light lunch, we return to Hanoi, where the evening is yours at leisure.

**Included Activities**

- Tai Chi session on deck at sunrise.
- Bamboo boat excursion to Luon Cave with a local boatman.
- Guided exploration of the grotto.



*Your own room at Golden Silk Boutique or similar*



**Day 5 - Thursday 19th November 2026**  
**FLY TO DA NANG - ENCHANTING HOI AN (B,D)**

Transfer to Hanoi Airport for your flight to Da Nang. On arrival, continue by road (approximately 45 minutes) to Hoi An, where you'll check into your hotel. Hoi An is a riverside town where time seems to slow. Lanterns sway gently above narrow streets, tailors craft garments by hand, and the scent of incense drifts from ancient temples. Enjoy dinner at Hai Café in the heart of the Old Town, illuminated by thousands of glowing lanterns.



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



**Day 6 - Friday 20th November 2026**  
**HOI AN HALF DAY TOUR (B)**

Once a thriving trade port, Hoi An is now a charming UNESCO-listed town renowned for its preserved architecture, silk tailors, and vibrant café culture. This morning, step back in time on a guided walking tour of the Ancient Quarter, visiting the Chua Ong Pagoda, the Japanese Covered Bridge, and the 200-year-old Tam Ky House. Enjoy a free afternoon to explore the lantern-lit streets at your own pace. Step back in time as you explore centuriesold merchant houses, ornate assembly halls, and the iconic Japanese Covered Bridge. The afternoon is yours – wander along the river, sip Vietnamese coffee in a quiet courtyard, or browse colourful market stalls.

**Included Activities**

- Half-day guided walking tour of Hoi An's Ancient Town



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



**Day 7 - Saturday 21st November 2026 – HOI AN**  
**HALF COOKING WITH MS VY (B,L)**

Enjoy a hands-on cooking experience at Ms Vy's Cooking School, beginning with a guided visit to a local market to explore fresh herbs, spices, and produce with a chef. Continue by boat to the cooking school for a practical cooking class, where you'll prepare regional specialities such as spring rolls and claypot dishes. Your experience concludes with lunch featuring the dishes you've created.

**Included Activities**

- Guided visit to a local market with a chef.
- Boat transfer to Ms Vy's Cooking School.
- Hands-on cooking class featuring regional Hoi An dishes.
- Lunch made from the dishes prepared during the class.

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

**Day 8 - Sunday 22nd November 2026**  
**A DAY TO YOURSELF (B)**

Hoi An invites you to slow down. Have a dress or suit tailored, cycle through rice paddies dotted with water buffalo, relax by the pool, or simply wander the lanternlit streets at your own pace. Your tour host and tour guide are on hand, with suggestions. Optional tours can also be arranged by our Tour Guide, including a day trip to Ba Na Hills (Golden Hand Bridge). These do not need to be pre-booked in advance.

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

**Day 9 - Monday 23rd November 2026**  
**HO CHI MINH (B)**

Arrive in Ho Chi Minh City, a vibrant metropolis where old and new collide. Explore Cholon, the city's bustling Chinatown. Then observe street life, through the narrow streets to Ben Thanh market that sells everything from hats to dried squid.

**Included Activities**

- Guided visit to Cholon (Chinatown), including local temples and streets.
- Visit to Ben Thanh Market.

 *Your own room at Paradise Saigon Hotel or similar*



**Day 10 - Tuesday 24th November 2026**  
**CU CHI TUNNELS & SAIGON BY NIGHT (B,D)**

Departing the city, journey into the countryside to explore the historic Cu Chi Tunnels, a vast underground network that served as a stronghold for the Viet Cong. Gain a profound insight into the resilience of the Vietnamese people as you discover how these cramped tunnels functioned as living quarters, hospitals, and strategic supply routes. Walk among B52 bomb craters and learn the remarkable stories of those who lived and fought beneath the earth. Return to the city for a night of culinary discovery — tiny stools, sizzling grills, crusty banh mi, fragrant noodle bowls, and sweet local desserts. This is a fun night out where you will discover the people and the culture of Vietnam through its food!

**Included Activities**

- Cu Chi Tunnels guided tour
- War briefing: Introductory film on tunnel life and the 1968 Tet Offensive.
- Wartime sites: View B52 bomb craters and learn about tunnel use.
- Saigon Street Eats tour

 *Your own room at Paradise Saigon Hotel or similar*



**Day 11 Wednesday 25th November 2026**  
**THE MIGHTY MEKONG DELTA (B,L,D)**

Journey into the Mekong Delta, where life flows with the river. Cruise past floating markets, visit a family run workshop, stroll through a bonsai garden, and enjoy a traditional lunch surrounded by lush greenery. Return to Saigon for dinner and a relaxing evening.

**Included Activities**

- Cai Be Floating Market: Explore a traditional Mekong water market.
- Mekong River cruise: Journey through canals and waterways by private boat.
- Artisan village visit: See local crafts including brickmaking, pottery, and sweets.
- Bonsai gardens & orchards: Visit tropical fruit gardens in the Delta.

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



**Day 12 Thursday 26th November 2026**  
**FLY TO SIEM REAP — CAMBODIA AWAITS**  
**(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.

**Included Activities**

- Private guided tour of the Roluos Group temples.
- Visits to Preah Ko and Bakong temples.



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

**Day 13 Friday 27th November 2026**  
**ANGKOR THOM, BAYON, TA PROHM –**  
**ANGKOR FULL DAY (B,L)**

After breakfast, journey into the heart of Angkor, entering Angkor Thom through its impressive South Gate lined with ancient stone figures. Explore the serene faces of Bayon Temple and the historic Phimeanakas, before discovering the atmospheric ruins of Ta Prohm, where jungle roots weave through crumbling stone. After lunch, take in the grandeur of Angkor Wat, the world's largest religious monument, and end the day with sunset views from Pre Rup Temple before returning to Siem Reap for an evening at leisure.

**Included Activities**

- South Gate of Angkor Thom
- Bayon Temple
- Phimeanakas
- Ta Prohm
- Angkor Wat
- Sunset at Pre Rup Temple



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



**Day 14 Saturday 28th November 2026**  
**TONLE SAP LAKE (B,D)**

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.

**Included Activities**

- Tonle Sap Lake cruise to Kompong Phluk stilted villages.
- Visit to a traditional Khmer floating community and local farming areas.
- Boat journey through mangrove forests and wildlife habitats.
- Farewell group dinner in Siem Reap.



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

**Day 15 Sunday 29th November 2026**  
**FAREWELL CAMBODIA (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.

**WANT TO EXTEND YOUR STAY?**

Our team would be delighted to assist!

Pre-tour stay Golden Silk Hanoi - \$190\*

Post-tour stay at Steung Siem Reap - \$215\*

*\*Rates include breakfast and private airport transfers.*



# INCLUSIONS & EXCLUSIONS

## TOUR PRICING: A\$5,599 | TOUR DATES: 15th – 29th NOVEMBER 2026

### 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)

## TRAVEL ESSENTIALS



### Flights

While we do not offer a flight booking service, we are happy to recommend a trusted travel agent to assist with your arrangements.



### Travel Insurance

We offer a 10% discount through our preferred provider, Go Insurance. Get in touch for a quote to ensure you're fully covered for your journey.



### Visas

An e-visa is required for both Vietnam and Cambodia. To ensure a smooth process, we will provide all the necessary supporting information and guidance to help you complete your online applications.



### Pre-Departure & Packing

Detailed pre-departure information, including packing guidance and helpful travel tips, will be provided approximately three months prior to departure- ensuring you feel well prepared and ready for the journey ahead.

**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 05/2026 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: 05/2026

## Physical ratings

The physical rating gives you an idea of how much physical exertion is required on a particular trip. The majority of our itineraries are designed for people with an average level of fitness, but there are a few specialist tours especially those labelled Trailblazer (like hiking the Himalayas or cycling through Vietnam) that requires some training beforehand. If you are not sure if a tour is right for you, or you have mobility issues, please speak with the team.

### This tour is rated **MODERATE**



These trips are a relaxing break. You don't have to worry about doing anything physically demanding unless you want to.

**RELAXING**



Some easy physical activities included in your trip. No physical preparation is required to make the most of the journey.

**EASY**



This trip will raise your heart rate. Moderate physical activities are included and a good level of fitness is required.

**MODERATE**



Be prepared for some serious physical activity. The fitter you are, the more you'll enjoy it, as most activities will be challenging.

**CHALLENGING**



Our highest physical rating. Get ready for a heart-pumping adventure with plenty of challenges and some extreme conditions. You'll be required to be seriously fit for this trip as difficult activities are included.

**DIFFICULT**



# TWO'S A CROWD – GROUP BOOKING CONDITIONS

## MAKING A BOOKING

A booking request is accepted when you pay a deposit and complete our online Booking Form. Your Booking Form forms part of your contract with TaC. By submitting your Booking Form, you confirm that you have read, understood, and agree to be bound by these terms and conditions and the specific details set out in the Booking Form, including the payment schedule and any applicable cancellation terms. To the extent of any inconsistency between these terms and the Booking Form, the Booking Form will prevail. It is at this point that a contract between TaC and you comes into existence subject to these Booking Conditions and the specific details set out in the Booking Form. 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. By making a booking, you consent to us assigning or novating your booking in the circumstances described under the "Transfer of Bookings" section, provided the new owner or operator assumes responsibility for your travel arrangements.

## 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 AND PAYMENT TERMS

A non-refundable and non-transferable booking deposit as specified in our Booking Form is required to confirm your booking. 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, 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 outstanding balance is payable by the date specified in the Booking Form for that tour. Certain tours may also require additional instalment payments. Payment schedules, including any instalments and the final payment date, will be specified in your Booking Form. You acknowledge and agree that TaC may apply payments received from you, including the deposit and any instalments, toward supplier commitments, administrative costs and other costs incurred in connection with your booking. To the extent any such costs are unrecoverable by TaC, TaC may retain the relevant amount from payments received. Late payment may cause cancellation of all or part of your trip, with no refund payable. We are under no obligation to remind you when payment is due. For late bookings, full payment is required at the time of request, and if we are unable to confirm services, we will provide you with a refund.

## PAYMENT METHODS

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: 633000

ACCOUNT 216 600 171 (Note: New account number from 8th July 2024)

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 11/05/2026, payments made by credit card will incur a 1.45% merchant surcharge for MasterCard (including Corporate and Premium), 1.65% for Visa (including Corporate and Premium) and 2.05% for American Express. International Credit cards attract a surcharge of 4.05%. These rates may change and any updated rates will be advised at the time of payment.

## CANCELLATIONS BY YOU

If you wish to cancel your trip, you must give written notice. Refunds will be made less applicable cancellation fees, calculated from the date we receive your written notice, as follows:

- If cancellation is received before the final payment due date stated in your Booking Form: non-refundable deposit plus any unrecoverable costs actually incurred by TaC in connection with your booking, including supplier payments, reasonable administrative costs and other reasonable commitments made in reliance on your booking.
- If cancellation is received on or after the final payment due date stated in your Booking Form, or if you do not show: 100% of the total booking price payable, reflecting the fact that TaC will have committed the full cost of your travel arrangements at that time.

For the avoidance of doubt, where instalment payments have been made before the final payment due date stated in your Booking Form, TaC may retain, in addition to the non-refundable deposit, only so much of those payments as is necessary to cover unrecoverable costs actually incurred by TaC. You agree that the deductions and cancellation charges specified above are reasonable, represent a genuine pre-estimate of loss, and are necessary to protect TaC's legitimate business interests. Please note that payment schedules and cancellation conditions vary from tour to tour. The specific terms applicable to your booking

will be set out in your Booking Form. By proceeding with your booking, you acknowledge and agree to those terms. If you have booked and then cancel any services additional to the packaged tour arrangements, for example pre/post accommodation, airfares, transfers or travel insurance, the supplier of those services may impose cancellation fees in accordance with their own terms and conditions, which you will be responsible for. TaC may also charge cancellation fees for those 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 Covid19) or vaccination or other health requirements:

- an airline or other common carrier refuses you carriage;
- a hotel, vessel or other service provider refuses to accommodate or carry 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), except to the extent we are able to recover any amounts from suppliers or are otherwise required to do so under the Australian Consumer Law. This is because we will have already paid (or committed to pay) suppliers and will 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 expense 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 but 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.

## 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.



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



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



AU: 1300 55 45 01  
NZ: 0800 895 145

# TWO'S A CROWD – GROUP BOOKING CONDITIONS

## 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, any required visas and any other mandatory travel authorisations for your journey (for example, electronic travel authorisations such as ESTA or ETA, where applicable). Your passport and any travel authorisations must meet all entry and exit requirements of the countries you are visiting, including any rules that apply if you hold dual nationality. It is your sole responsibility to ensure that you are in possession of all documentation necessary to comply with the laws and regulations of the countries to be visited, and to check the current requirements with the relevant embassy, consulate or official government website before you travel.

## 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

TaC does not require proof of vaccination against COVID-19 in order to travel with us. However, we encourage our clients to be vaccinated in order to protect themselves and others. Specific proof of vaccination (for COVID-19 or other diseases), testing, health declarations or other Covid-related measures may still be required by an airline, cruise line, accommodation provider or destination country. It is your responsibility to check the relevant requirements carefully before you travel and to ensure you comply with all airline, cruise line and government health and entry rules that apply to your journey. If you are unable to commence or continue your trip because you do not meet any applicable health, vaccination, testing or Covid-related requirements, this will be treated as a cancellation by you – please refer to the "Cancellations by You" and "Illness or Vaccination Status Preventing Travel" sections above.

## 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 is 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 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.

## TRANSFER OF BOOKINGS

If our business or part of it is sold or transferred, we may assign or novate your booking to the new owner or another tour operator who agrees to honour your travel arrangements on substantially the same terms. If this happens, we will notify you and provide the new operator's details, and from that time your contract will be with the new operator, subject to the Australian Consumer Law.

## 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/>

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