



Heritage
Boutique
Stays

MEXICO

CULTURE, COLOUR & LIVING ANCIENT WORLDS

15 DAY SOLOS ONLY TOUR - MAY 2027

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

www.twosacrowd.com.au

Mexico: Culture, Colour & Living Ancient Worlds

There's something about Mexico that lingers long after you've returned home – the colour, the culture, the history layered through every street, and the warmth of its people.

This carefully curated 15-day journey invites you to experience Mexico in a way that goes beyond the expected, blending iconic highlights with rich, authentic encounters.

Designed for a small group of solo travellers (maximum 15), this journey is paced for comfort and connection.

Enjoy multi-night stays that allow you to truly settle in, with accommodation in beautifully restored colonial mansions and character-filled hotels, each chosen for its charm, location and sense of place.

As always with Two's a Crowd, everyone enjoys their own private room throughout the journey.

From the vibrant heart of Mexico City to the elegant streets of Puebla and Oaxaca, you'll uncover the stories behind ancient civilisations and colonial splendour.

Stand in awe at the pyramids of Teotihuacan and Chichen Itza, wander colourful local markets, and experience the traditions of regional communities. Along the way, you'll share home-cooked meals with local families, learn age-old crafts, and gain deeper insight through expert local guides.

A flight from Oaxaca to Cancun is included (on day 8), ensuring a seamless journey as you transition from the cultural heartland to the relaxed beauty of the Yucatán Peninsula. Here, turquoise waters, cenotes and coastal ruins provide the perfect contrast to your inland discoveries.

With many meals included, tipping taken care of, and every detail thoughtfully arranged, you can relax and fully immerse yourself in the experience. **This is travel that feels effortless, yet deeply rewarding.**

This is Mexico, the Two's a Crowd way – immersive, elegant and shared with great company. Escorted by an experienced Tour Host, this small-group journey offers solo travellers an unforgettable window into the soul of Mexico.



Will you join us?



Day 1 - Sunday 2nd May 2027

Mexico City (D)

Bienvenidos! Your adventure begins in Mexico City, where you'll be met at the airport and transferred to your elegant hotel located in one of the city's most sought-after locations. With the Zócalo Plaza and Metropolitan Cathedral steps away, it's an ideal introduction to the capital. Meet your Mexican Tour Guide and fellow solo travellers at our welcome briefing at 6pm. Then step out for your first taste of Mexico's celebrated cuisine with a specially selected welcome dinner showcasing regional flavours. End the evening at one of the city's oldest churrerías for a traditional sweet treat — a memorable first night in Mexico.

Special notes

- Private airport transfer included — if you wish to arrive a day or two before the journey begins, we can book extra nights at the hotel.
- Group welcome meeting and dinner with your Tour Guide and Tour Host is scheduled for 6pm.

 *Your own room at Zocalo Central Hotel or similar*

Day 2 - Monday 3rd May 2027

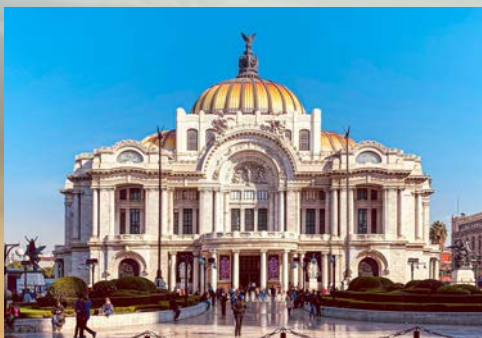
Mexico City (B)

Today, explore the rich layers of Mexico City, where ancient history and contemporary life sit side by side. Begin at the renowned National Museum of Anthropology, where your guide will bring Mexico's fascinating past to life, highlighting the most significant collections. Continue to the Zocalo Plaza, the lively main square of the city. Visit the National Cathedral to hear its story and see the impressive Baroque architecture, then stop at Diego Riviera Museo Mural where you can appreciate one of his most famous works. You'll also gain a deeper perspective with a visit to a local community initiative working to address food insecurity — an insightful and meaningful experience that connects you with contemporary Mexico. This evening is yours to enjoy at leisure. Your guide and Tour Host will be on hand with recommendations for exceptional dining experiences across the city.

Included Activities

- National Museum of Anthropology
- Leader-led historic Centro tour
- Diego Rivera Murals at the Mural Museum
- Gastromotiva Mexico visit

 *Your own room at Zocalo Central Hotel or similar*



Day 3 - Tuesday 4th May 2027

Puebla (B,D)

Depart Mexico City and travel to Teotihuacan. Here, you'll discover the extraordinary ruins known as the Pyramid of the Sun and the Pyramid of the Moon, which dominate the skyline. This was once the biggest city in the Americas and predates the Aztec Empire by many centuries. Join an expert local guide and stroll down The Avenue of the Dead to see fascinating clues as to what life here was like nearly 2000 years ago. After lunch continue to Puebla. Arrive in Puebla and set out for a walk around town, visiting Calle de los Dulces (Candy Street) and the El Parian handicraft market. See the Rosary Chapel and Town Hall Palace, then head out to dinner at an award-winning restaurant, where a local chef serves up local specialties in an elegant setting – the mole here comes highly recommended.

Included Activities

- Guided orientation walk through Puebla historic centre.
- Visit to the impressive ancient pyramids and archaeological site of Teotihuacan.

 *Your own room at Casa Reyna Hotel or similar*



Day 4 - Wednesday 5th May 2027

Puebla (B,L)

Today is yours to enjoy the beauty and flavours of Puebla at your own pace. Wander the colourful historic centre, where ornate churches, elegant colonial buildings and lively plazas invite exploration. Browse local markets, visit a museum or simply settle into a traditional restaurant to savour Puebla's renowned cuisine.

For those keen to discover more, an optional excursion to nearby Cholula offers a fascinating glimpse into one of Mexico's most historic towns, home to the Great Pyramid and the iconic hilltop church with sweeping views of the surrounding valley.

 *Your own room at Casa Reyna Hotel or similar*



Day 5 - Thursday 6th May 2027

Oaxaca (B,L)

Travel south to the culturally rich city of Oaxaca, renowned for its vibrant traditions, distinctive cuisine and beautifully preserved colonial architecture. On arrival, settle into your character-filled hotel, a restored 19th-century mansion with original features and a tranquil courtyard setting, where you will reside for 3 nights.

Step out with your leader for an introductory walk through the historic centre, where daily life unfolds in colourful markets and lively plazas. Wander through the bustling Benito Juárez Market and 20 de Noviembre Market, where the aromas of local specialities fill the air, and pause to enjoy a traditional Oaxacan lunch. The evening is yours to explore at your own pace — whether dining at one of the city's acclaimed restaurants or discovering a hidden local gem.

Included Activities

- Guided orientation walk through Oaxaca
- Visit to Benito Juárez Market
- Explore the vibrant 20 de Noviembre Market



Your own room at Casa Sierra Azul or similar



Day 6 - Friday 7th May 2027

Oaxaca (B,L)

Today offers a deeper connection to the traditions and landscapes that define the Oaxaca region. Begin at the ancient Zapotec site of Mitla, once an important religious centre, known for its intricate stone mosaics and symbolic patterns. Continue to the remarkable Tule Tree, a natural wonder believed to be over 1,500 years old. Throughout the day, you'll be welcomed into local communities, gaining insight into time-honoured crafts and ways of life. Visit a traditional beeswax candle workshop, observe skilled artisans at work during a Zapotec weaving demonstration, and enjoy a home-hosted lunch showcasing regional, largely plant-based dishes.

A visit to a local mezcal distillery offers a chance to sample this iconic spirit and learn about the centuries-old production process. Return to Oaxaca in the late afternoon, enriched by the authenticity of the day's encounters.

Included Activities

- Hands-on beeswax candle-making workshop
- Traditional weaving demonstration
- Visit to the legendary Tule Tree
- Guided exploration of Mitla archaeological site
- Mezcalería guided visit with insight into local production and tasting
- Authentic Zapotec home-cooked lunch in a local family home



Your own room at Casa Sierra Azul or similar



Day 7 - Saturday 8th May 2027

Oaxaca (B,D)

Enjoy a free day to take in the sights, sounds and tastes of Oaxaca. There's something here to suit every interest – speak to your leader about arranging a visit to the Monte Alban archaeological site, take a local cooking class or opt for a street art cycling tour. Tonight, head to a special dining experience with a menu of traditional Oaxacan dishes, curated and cooked by the restaurant's award-winning owner and inspired by the recipes of her mother and grandmother. Let the dishes take you on a trip around the state as you enjoy a multi-course meal.

 *Your own room at Casa Sierra Azul or similar*

Day 8 - Sunday 9th May 2027

Playa del Carmen (B,D)

Today you'll fly from Oaxaca to Cancun (flight included). On arrival at Cancún International Airport, you'll be met and transferred to the vibrant beachside town of Playa del Carmen on the beautiful Yucatán Peninsula. Settle into your hotel and enjoy the rest of the day at leisure in this lively coastal destination, known for its turquoise waters, relaxed atmosphere and buzzing nightlife. Stroll along the famous pedestrian strip of Quinta Avenida, where you'll find artisan stalls selling handmade hammocks, jewellery and crafts, or simply unwind with a cocktail overlooking the palm-fringed shores of the nearby Playacar coastline. This evening, gather with your group for dinner at a local restaurant. Here you'll enjoy a traditional coastal feast featuring freshly caught fish, mussels, shrimp and clams - showcasing the rich seafood bounty of Mexico's Caribbean coast.

 *Your own room at Fiesta Inn Hotel or similar*



Day 9 - Monday 10th May 2027

Valladolid (B,L)

After breakfast, depart Playa del Carmen and head to the secluded Laguna Chabela. Here, you'll meet a local Maya family who have lived here for generations. Gain a deeper understanding of their way of life as you walk through the low jungle full of medicinal plants, see what they grow and learn how they live off the land. Watch a demonstration on how to make delicious tortillas in the Coba style with the family matriarch then sit down to a traditional lunch prepared by hand using a mortar and pestle found in the nearby ruins, still used after 1000 years. You'll feel like you've travelled back in time, with stones from ancient Maya structures emerging from the jungle and the sounds of birds as your backdrop. In the afternoon, continue to the city of Valladolid, known for its pastel-coloured buildings. Set on the city's main square, your hotel was converted from a 16th century house and offers a perfect base for your explorations.

Included Activities

- Share a home-cooked lunch with a local family.
- Learn the art of handmade tortillas in a hands-on demonstration.
- Experience life in a traditional Mayan homestead.

 *Your own room at Meson de Marques Hotel or similar*



Day 10 - Tuesday 11th May 2027

Merida - Chichen Itza (B,L)

This morning will be spent exploring the complex of Chichen Itza. Named as one of the new Seven Wonders of the World, Chichen Itza is considered the most important archaeological vestige of the Maya-Toltec civilisation in Yucatan by UNESCO. Meet with a local guide for a tour to uncover the secrets of what is perhaps the most famous Maya site, dominated by the Temple of Kukulcan, or El Castillo – a Mesoamerican step-pyramid. After, you'll have a home-cooked lunch with a local family in the town of Piste. Tuck into a traditional Pibil feast – a Maya style of cooking that involves barbecuing underground, which the family have perfected over generations. After lunch, visit a local cenote for a swim. These limestone sinkholes were viewed by the Maya as doorways to the underworld. Continue to Merida – founded in 1542, this city is the Yucatan capital and retains much of its old-world charm. Your Feature Stay accommodation for the next three evenings is in the historic Hotel Casa Lucia. Spacious rooms feature traditional touches, surrounding a courtyard that features a swimming pool.

Included Activities

- Swim stop at a refreshing cenote near Chichén Itzá
- Traditional home-cooked pibil lunch
- Guided visit to the iconic Chichén Itzá archaeological site with a local expert

 *Your own room at Casa Lucia Hotel or similar*



Day 11 - Wednesday 12th May 2027

Merida (B,D)

This morning, you'll join your leader on a walking tour of downtown Merida to learn more about the Maya heritage of the town. Visit the market for a look at local life and stop by the city museum, Montejo's House and the cathedral. Step inside the Palacio del Gobierno to admire the murals by Fernando Castro Pacheco – a famous Mexican artist from Merida. The paintings depict the history of the city and interactions between the Maya and the Spanish. The afternoon is free for further discoveries – you might like to relax in the green and shady Plaza Grande or browse the outdoor market selling Maya replicas. Regroup for dinner at a local restaurant serving up Yucatan specialties – the sopa de lima (lime soup) is especially delicious here.

Included Activities

- Merida - Leader-led orientation walk



Your own room at Casa Lucia Hotel or similar

Day 12 - Thursday 13th May 2027

Merida (B)

Today you will enjoy a free day in Merida. You may explore the vibrant historic centre, stroll along Paseo de Montejo, visit museums and colonial landmarks, or relax in one of the city's charming plazas and cafés. Mérida is also an excellent place to discover the rich Yucatecan cuisine, with plenty of local restaurants to choose from. Your Tour Host is on hand to assist with suggestions.



Your own room at Casa Lucia Hotel or similar



Day 13 - Friday 14th May 2027

Tulum (B,L)

Depart Merida this morning and head towards Muyil, stopping off for lunch in the village of Coba. Continue to the virtually unknown Muyil Archaeologic Site – this ancient Maya trading post is one of the oldest once-inhabited sites in the country, with a history stretching back to 350 BC. Explore the ruins with your leader who will explain what life here once looked like.

Next, head to the banks of the Maya River and board a small boat to explore the canals and lagoons of the Sian Ka'an biosphere. One of the largest protected areas in Mexico, this UNESCO World Heritage site covers more than 400,000 hectares of land, lagoon and marine areas, including countless flora and fauna. You'll be joined by guides from the local community who will help you get the most out of this experience.

Admire the ruins on the riverbanks before disembarking in the waters of the ancient Mayan mangrove canals, where you'll experience a natural 'lazy river' and float through the peaceful canals in a slow but steady current. After 45 minutes of floating, carry on to Tulum.

Included Activities

- Float along the tranquil Muyil River
- Guided visit to the ancient Muyil ruins



Your own room at Aloft Hotel or similar

Day 14 - Saturday 15th May 2027

Tulum (B,D)

In the morning, head to the Tulum archaeological site and learn about the history of the ruins and their views of the ocean. One of the last cities built by the Maya, your leader will paint a picture of how life played out here as you explore the complex against the ocean backdrop. Spend the afternoon soaking up the sun at a beach club, where you can swim in the Caribbean Sea or nap in a comfortable lounge chair. Tonight, dine at one of Tulum's best restaurants. With laid back vibes and inspired by the freshest local produce and seafood, this final dinner with your newfound friends will certainly be one to remember.

Included Activities

- Tulum Archaeological site visit
- Beach club visit
- Farewell dinner to celebrate your journey



Your own room at Aloft Hotel or similar



Day 15 - Sunday 16 May 2027
Farewell Day (B)

After a final breakfast together, it's time to farewell your fellow travellers and the unforgettable journey you've shared. Your private transfer will take you to Cancún International Airport for your onward flight.

As you depart, carry with you the colours, flavours and stories of Mexico, along with the special connections made along the way.

WANT TO EXTEND YOUR STAY?
Our team would be delighted to assist!

Pre-Tour Stay in Mexico City – Zócalo Central Hotel, \$395*
Post-Tour Stay in Tulum – Aloft Hotel \$290*
**Rates include breakfast and private airport transfers.*



INCLUSIONS & EXCLUSIONS

TOUR PRICING: A\$13,577 | TOUR DATES: 2ND - 16TH MAY 2027

Tour Inclusions:

- Dedicated Two's a Crowd Tour Host throughout
- 14 nights' accommodation at boutique heritage hotels
- Internal flight from Oaxaca to Cancún (Day 8)
- Meals as outlined in the itinerary (B=Breakfast, L=Lunch, D=Dinner)
- Return airport transfers at the start and conclusion of your journey
- All transportation in comfortable, air-conditioned vehicles
- English-speaking professional guide throughout
- Specialist archaeological guiding at key sites
- All sightseeing, guided experiences and entrance fees as specified
- Tipping included
- Guaranteed solo room throughout – always!

Tour Exclusions:

- International airfares. Please note: We do not offer a flight booking service for international airfares, however we are happy to recommend a trusted travel agent to assist.
- Visas. Please note: Australian passport holders currently do not require a visa for Mexico; however, a valid US ESTA is required if transiting via the USA
- Any services not specifically mentioned in the itinerary
- Meals and beverages not listed in the itinerary
- Personal expenses of any nature
- Optional activities
- Travel insurance is mandatory. A 10% discount is available via our preferred provider GO Insurance. Please contact us for a quote.

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

No visa is required for Mexico (AU/ NZ passport holders). Requirements are subject to change - please check prior to departure.



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

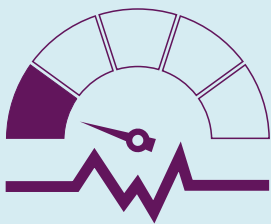


As an accredited member of the Australian Travel Industry Association (ATIA), we hold ourselves to the highest financial and professional standards. Every year, our financials are prepared by a Chartered Accountant and independently assessed to ensure our business remains robust, secure, and resilient. For you, this means absolute confidence every time you book your travel with us, leaving you free to focus entirely on the joy of your upcoming journey.

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) 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



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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