



**TRANZALPINE
TRAIN +
MILFORD SOUND
INCLUDED**

SOUTH ISLAND NEW ZEALAND

Winter Escape

12 DAY SOLOS TOUR - JULY 2027

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

www.twosacrowd.com.au



July brings New Zealand's South Island alive with pure winter magic. Crisp alpine air, dramatic skies, and the Southern Alps draped in snow create a sense of scale and beauty that feels both powerful and peaceful. With a small group (max 14) and the comfort of carefully selected accommodation throughout, you'll explore in like-minded company, accompanied by your Tour Leader and Two's a Crowd Tour Host, sharing memorable moments while still enjoying space and ease along the way.

Beginning in Christchurch, the journey gently introduces the South Island's character, from leafy winter gardens and riverside precincts to its resilient, modern spirit. From here, the route winds along the Banks Peninsula to the French colonial settlement of Akaroa for a spectacular harbour cruise, seeking out the rare Hector's dolphin in its pristine marine environment.

Next, you will step into the heart of the Southern Alps aboard the iconic TranzAlpine Train — one of the world's great rail journeys, where farmland gives way to soaring mountains, river gorges, and dense rainforest.

On the West Coast, the scenery becomes more elemental. Rainforest gives way to rugged coastline and the glacier-carved landscape of Franz Josef, where ice and time have shaped the terrain over millennia. From here, cross the dramatic Haast Pass into Central Otago, where the scenery opens into wide alpine basins and the distinctive landscapes of Wānaka and Queenstown.

Here, mirror-still lakes reflect snow-dusted peaks, and winter light brings a heightened sense of scale and stillness. Pause for a winery lunch showcasing the region's produce before continuing to Arrowtown, a beautifully preserved gold-mining settlement where history is quietly embedded in the surrounding hills.

Further south lies Fiordland National Park, a vast and untouched wilderness. Milford Sound is experienced by scenic cruise, where sheer rock faces rise vertically from dark waters and waterfalls cascade from high above — one of the Southern Hemisphere's most profound natural settings. In Te Anau, cross the lake to the Glowworm Caves, where a softly lit underground world offers a moment of quiet contrast.

The final stage leads into the vast Mackenzie Basin toward Aoraki / Mount Cook, where New Zealand's highest peak dominates an alpine landscape of glaciers, braided rivers, and expansive valleys. Here, winter brings exceptional clarity, crisp horizons, and some of the Southern Hemisphere's most memorable night skies, followed by a visit to the vivid turquoise waters of Lake Tekapo. The journey concludes back in Christchurch, bringing together a collection of extraordinary landscapes and experiences — from glaciers to fiords, alpine passes to lakeside towns.

This is a journey defined by contrast and balance: wilderness and comfort, drama and stillness, discovery and reflection — offering an authentic and deeply memorable South Island winter experience.

Will you join us?



Itinerary Highlights

- Explore **Christchurch**, the South Island's gateway city, with time to experience its gardens, heritage and riverside precincts
- Cruise the spectacular **Akaroa Harbour** and search for the rare Hector's dolphin in a pristine marine environment
- Travel through the Southern Alps on the **iconic TranzAlpine Train**, one of the world's great rail journeys
- Journey along the **wild West Coast**, shaped by rainforest, rivers and rugged coastline
- Discover the **glacier region of Franz Josef**, with optional scenic helicopter experiences over ancient ice
- Cross the dramatic **Haast Pass into Central Otago** and the alpine landscapes of **Wānaka and Queenstown**
- Visit **Arrowtown**, a beautifully preserved gold-mining settlement rich in heritage and character
- Enjoy a **Central Otago winery experience** with included lunch and tasting
- Experience the **unforgettable glowworm caves in Te Anau by boat across Lake Te Anau**
- **Cruise the iconic Milford Sound**, surrounded by towering cliffs, waterfalls and dramatic fiord scenery
- **Explore Aoraki / Mount Cook National Park**, home to New Zealand's highest peak and spectacular alpine scenery
- Visit **Lake Tekapo and the Church of the Good Shepherd** in the Mackenzie Basin



Day 1 - Monday 5th July 2027 CHRISTCHURCH (D)

Welcome to Aotearoa (New Zealand). The South Island is renowned for its dramatic landscapes, snow-capped peaks, alpine lakes and untouched wilderness—an unforgettable destination for nature lovers. Your journey begins in Christchurch, where you meet your Tour Leader and fellow travellers at a welcome meeting at 6.00pm. If you arrive earlier in the day, you may wish to explore at your leisure. Christchurch offers beautiful green spaces such as the Botanic Gardens, or you may prefer a visit to the Canterbury Museum to discover the region's rich cultural and natural history. This evening, we come together for a welcome dinner with your Tour Leader and group—your first opportunity to connect and begin your New Zealand adventure.



Your own room at Drifter Christchurch or similar

Day 2 - Tuesday 6th July 2027 CHRISTCHURCH – AKAROA (B,L)

Today we travel through the scenic Banks Peninsula to the charming coastal settlement of Akaroa. This historic harbour town reflects its French colonial past, with picturesque streets, boutique shops and a relaxed seaside atmosphere. On arrival, we enjoy a spectacular harbour cruise through Akaroa Harbour. This pristine marine environment is home to the rare Hector's dolphin, the smallest and one of the rarest dolphin species in the world. Following the cruise, we return to Christchurch, arriving back in the late afternoon with time to relax.

Included Activities

- Visit to Akaroa
- Black Cat Harbour Cruise



Your own room at Drifter Christchurch or similar



Day 3 - Wednesday 7th July 2027
CHRISTCHURCH – FRANZ JOSEF (B)

This morning we board the world-famous TranzAlpine Train, considered one of the most scenic rail journeys in the world. Travel across the Canterbury Plains, through dramatic river valleys and into the Southern Alps via Arthur's Pass. Watch as the landscape transforms from farmland to alpine wilderness and then into lush rainforest as we descend toward the West Coast. On arrival in Greymouth, we meet our coach and continue south through the rugged coastline and rainforest landscapes of the West Coast. This region is shaped by dramatic weather patterns and high rainfall, creating dense native bush and fast-flowing rivers. By evening, we arrive in Franz Josef, home to ancient glaciers and breathtaking alpine scenery.

Included Activity

- TranzAlpine Train Journey

Important Note

- Checked luggage remains with your coach and does not travel on the train.



Your own room at Scenic Hotel Franz Josef Glacier or similar

Day 4 - Thursday 8th July 2027
FRANZ JOSEF – WANAKA (B)

This morning offers the opportunity to experience the glaciers from above with an optional scenic helicopter flight, including the chance to land on the glacier itself for a truly unforgettable perspective of this icy landscape. Weather permitting, you may also enjoy a walk to Lake Matheson, famous for its mirror-like reflections of the Southern Alps. We continue south through Westland Tai Poutini National Park, part of the UNESCO World Heritage-listed Te Wahipounamu region. Enjoy guided walks through ancient rainforest and along remote coastal areas shaped by prehistoric landscapes. Crossing the dramatic Haast Pass, the scenery shifts again into the alpine beauty of Mount Aspiring National Park, with glacier-fed rivers, snow-capped peaks and deep blue lakes including Lake Hawea and Lake Wanaka. We arrive in Wanaka in the evening, where you will have the opportunity to see the iconic Wanaka Tree on the lake's edge.

Included Activities

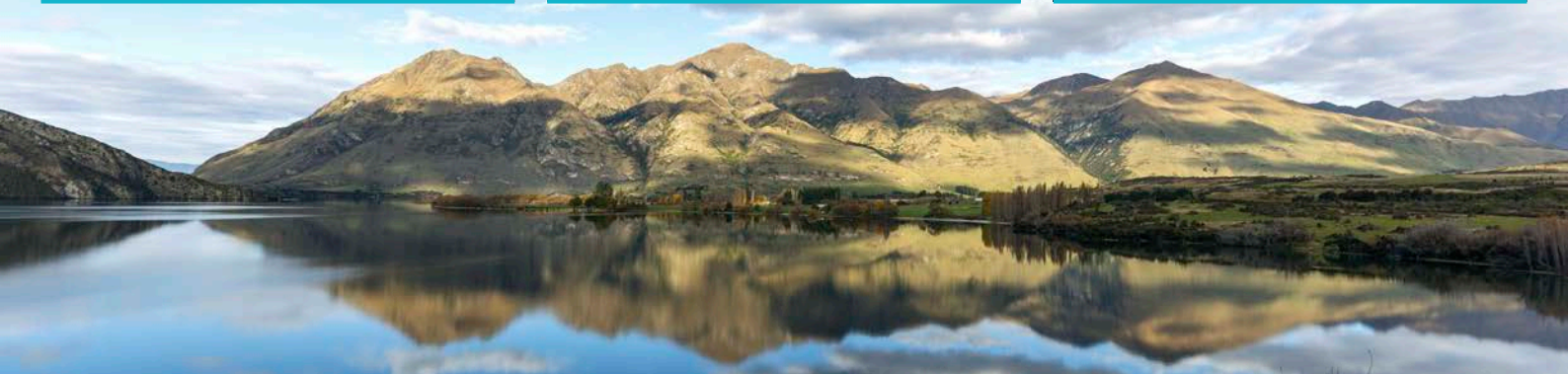
- West Coast rainforest walk
- Lake Matheson (time permitting)
- Wanaka Tree visit

Optional Activity

- Helicopter flight over Franz Josef Glacier



Your own room at Oakridge Resort Wanaka or similar



Day 5 - Friday 9th July 2027
WANAKA – QUEENSTOWN (B,L)

Today we travel through the spectacular landscapes of Central Otago toward Queenstown. En route, we stop at a local winery for an included lunch and tasting experience, showcasing the region's renowned wines and fresh local produce. We then continue to Arrowtown, a beautifully preserved gold-mining settlement with tree-lined streets and rich history dating back to the 1860s gold rush. Explore heritage buildings, Chinese mining settlements and riverside walking paths. By afternoon, we arrive in Queenstown, set on the shores of Lake Wakatipu and surrounded by dramatic mountain peaks.

Included Activity

- Arrowtown walking exploration



Your own room at Scenic Suites Queenstown or similar



Day 6 - Saturday 10th July 2027
QUEENSTOWN (B)

Today is a free day to enjoy Queenstown at your own pace. Known as New Zealand's adventure capital, Queenstown offers a wide range of activities and scenic experiences. Your Tour Leader will be available to assist with bookings and recommendations.

Optional Activities

- Shotover Jet Boat Ride
- Skyline Gondola & Luge
- Ayrburn Estate dining experience



Your own room at Scenic Suites Queenstown or similar



Day 7 - Sunday 11th July 2027

QUEENSTOWN – TE ANAU (B)

We depart Queenstown this morning and travel through scenic high-country landscapes to Te Anau, the gateway to Fiordland National Park. On arrival, enjoy time at leisure before this afternoon's highlight experience. Later, we board a boat across Lake Te Anau before entering the fascinating Glowworm Caves. Explore underground limestone passages before drifting silently beneath thousands of glowworms illuminating the cave ceiling—a magical natural experience.



Your own room at Distinction Luxmore Hotel or similar

Day 8 - Monday 12th July 2027

MILFORD SOUND – TE ANAU (B,L)

Today we travel into the heart of Fiordland National Park to Milford Sound, one of the most spectacular natural landscapes in the world. Carved by ancient glaciers, Milford Sound is defined by towering cliffs, rainforest-covered peaks and cascading waterfalls that plunge into deep dark waters. On arrival, we board a scenic cruise to experience the fiord from the water. Depending on conditions, waterfalls cascade dramatically from the cliffs or emerge after rainfall, creating an ever-changing landscape. Following the cruise, we return to Te Anau, travelling through some of the most dramatic scenery in New Zealand.

Included Activity

- Milford Sound Scenic Cruise with lunch pack



Your own room at Distinction Luxmore Hotel or similar



Day 9 - Tuesday 13th July 2027

TE ANAU – AORAKI / MOUNT COOK (B,D)

Today we travel through the Mackenzie Basin toward Aoraki / Mount Cook National Park, home to New Zealand's highest peak. The landscape becomes increasingly dramatic as we approach the Southern Alps, with vast braided rivers, golden tussock plains and towering mountain ranges. On arrival, enjoy time to explore this spectacular alpine region, home to glaciers, rare alpine flora and some of the clearest night skies in the world.



Your own room at Hermitage Hotel at Mount Cook Alpine Village or similar

Day 10 - Wednesday 14th July 2027

MOUNT COOK (B)

Today is a free day to explore the extraordinary alpine environment of Mount Cook National Park. Choose from a variety of walking tracks ranging from gentle valley strolls to more challenging alpine routes, all offering breathtaking mountain scenery. You may also wish to visit the Sir Edmund Hillary Alpine Centre to learn about New Zealand's mountaineering history and exploration heritage.



Your own room at Hermitage Hotel at Mount Cook Alpine Village or similar



Day 11 - Thursday 15th July MOUNT COOK – CHRISTCHURCH (B,D)

We depart Mount Cook this morning and travel through the spectacular Mackenzie Country. Our first stop is Lake Tekapo, famous for its vivid turquoise waters and alpine backdrop. Visit the iconic Church of the Good Shepherd, one of New Zealand's most photographed landmarks. We continue across the Canterbury Plains before arriving in Christchurch. This evening, we enjoy a memorable farewell dinner aboard the Christchurch Tramway Restaurant—a unique dining experience as we reflect on our journey through the South Island.

Included Activities

- Lake Tekapo visit
- Church of the Good Shepherd
- Christchurch Tramway farewell dinner



Your own room at at Drifter Christchurch or similar

Day 12 - Friday 16th July 2027

DEPART CHRISTCHURCH (B)

After breakfast, it is time to say goodbye to your travel companions and new friends as your New Zealand group tour comes to an end. Optional transfers are available for your onward journey, so you can book your flights to depart at any time today.



INCLUSIONS & EXCLUSIONS

TOUR PRICING: A\$8,990 | TOUR DATES: 5TH - 16TH JULY 2027

Tour Inclusions:

- Two's a Crowd Tour Host and Tour Leader throughout
- 11 nights accommodation (single room, always included)
- Meals as per itinerary (B=breakfast, L=lunch, D=dinner)
- All sightseeing, guided tours and entrance fees as detailed in the itinerary
- TranzAlpine Train journey (Christchurch to Greymouth)
- Black Cat Harbour Cruise, Akaroa
- West Coast rainforest walk
- Lake Matheson visit (time permitting)
- Wanaka Tree visit
- Arrowtown walking exploration
- Central Otago winery lunch and tasting
- Glowworm Caves boat cruise, Te Anau
- Milford Sound scenic cruise with lunch pack
- Lake Tekapo visit and Church of the Good Shepherd
- Christchurch Tramway farewell dinner

Tour Exclusions:

- Travel insurance (10% discount available through Go Insurance)
- International and domestic flights to/from Christchurch
- Personal expenses such as laundry, taxis, souvenirs and phone calls
- Meals and drinks not included in the itinerary
- Pre- and post-tour accommodation
- Gratuities (optional)
- Porterage
- Optional activities (e.g. helicopter flight over Franz Josef Glacier, Shotover Jet, Skyline Gondola)

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

Australian passport holders do not require a visa to enter New Zealand. If you are travelling internationally, your valid Australian visa (ETA) gives you full access.



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.

PH: 1300 950 145
NZ: 0800 895 145

ABOUT TWO'S A CROWD: We are an award winning tour company exclusively dedicated to the needs of solo travellers. At Two's a Crowd, single and solo travellers have access to fantastic itineraries at great prices without ever feeling like a third wheel to someone else's private getaway. Our travellers enjoy the best of both worlds: private time, personalised attention, low single supplements, as well as the camaraderie of like-minded travellers. Our commitment is to make solo travel more enjoyable and affordable.

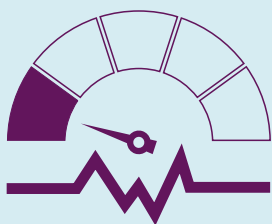


As an accredited member of the Australian Travel Industry Association (ATIA), we hold ourselves to the highest financial and professional standards. Every year, our financials are prepared by a Chartered Accountant and independently assessed to ensure our business remains robust, secure, and resilient. 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**



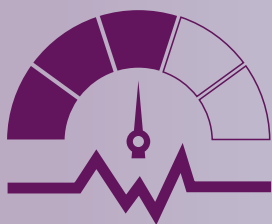
These trips are a relaxing break. You don't have to worry about doing anything physically demanding unless you want to.

RELAXING



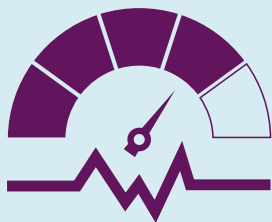
Some easy physical activities included in your trip. No physical preparation is required to make the most of the journey.

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 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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