

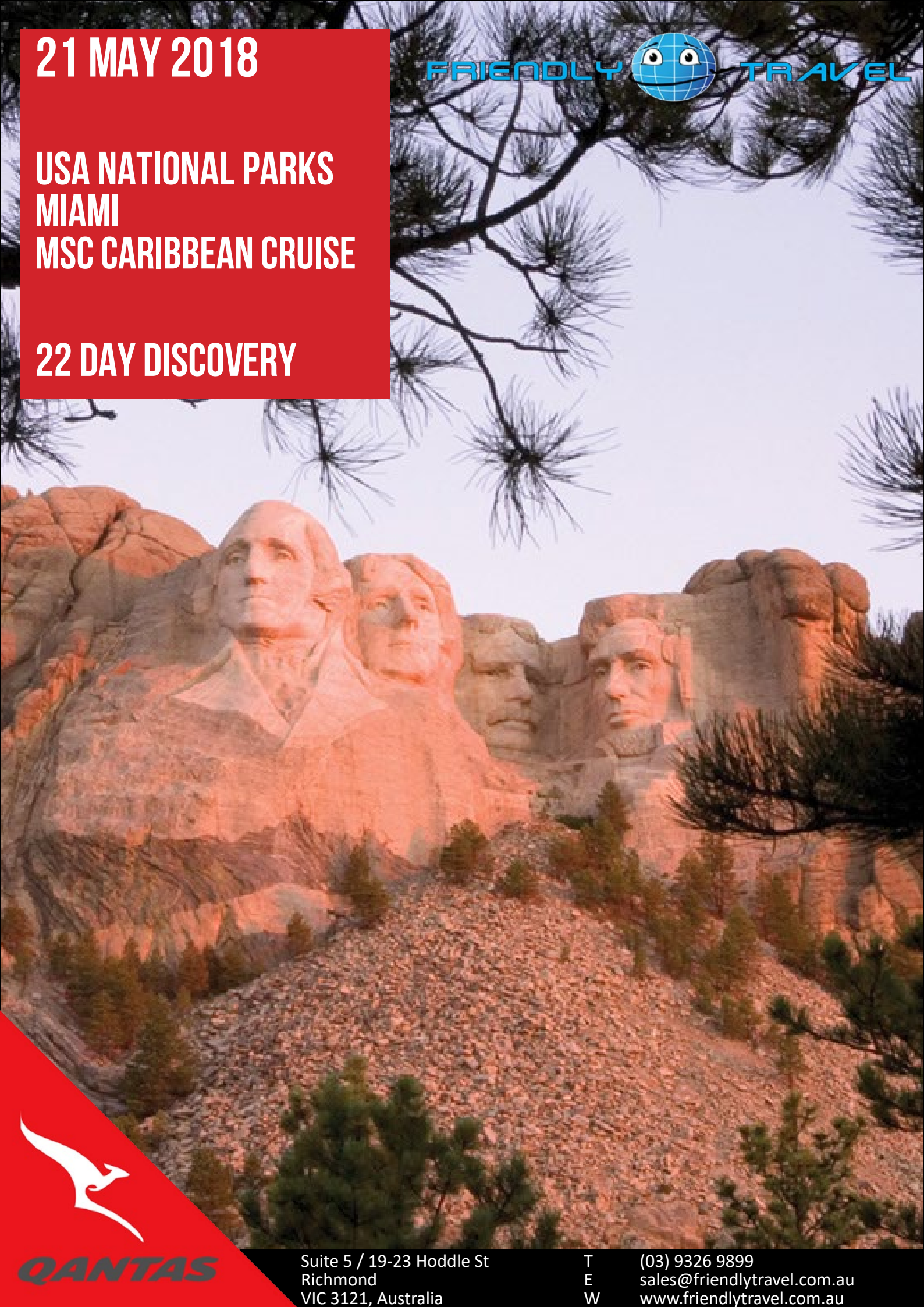
**21 MAY 2018**

**FRIENDLY TRAVEL**



**USA NATIONAL PARKS  
MIAMI  
MSC CARIBBEAN CRUISE**

**22 DAY DISCOVERY**



**QANTAS**

Suite 5 / 19-23 Hoddle St  
Richmond  
VIC 3121, Australia

T  
E  
W

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Itinerary map of the USA National Park section



Itinerary map of the Miami and cruise sections

# QUICK ITINERARY SUMMARY

- Day 01. Melbourne or Sydney / Salt Lake City via Los Angeles
- Day 02. Salt Lake City / Grand Teton National Park / Yellowstone
- Day 03. Yellowstone National Park / Cody
- Day 04. Cody / Big Horn Mountains / Devil's Tower / Wyoming / Rapid City or Deadwood
- Day 05. Rapid City or Deadwood / Mt Rushmore / Denver
- Day 06. Denver / Arches National Park / Moab
- Day 07. Moab / Goosenecks State Park / Monument Valley / Page
- Day 08. Page / Bryce Canyon / Zion National Park / Las Vegas
- Day 09. Las Vegas Free Day
- Day 10. Las Vegas / Miami
- Day 11. Miami / Everglades Tour
- Day 12. Miami / Key West
- Day 13. Miami / Board MSC Seaside
- Day 14. At Sea
- Day 15. Arrive Ocho Rios (Jamaica)
- Day 16. Arrive George Town (Cayman Islands)
- Day 17. Cozumel (Mexico)
- Day 18. At Sea
- Day 19. Arrive Nassau (Bahamas)
- Day 20. Miami / Los Angeles / Melbourne or Sydney
- Day 21 and 22. Arrive Home

**BEFORE YOU BOOK**

Price based on departing from Melbourne

If you are from another state, please let us know and we will check pricing for you!



MSC Seaside will lead the way for a new generation of cruise ships with their revolutionary architecture and cutting-edge technology, offering a superb cruise experience in total connection with the sea, and a unique waterfront promenade.

# DATES AND PRICES

BASED ON TWIN SHARING

DEPART	RETURN	CABIN	REGULAR PRICE	EARLY BIRD PRICE (BOOK BEFORE 31 JANUARY 2018)
21 MAY 2018	11 JUNE 2018	BELLA (BALCONY CABIN)	\$7,580*/PERSON	<b>\$7,180*/PERSON</b>
SECONDARY DEPOSIT WHEN TOUR IS GUARANTEED – \$1,200/PERSON				

\* **ALL IN PRICING** Price includes land and air contents, airport taxes and gratuities.

## HIGHLIGHTS & INCLUSIONS

- Daily meals as per itinerary
- International airfare (Qantas - economy)
- Entrance to places as per itinerary and English Tour guide
- Daily bottled water provided
- Visits to some of the most important national parks in America
- Enjoy the wonderful scenic view on our way to Key West, the southernmost city in the continental United States
- Explore the Caribbean on a MSC Seaside cruise trip with revolutionary architecture and cutting-edge technology (Bella - Balcony cabin)

## FLYING WITH

**QANTAS**

Qantas is the flag carrier of Australia with its hub at Sydney International Airport. It is certified with the 4-Star Airline Rating by Skytrax for the Quality of its Onboard product and service, and for the home base Airport service standards.

5 STAR AIRLINE  
SKYTRAX

save up to \$200 off your next tour with our **[welcome back program]**

This is our way of saying **Thank You** and rewarding customers who have been on multiple tours with Friendly Travel.

The program works as follows :

1. Register for any future Friendly Travel organised tour by paying the initial deposit
2. We will then apply a further discount based on the number of tours you have completed in the last 36 months (from the date you registered)
3. The discount table is calculated as follows (capped at a maximum \$200 per person)
4. Other conditions apply with full details on our website [friendlytravel.com.au](http://friendlytravel.com.au).

Number of tours join in the last 36 months

1	2	3	4	5	6	7 (or more)
\$50	\$75	\$100	\$125	\$150	\$175	<b>\$200</b>

Discount applied for each tour

# DAILY ITINERARY

## DAY 01. MELBOURNE OR SYDNEY / SALT LAKE CITY VIA LOS ANGELES

This morning, we depart from Melbourne and board our Qantas flight bound for Los Angeles – we invite you to sit back and relax. We will arrive early in the morning into Los Angeles and a few hours later we will reboard our flight bound for Salt Lake City (Utah). Upon arrival into Salt Lake City, your friendly tour guide will greet you and take you to your hotel for checking in and then tonight we enjoy our first dinner together.

Meals – As per flight / D

Accommodation – Best Western Cottentree Hotel or similar

## DAY 02. SALT LAKE CITY / GRAND TETON NATIONAL PARK / YELLOWSTONE

After a well deserved rest, we enjoy a city tour of Salt Lake City. From its early days as a mining and railroad town, Salt Lake City has emerged as the commercial and cultural hub for a large area of the western mountain region and the uniqueness of the Great Salt Lake also make the city a prominent tourist attraction. Sightseeing tour includes the Utah Mormon Temple Square and City Hall. Afterwards, we drive to Grand Teton National Park and along the way enjoy a view of Antler Park along the way. Tonight, we will stay nearby Yellowstone National Park.

Meals – B / L / D

Accommodation – Kelly Inn Hotel or similar

## DAY 03. YELLOWSTONE NATIONAL PARK / CODY

Discover the world's first national park – Yellowstone National Park – a park located primarily in the U.S. state of Wyoming, although it also extends into Montana and Idaho. The park also includes several mountain ranges and a large number of high peaks, such as Bunsen Peak, the remains of a volcanic vent plugged with magma and exposed by erosion, which reaches an elevation of 8564 feet. Especially memorable is the plethora of wildlife in the park. This includes freely roaming and easily visible herds of buffalo, herds of elk, grizzly and black bears, moose, and many other animals. Yellowstone National Park spans an area of 3,468.4 square miles, comprising Yellowstone Canyon, waterfalls, hot springs, pools, mud pots, and spectacular geysers, such as Old Faithful. Fueled by sources of heat very close to the surface, Yellowstone Lake is one of the largest high-altitude lakes in North America and is centered over the Yellowstone Caldera, the largest super volcano on the continent. Half of the world's geothermal features are in Yellowstone, fueled by this ongoing volcanism. Lava flows and rocks from volcanic eruptions cover most of the land area of Yellowstone. The Yellowstone Park Bison Herd is the oldest and largest public bison herd in the United States. Overnight in the city of Cody - the "Rodeo Capital of the World"

Meals - B / L / D

Accommodation – Comfort Inn Hotel or similar

## DAY 04. CODY / BIG HORN MOUNTAINS / DEVIL'S TOWER / WYOMING / RAPID CITY OR DEADWOOD

Today we drive towards the State of Wyoming – The Equality state and along the way, enjoy a scenic drive across the unique and diverse Big Horn Mountains, Within the National Forest areas, you can encounter grass prairies, evergreen forests, mountain meadows, rugged alpine peaks, dramatic canyons, arid desert lands and cascading waterfalls. After, we arrive to Devils Tower National Monument, the Devils Tower which is famous for the world's first UFO movie, "The Encounter of the Third Kind" in 1970's. Tonight we stay either in Rapid City or Deadwood.

Meals – B / L / D

Accommodation – Holiday Inn Hotel or similar



The mysterious view of Monument Valley

Devil's Tower, featured in the world's first UFO movie "The Encounter of the Third Kind"

### **DAY 05. RAPID CITY OR DEADWOOD / MT RUSHMORE / DENVER**

Today after breakfast, we travel to the State of South Dakota – The Mt. Rushmore State. Visit Mount Rushmore National Memorial. It is a monumental granite sculpture that represents the first 150 years of the history of the United States of America with 60-foot sculptures of the heads of former United States presidents: George Washington, Thomas Jefferson, Theodore Roosevelt and Abraham Lincoln. Proceed to Denver – The “Wall Street of the West” for overnight stay.

Meals – B / L / D

Accommodation – Hilton Doubletree Hotel or similar

### **DAY 6. DENVER / ARCHES NATIONAL PARK / MOAB**

This morning visit the magnificent Arches National Park, a symphony of colors and shapes created by the forces of nature. Arches National Park contains the world’s largest concentration of natural stone arches. This National Park is a red, arid desert, punctuated with oddly eroded sandstone forms such as fins, pinnacles, spires, balanced rocks, and arches. The 73,000-acre region has over 2,000 of these “miracles of nature”. This afternoon, proceed to Moab, the popular town in the heart of the beautiful red rock canyon country of southeastern Utah.

Meals – B / L / D

Accommodation – Holiday Inn Express or similar

### **DAY 7. MOAB/ GOOSENECKS STATE PARK / MONUMENT VALLEY / PAGE**

Proceed to another beautiful place of nature - Monument Valley – located on the border between Utah and Arizona. Monument Valley is an area of free standing sandstone rock forms that rise majestically from the desert floor. Up to 1,000 feet tall, they create a truly magical desert landscape. The buttes in this valley are distinctly stratified and have three main layers. The bottommost layer is Organ Rock shale, the layer in the middle is de Chelly sandstone and the layer at the top is Moenkopi shale. The beauty of the area is a fact well documented by the numerous Western movies and television commercials for which Monument Valley has served as a backdrop. Motion pictures, “Stagecoach”, “How the West was won,” and “Indiana Jones” were filmed here. Overnight in Page.

Meals – B / L / D

Accommodation – Best Western View of Lake Powell hotel or similar

### **DAY 8. PAGE/ BRYCE CANYON / ZION NATIONAL PARK / LAS VEGAS**

This morning, we drive past Glen Canyon Dam, constructed on the Colorado River of Lake Powell, which has a shoreline of 1,960 miles through the Navajo Indian Reservation. Today, Bryce Canyon National Park awaits you, as our coach ascends to an elevation of 8,000 feet. The park is endowed with some of the most spectacular rock formation in the world, known as “Hoodoo”. Many are formed as a result of water and wind erosion. Bryce Canyon is also known as the “Western Terra Cotta”! Afterw, we visit Zion National Park, where a drive through the park reveals the beautiful peaks of the mountains, the al-pines and the streams. Here, you can feast your eyes on all kinds of sentinel rocks, and spectacular sights created by Mother Nature. In the afternoon, we drive to Las Vegas, driving past the Valley of Fire & Virgin River Canyon.

Meals – B / L / D

Accommodation – Treasure Island Hotel or similar

### **DAY 9. LAS VEGAS FREE DAY**

Today is free at your leisure. You may join the optional day tour to world’s natural wonder – Grand Canyon or join a morning tour which begins from bypassing the Mirage of the Desert – Lake Mead to view the America wonder “Hoover Dam” - 726 feet, one of the highest concrete dam ever built in the western hemisphere (to be advised by the local tour guides). If you wish, feel free to take the time to enjoy Las Vegas at your own leisure.

Meals – B / Own arrangements

Accommodation – Treasure Island Hotel or similar

### **DAY 10. LAS VEGAS / MIAMI**

Early this morning after breakfast, we make our way to the airport for our flight to Miami. Please note the journey to Miami will involve a stopover in Newark and will arrive into Miami in the evening. After being greeted by your local Miami guide, we go out for dinner and then check in at our hotel.

Meals – B /Own Arrangement / D

ccommodation – Crown Plaza Hotel or similar

### **DAY 11. MIAMI – EVERGLADES TOUR**

After breakfast we will go and explore the Everglades National Park. In the USA, it is the largest subtropical wilderness and has been declared a World Heritage Site. Here, experience the joys of an airboat ride to see the natural beauty and wildlife of this area. After lunch, visit the city of Coral Gables, little Havana and South Beach. After dinner we go back to the hotel.

Meals – B / L / D

Accommodation – Crown Plaza Hotel or similar



Arches National Park contains the world’s largest concentration of natural stone arches



Enjoying a scenic drive across 42 bridges and 32 islands on your way to Key West

# DAILY ITINERARY

## DAY 12. MIAMI – KEY WEST

Visiting Key West is definitely one of the more exciting trips you can experience in South Florida. Enjoying a scenic drive across 42 bridges and 32 islands on your way to Key West, the southernmost city in the continental United States. Here the Caribbean atmosphere, street artists, outdoor cafes and restaurants are just waiting to enchant you. A visit to Little Whitehouse is included as well. With a whole day to spend here, this small but characterful city is sure to keep you busy. Return to Miami in the afternoon.

Meals – B / L / D

Accommodation – Crown Plaza Hotel or similar

## DAY 13. MIAMI – BOARD MSC SEASIDE

After breakfast, enjoy a bit of free time before we make our way to the port to board the beautiful MSC Seaside cruiseship. The Seaside leads the way for a new generation of ship with it's revolutionary architecture and cutting-edge technology. MSC Seaside offers a unique cruise experience in total connection with the sea, connecting inside and outside public spaces. After boarding the ship, we will depart from Miami late in the evening. We encourage you to explore this majestic ship with your travel partners!

Meals – B / L / D

Accommodation – MSC Seaside

## DAY 14. AT SEA

Full day at sea to discover and enjoy the many facilities available on board the MSC Seaside. Fancy a shore excursion for any of the ports? Our tour leader on board can certainly assist.

Meals – B / L / D

Accommodation – MSC Seaside

## DAY 15. ARRIVE OCHO RIOS (JAMAICA)

This morning, arrive into the port of Ocho Rios in Jamaica. Ochos Rios means eight rivers in Spanish, and it precisely its rivers, as well as its crystalline sea, that are its main characteristics which will not disappoint visitors to Jamaica wishing to immerse themselves in the lush vegetation of these marvellous dream locations. Around 5pm, we depart this port and make our way to the Cayman Islands.

Meals – B / L / D

Accommodation – MSC Seaside

## DAY 16. ARRIVE GEORGE TOWN (CAYMAN ISLANDS)

Once disembarked from and MSC cruise ship in the Cayman Islands, the cruise goer is welcomed by the port of George Town. The capital of the island and of the country, it is a traditional Caribbean city with colourful wooden houses that alternate with newer buildings. The houses on the narrow George Town streets are interspersed with artisan workshops, where you can find some rarities to take home as a reminder of your Caribbean holiday.

Meals – B / L / D

Accommodation – MSC Seaside

## DAY 17. ARRIVE COZUMEL (MEXICO)

A forty-kilometre-long island directly off the coast from Playa del Carmen, Cozumel is a renowned cruise-ship call. Nearly every day, up to ten cruise ships dock at one of the island's three dedicated piers, all just south of the only town, San Miguel. There is much to see and do at this port, we hope you enjoy Cozumel!

Meals – B / L / D

Accommodation – MSC Seaside

## DAY 18. AT SEA

Full day at sea to discover and enjoy the many facilities available on board the MSC Seaside before we reach our last port tomorrow.

Meals – B / L / D

Accommodation – MSC Seaside

## DAY 19. ARRIVE NASSAU (BAHAMAS)

Nassau occupies the eastern portion of the island of New Providence and is linked by a charming bridge with the neighbouring Paradise Island, where Atlantis Waterscape is located. The largest open-air aquarium in the world, it has over 100 different species of colourful tropical fish. In Nassau, you can interact with dolphins and go on excursions to neighbouring islands in motorboats. The historical centre of Nassau boasts charming colonial-style buildings and numerous pastel-coloured wooden shops that alternate with Georgian-style structures.

Meals – B / L / D

Accommodation – MSC Seaside

## DAY 20. MIAMI / LOS ANGELES / MELBOURNE OR SYDNEY

This morning, we will arrive back into the port of Miami and after our disembarkation, we will make our way to the airport for our homeward flight to Melbourne/Sydney (via Los Angeles). Please note, due to the timing of both flights, you may need to wait a few hours at each airport before check in time. Our flight back home will depart later in the evening with Qantas. Once on board, sit back and relax.

Meals – B / Own arrangements

## DAYS 21/22. ARRIVE HOME

Due to the time difference, we will arrive home two days later. We hope you enjoyed your holiday!

Meals – As per flight

# FRIENDLY TRAVEL BOOKING CONDITIONS

It is important that you read and understand the following conditions before making your booking.

## Reservation and Deposit

Reservations can only be confirmed upon receipt of a non-refundable deposit of \$400 per person payable to Friendly Travel together with a completed and signed booking form and is subject to availability. Payment is to arrive to us or your travel agent within 3 days of receiving confirmation that the company is holding space for you. Friendly Travel reserves the right to correct any errors in rates quoted or calculated, or any omissions made at any time during your booking with or without notice. Any verbal quote given is only an indication of the final price and is subject to confirmation in writing. By sending a deposit the client agrees to be bound by the terms and conditions set forth by this document. Friendly Travel reserves the right to request a partial payment of the final balance more than 60 days prior to departure (eg. airfare portion/cruise payment) in the event that tickets need to be issued by our office or by our operators overseas due to ticketing time limits. Normally a partial payment of the final balance will be stipulated by our staff or in the tour brochure.

## Year round early payment offer

We require full payment (per person) at the time of booking and before the final date of the offer which is specified on the website and brochure. Our "WELCOME BACK" offer can also be applied in addition to this discount. Friendly Travel will also honour any further advertised offers after payment and will refund to you the difference within 60 days of departure. Full cancellation penalties will apply if you decide to cancel after making full payment – please refer to "Cancellations by Customer". If Friendly Travel cancel your tour, please refer to "Cancellations by Friendly Travel Service".

## Balance of Payment

The balance of payment must be received 60 days prior to departure. If the booking is made within 60 days of departure, then full payment is required immediately upon such booking is confirmed. If the booking is made by yourself and also acting on behalf of other persons, your signature will be taken as having accepted the booking conditions by all the persons concerned. Late reservations may be accepted subject to availability. In some cases, a higher package tour fare may incur. Failure to pay in full by the due date may result in additional costs which will be passed on as a late payment fee of \$30 per booking or cancellation at the discretion of Friendly Travel Service.

## Additional Fees and Charges

The advertised tour package price is not inclusive of the relevant airline imposed airport taxes/surcharges, any applicable gratuities (tips), travel insurance and applicable entry Visas and is based on twin sharing and travelling in a group. Any deviation from the set itinerary will incur additional airline ticket costs (Amendment Fee) from \$95 plus any applicable landing airport taxes and is strictly subject to availability. Arrangements such as transfers, accommodation etc. outside the set group arrangements/dates are at an additional cost and are not covered by the Amendment Fee. After tickets have been issued by the airline – no amendments to the flight schedules can be made. Any amendment to a confirmed tour booking must be made prior to the nominated full payment date. Multiple amendment fees may be applied for each request.

## Payment Options

By Phone: Please call us on 03 9326 9899 with your credit card details (number, expiry date and name on the card)  
By Cheque: Please make cheques payable to FRIENDLY TRAVEL PTY LTD and if mailing please post to 5/19-23 Hoddle st, Richmond, VIC, Australia. Cheques must be clear funds by due date stipulated on your booking form (this usually takes three business days).  
Direct Deposits: A copy of all direct deposits must be mailed or emailed to our office.  
Bank Details:  
Bank Name: WESTPAC  
BSB No: 033365  
Account No: 297119  
Account Name: Friendly Travel Pty Ltd  
Credit Card Transactions and Fees (Current as of 1 September 2017):  
All Visa and MasterCard credit card payments will incur a 1.25% surcharge.  
All Visa and Mastercard debit card payments will incur a 0.40% surcharge  
All American Express cards will incur a 2.00% surcharge.  
EFTPOS – no surcharge

## Cancellations by Customer

All cancellations must be in writing to Friendly Travel and will be subject to the following cancellation charges from the date the written cancellation is received:  
More than 60 days prior to departure; loss of deposit and administration fees associated with applicable partial payments  
Between 22 to 59 days before departure; forfeit of 25% of total tour package plus applicable airline(s)/cruise(s) cancellation fees  
Cancellation within 21 days of departure: – the whole tour cost  
In the event of a cancellation any refunds will be less administration fees including visa, transfer fees, fuel surcharge and any other transport related cancellation fees and any applicable amendment fees.  
Regrettably, cancellation charges and fees cannot be waived. There can be no exceptions. No refund will be made for any unused portions of the holiday after the departure date. Please note that employees of any overseas company or staff of Friendly Travel outside Australia are not authorised to give any guarantees or agreements to customers in respect of refunds or any other matters.

## Cancellations by Friendly Travel Service

Within 75 days prior to the scheduled tour departure date, Friendly Travel will review if we have sufficient numbers. We reserve the right to cancel or vary a tour prior to departure due to insufficient numbers or operational changes out of our control. In such an

event we may offer alternative travel dates or tours and if there is a difference in cost, it will be at additional expense. Should these options not be acceptable, Friendly Travel will refund the full price paid, less any visa cost. If a tour is cancelled or varied prior to departure due to unforeseeable circumstances such as, but not restricted to, severe weather conditions or force majeure, Friendly Travel can accept no responsibility for losses or accidental expenses incurred. All such losses or expenses will have to be borne by the passengers. Unforeseeable circumstances such as force majeure, adverse weather, flight rescheduling, hotel overbooking and faults with transportation or road conditions may also have an effect on the tour itinerary after the commencement date. Any decision made in respect of tour services by independent operators to re-route or amend the itinerary due to any of the above or similar circumstances is at the discretion of the tour service provider and Friendly Travel shall not be liable for any claim whatsoever arising from such events.

## Hotel Descriptions, maps, pictures and Itinerary variations

Friendly Travel constantly strives to improve tour itineraries and features. If such improvements can be made, or unforeseen circumstances beyond our control make changes necessary – we reserve the right to vary itineraries and to substitute hotels. Hotel descriptions featured in our brochures are based on current hotel guides provided by suppliers. Any facilities described are subject to change at any time. Maps and photographs are included for general information only and may not necessarily reflect actual routings, location or services. Friendly Travel has made reasonable enquiries to verify that the descriptions and details are accurate but does not warrant that they are. Our tour operators overseas have the control over hotel accommodation, transportation, meals, sightseeing, etc., during the entire period there. These tour operators and their associate agents reserve the right to alter their arrangements due to unforeseen circumstances. When such as event does occur, Friendly Travel shall bear no responsibility.

## Reservation and Check-in time

After tickets have been issued, no change is permitted to the outbound or inbound reservations. It is vitally important that you must observe the regulations regarding arrival time for your check-in procedure. Anyone who fails to observe these regulations and subsequently misses the scheduled departure time will bear all the additional expenses for any alternative arrangements made. Such alternative arrangements are subject to availability. Please remember to re-confirm your flight 72 hours before depart from overseas back to Australia.

## Insurance and Seatbelts

Insurance cover is strongly recommended whenever travelling abroad. Customers are advised to obtain adequate cover for their travel plans. Please ask our staff for a quotation on travel insurance if required. Friendly Travel cannot in any way be made liable for any cost incurred by the customer on any tour. Please note that seatbelts are not compulsory by law in certain parts of the world and therefore the local people largely choose not to wear them. For this reason local operators may or may not have seatbelts in vehicles or they may be hidden underneath protective seat covers. It is recommended that where seatbelts are available customers must use them and remain seated at all times while the vehicle is moving. As such, customers acknowledge that seatbelts may not be available and therefore travel at their own risk. Customers warrant that they shall not make any claim howsoever arising from injury or damage in respect of, arising from or contributed to by the absence of seatbelts and hereby release Friendly Travel from all such claims.

## Tour Participation

Children under 18 years of age must be accompanied by an adult. Passengers with disabilities are welcome on Friendly Travel tours providing they are accompanied by an able-bodied companion and do not require special assistance from Friendly Travel personnel. We reserve the right to refuse to carry anyone if it is felt the individual cannot cope with the requirements of coach tour travel and may require services and facilities that Friendly Travel cannot guarantee will be available. You agree to not hold us responsible for any decision made by them or any other provider to refuse to carry you, provide facilities or accommodation to you or to provide any service to you. As a precaution we advise that you check with your family doctor to see if you are fit to travel. We may ask that you obtain a copy of the doctor's certificate indicating that you are fit to travel if you are over the age of 70. Friendly Travel retains the right to remove customers from our group tours for reasons that impact the enjoyment or safety of other tour members, such as, but not limited to, the physical, medical or mental inability of customers to undertake the arrangements of the tour, unsocial or unruly behaviour, or the carriage of prohibited substances and materials.

## Health Requirements

All customers are required to familiarise themselves with any health requirements specific to the countries being visited. All customers are encouraged to visit their doctor prior committing to any Friendly Travel tour to confirm that they are physically able to undertake the day-to-day requirements of the itinerary. Should any ailments either exist at the time of booking, or arise before their departure from Australia, the customer must inform Friendly Travel.

## Travel documents

We ask for a copy of the passport upon registration to minimise documentation and typing inaccuracies when making relevant reservations on your behalf. A passport with a minimum of six months validity is required for customers travelling to all countries in our programme. If a visa fee is required for Australian passport holders we will advise you of the additional cost and assist you with obtaining the visa. For Non-Australian passport holders, we suggest that you contact the relevant Embassy/Consulate with regards to obtaining the visa. Friendly Travel cannot guarantee that any visa will be issued by the relevant authority and accepts no responsibility if a visa application is refused. Any cancellation

fees or other expenses incurred by the customer due to the refusal of a visa will be entirely the customer's liability. We recommend that you review information provided by the Australian Department of Foreign Affairs and Trade prior to making your booking by calling 1300 555 135 or by visiting their website [www.dfat.gov.au](http://www.dfat.gov.au) for the latest information. We strongly recommend that you familiarise yourself with the latest Government Consular advice and information.

## Single Travelling

Single room is available on request which is subject to availability and a supplement will be required to be paid. If you are travelling via twin/triple/quad share, there may be a situation in which you will need to pay a single supplement if your partner(s) decide to cancel.

## Outside 60 days of departure date

If a partner decides to cancel, then the cancellation policy applies plus fees applied by transportation parties to make it viable for the other partner to travel alone. The person who did not cancel has a choice of either paying any additional single passenger supplement (if applicable) to continue travelling or if they decide to cancel, to have their initial deposit back plus remainder of any partial deposits less any applicable cancellation fees.

## Within 60 days of departure date

If one of the partners cancels then the cancellation policy applies to them. The remaining passenger can continue to travel at no penalty however if they cancel as well then the cancellation policy will apply.

## Responsibility

Friendly Travel Pty. Ltd. (hereinafter referred to as the operator) and their agents act as agent only to the transportation services (airlines, coach companies, railroads, shipping companies), hotels and firms and shall not assume any responsibility for loss, damage, injury, accident, delay, changes in schedule, hotel overbooking or other inconvenience to the passenger whether by reason of defect in any vehicle or through acts of default of any company or person engaged in conveying or housing the passenger or in carrying out arrangements of the tour itself overseas or otherwise in connection therewith. The operator shall not assume responsibility in connection with any of the aforementioned services or through acts of war, national disturbances or causes of nature. The transportation companies, hotels and firms shall be exempt from all liability in respect of any detention, delay, loss, damage, sickness or injury however and by whom-so-ever caused and whatever kind occurring on or to the passenger at any time when the passenger is not on board a carrier or conveyance used or operated by the transportation companies or hotels. The operator, its associates or agents, while taking every care with the passengers' luggage or property, shall not accept any liability for damage, loss or inconvenience in the handling thereof. The Passage Contract in use by the transportation companies or firms concerned shall constitute the sole contract between the transportation companies or firms and purchasers of these arrangements and/or passengers.

## Shopping

Friendly Travel staff and employees are neither qualified nor permitted to ensure or guarantee the quality or value of any goods purchased or the suitability of any retail outlets visited during their tours and the security of using a credit card to purchase such goods. In all cases the purchasing of goods and the use of a credit card for those transactions is entirely at the customer's own risk and at all times the customer must use their own discretion.

## Disclaimer

Our operating airlines/cruiseline do not by virtue of their endorsements of this brochure represent themselves either as contracting with any purchaser of a holiday from Friendly Travel or as having any other legal relationship with any such purchase.

## Submitting complaints and customer feedback

At Friendly Travel we are committed to ensuring that we deal with complaints and/or feedback effectively and efficiently. Should the customer not be satisfied with any aspect of their arrangements they must immediately inform the Tour escort or local guide who will endeavour to resolve the issue at the time. If you wish to lodge a complaint or submit feedback to our customer relations team you can also email Friendly Travel ([sales@friendlytravel.com.au](mailto:sales@friendlytravel.com.au)).

## Customer Privacy

We are collecting your personal information so that we can process your booking. We will also keep you up to date with other Friendly Travel tours and product information which may be of interest to you if you have consented to this. You can opt out of receiving information at any time if you chose to do so by emailing us. You understand that Friendly Travel may post images or photos taken during tours via our company website and social media outlets and also may use comments for future advertising and publicity material. By signing our booking form you consent for us to use your photographic/video likeness in our advertising material.

## Agent Responsibilities

It is the travel agents' responsibility to ensure that all invoice and itinerary details and documentation issued by Friendly Travel are correct and that the customer is aware of our booking conditions and other clauses outlined in this document.

## Law of Contract

The purchase of any escorted tour services offered by Friendly Travel Pty Ltd (ABN 85 005 44Q1 252) or referred to as ("The Company") constitutes a contractual arrangement between yourself and The Company, and represents your acceptance of our Terms & Conditions as set out herein. Please ensure that you carefully read and understand these Terms & Conditions prior to booking.

# BOOKING FORM



Please complete this form and together with a copy of your current passport, return it to Friendly Travel together with a deposit payment of \$400 per person payable to Friendly Travel. Please read our tour conditions in this brochure carefully before signing this form. Reservation is only accepted subject to these conditions and will only be confirmed until receipt of deposit payment is attached to this form.

## 1. NAME OF TOUR - 22 DAY USA NATIONAL PARKS, MIAMI & MSC CARIBBEAN CRUISE (21 MAY 2018)

## 2. PASSENGER DETAILS

#	Tittle <small>(Mr/Mrs/Ms/Miss)</small>	Surname	Given Name(s)	Passport type Nationality Passport number	Frequent Flyer Number (optional)	Date of Birth	Do you have Travel Insurance	Special dietary needs? Please specify	Bedding configuration (twin/double)
1							<input type="radio"/> No, please provide a quote <input type="radio"/> I have own insurance	<input type="radio"/> No <input type="radio"/> Yes _____	
2							<input type="radio"/> No, please provide a quote <input type="radio"/> I have own insurance	<input type="radio"/> No <input type="radio"/> Yes _____	
3							<input type="radio"/> No, please provide a quote <input type="radio"/> I have own insurance	<input type="radio"/> No <input type="radio"/> Yes _____	
4							<input type="radio"/> No, please provide a quote <input type="radio"/> I have own insurance	<input type="radio"/> No <input type="radio"/> Yes _____	

## 3. MAIN POINT OF CONTACT DETAILS

Name of passenger: \_\_\_\_\_  
 Address: \_\_\_\_\_ Post Code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Home contact number: \_\_\_\_\_ Work contact number: \_\_\_\_\_ Mobile contact number: \_\_\_\_\_  
 Email address: \_\_\_\_\_

## 4. EMERGENCY CONTACT / CONTACT WHILST ON TOUR (IF APPLICABLE)

Passenger 1  
 Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Contact number: \_\_\_\_\_  
 Passenger 2  
 Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Contact number: \_\_\_\_\_  
 Passenger 3  
 Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Contact number: \_\_\_\_\_  
 Passenger 4  
 Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Contact number: \_\_\_\_\_

## 5. CUSTOMER DECLARATION

On behalf of all above person(s), I have read, understand and accept the tour booking conditions on this brochure. I am fit to travel and do not require special assistance (If over 70 years of age we may ask for a doctor's certificate).

Please tick - I have been made aware of the following by a Friendly Travel Representative:

Package Price     
  Applicable airport taxes and levies     
  Visa fees which might apply     
  Misc. service fees

Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Office Use Only: Deposit(s) received via	
<input type="radio"/> Cash	<input type="radio"/> Credit card/Eftpos
<input type="radio"/> Cheque	<input type="radio"/> Internet/Bank Transfer
Receipt number(s): _____	Staff Initials: _____