

24 APRIL 2019

FRIENDLY  TRAVEL

**EASTERN EUROPE
GREEK ISLAND CRUISE**

21 DAY HIGHLIGHTS



Emirates

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Richmond
VIC 3121, Australia

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Eastern Europe section of the trip



Greek Islands Cruise section of the trip

QUICK ITINERARY SUMMARY

- Day 1. Melbourne / Dubai
- Day 2. Dubai / Zagreb / Lake Bled
- Day 3. Lake Bled / Ljubljana / Zagreb
- Day 4. Zagreb / Plitvice National Park
- Day 5. Plitvice / Sarajevo
- Day 6. Sarajevo / Mostar
- Day 7. Mostar / Mali Ston / Dubrovnik
- Day 8. Dubrovnik
- Day 9. Dubrovnik / Koto / Cetinje / Podgorica
- Day 10. Podgorica / Skopje
- Day 11. Skopje / Thessaloniki
- Day 12. Thessaloniki / Athens
- Day 13. Athens / Celestyal Cruise
- Day 14. Arrive Mykonos (Greece)
- Day 15. Mykonos / Arrive Milos (Greece)
- Day 16. Arrive Santorini (Greece)
- Day 17. Santorini (Greece)
- Day 18. Arrive Crete (Greece)
- Day 19. Arrive Kusadasi (Turkey)
- Day 20. Athens / Dubai
- Day 21. Dubai / Melbourne

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!

Celestyal Cruises 



Celestyal Crystal is a cruise ship operated by the Cyprus-based Celestyal Cruises. Her yacht inspired design and classic teak promenade decks evoke an intimate atmosphere, with high quality services and a cozy atmosphere.

DATES AND PRICES

BASED ON TWIN SHARING

DEPART	RETURN	CABIN	REGULAR PRICE	EARLY BIRD PRICE (BOOK BEFORE 31 OCTOBER 2018)
24 APRIL 2019	14 MAY 2019	INSIDE	\$8,580*/PERSON	\$8,180*/PERSON
		OCEANVIEW	\$8,780*/PERSON	\$8,380*/PERSON
EARLY PAYMENT OFFER – SAVE A FURTHER \$200/PERSON IF YOU PAY IN FULL BEFORE 30 SEPTEMBER 2018!				
SECONDARY DEPOSIT ONCE TOUR IS GUARANTEED - \$1,900/PERSON FOR INSIDE CABIN OR \$2,100/PERSON FOR OCEANVIEW CABIN				

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

HIGHLIGHTS & INCLUSIONS

- Daily meals as per itinerary
- International airfare (flying with Emirates)
- Entrance to places as per itinerary and English Tour guide
- Daily water provided
- Visit the largest national park of Croatia, UNESCO declared world heritage site - Plitvice Lakes.
- Enjoy spectacular views of top Athens attractions by night
- Enjoy a luxurious cruising experience with Celestyal Crystal Cruise
- Visit the most exciting islands Greece has to offer with shore excursions included

FLYING WITH



Emirates

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



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.

Number of tours join in the last 36 months

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

Discount applied for each tour

DAILY ITINERARY

DAY 1. MELBOURNE /DUBAI

This evening we arrive to the airport all packed and eager to embark on an incredible journey over the next few weeks. Our flight will depart from Melbourne today via Emirates bound for Dubai.

Meals – As per flight

DAY 2. DUBAI / ZAGREB / LAKE BLEĐ

Our flight arrives into Dubai early in the morning and not long after, we board our connecting flight with Emirates also bound for Zagreb. Shortly in the afternoon, we welcome you to the capital of Croatia, Zagreb! Before we visit Zagreb, your trusty coach and tour manager are ready to bring you into Slovenia as we drive to Lake Bled – a “must see” if you are in Slovenia. This glacial lake, with a small island and church on it ‘protected’ by Bled castle, is famous as a sport center and a health resort due to its good climatic conditions.

Meals – As per flight / D

Overnight Stay – Best Western Lake Bled or similar

DAY 3. LAKE BLEĐ / LJUBLJANA / ZAGREB

After breakfast, we head towards Ljubljana, the capital of Slovenia. It is located on the banks of the emerald green river Ljubljanica, Here we visit the Ljubljana castle, The Triple Bridge, Dragon Bridge and Hradecky Bridge which connect the two banks of Ljubljanica. Afterwards we drive back to Zagreb for a guided tour which includes the fortified mediaeval upper town, the Stone gate, St. Mark’s Church, and the Cathedral of St. Stephen, Lotrscak Tower, The University and the Croatian National Theatre, and some of the city popular squares.

Meals – B / L / D

Overnight Stay – ZAGREB CENTRAL or similar

DAY 4. ZAGREB / PLITVICE NATIONAL PARK

This morning we visit the Plitvice Lakes which is the largest national park in Croatia and was declared a world heritage site by UNESCO in 1979. Its breath-taking beauty is comprised of 16 lakes linked by waterfalls and surrounded by forests. This place will take you almost 4 hours to explore, including taking the national park trolley bus transfer and also by electric boat. A must-visit national park when visiting Croatia!

Meals – B / L / D

Overnight Stay – Kosteiski Buk Bihac hotel or similar

DAY 5. PLITVICE / SARAJEVO

After breakfast depart for Bosnia & Herzegovina border and continue to the capital, Sarajevo. The city is surrounded by Dinaric Alps and bisected by the Mijacka River, with buildings and market that is of Turkish influence. A guided sightseeing walking tour of Sarajevo takes you to the old town to see the old Mosques, medresad (schools) and the Bazaars (markets). You will witness the War tunnel of salvation which representative of a symbol of courage and survival. For lunch we include a local meal for you to taste the Sarajevo dishes.

Meals – B / L / D

Overnight Stay – President Hotel or similar

DAY 6. SARAJEVO / MOSTAR

Today after breakfast, we head towards Mostar which is nested in the valley of the river Neretva and it was an Ottoman Empire frontier trading post in the 15th century. Our guide will show us the Turkish quarter, famous for its ancient Turkish houses to understand how people lived during the Ottoman period. Not to be missed is Mostar 16th century Old Bridge with its oriental appearance. At the Old Bridge area, you can see the contrast of the buildings with eastern Ottoman Mediterranean features on one side, and Western European architectural on the other that illustrate Mostar multicultural urban settlement. Overnight in Mostar.

Meals – B / L / D

Overnight Stay – Mostar City Hotel or similar



The mesmerising beauty of Plitvice Lakes (Croatia)



The famous 16th century Old Bridge of Mostar (Bosnia and Herzegovina)

Parthenon ruins in Athen (Greece)



The statue of Alexander the Great in Skopje (Republic of Macedonia)



DAY 7. MOSTAR / MALI STON / DUBROVNIK

Enjoy your breakfast before we depart for Croatia as we weave in and out of Bosnia & Herzegovina. First stop is Ston, offering an unique environment as a town owns the GREAT WALL OF EUROPE (5,5 km), with narrow quiet streets, noble ancient houses and with traces of ancient cultures. History of this Medieval little town reaches back as far as the 14th century. See also how the world’s most expensive salt are created and try out FRIENDLY TOUR unique shell fish and lobster menu for mid day meal. After an insight to southern Croatia, we continue along the coastal route; confronted by the breath-taking blue waters and clear skies all the way till our final destination on the Dalmatian coast.

Meals – B / L / D

Overnight Stay – Cavet Dubrovnik or similar

DAY 8. DUBROVNIK

Dubrovnik is one of the best preserved medieval cities in the Dalmatian coast and is a UNESCO world heritage site. The best way to discover her charm is to take a morning walking sightseeing tour with our guide and explore the care free old quarters. Visit the Rector’s palace, the city walls ,the bastions, a visit to the Franciscan monastery with one of the oldest pharmacies in the world, the Cathedral, Orlando’s Column and bell tower clock. In the afternoon you will have some time to relax and explore by your own.

Meals – B / L / D

Overnight Stay – Cavet Dubrovnik or similar

DAY 9. DUBROVNIK / KOTO / CETINJE / PODGORICA

This morning we depart for Montenegro where we first tour Kotor. Here, we’ll visit the UNESCO protected site built during the Venetian period and the cathedral of St. Triphon. In the afternoon, we travel to the spiritual and political seat of Montenegrin people – Centinje. Visit the monasteries of Centinje and Biljarda, two of the most representative historical heritage sites of Montenegro. The former was constructed in 1701 and rebuilt several times after the Turks destructions.

Meals – B / L / D

Overnight Stay – Podgorica New Star hotel or similar

DAY 10. PODGORICA / SKOPJE

This morning we make our way to Skopje. After lunch we should arrive. City tour covering the Triumphal Gate, the giant statue of Alexander the Great and the old stone bridge, the cultural offering is simply immense.

Meals – B / L / D

Overnight Stay – Holiday Inn Skopje or similar

DAY 11. SKOPJE / THESSALONIKI

After breakfast we drive towards Thessaloniki. After lunch, enjoy a walking tour of this Greek City. Covering Galerious Arch, Rotunda, ARchaeological Museum, St Demetrius Church, Bey Haman Baths, The Church of the Holly Wisdom, Museum of Byzantine, White Tower.

Meals – B / L / D

Overnight Stay – Holiday Inn or similar

DAY 12. THESSALONIKI / ATHENS

Today will be a long day on the coach as we drive from Thessaloniki to Athens. In the afternoon, check into Athens hotel for some rest and packing for next day’s cruise. For the evening, we begin our night tour of Athens. Enjoy spectacular views of top Athens attractions such as the Parthenon, Temple of Zeus and Greek Parliament building, all beautifully floodlit against the night sky. Then, head for a traditional taverna in the old district of Plaka for a delicious Greek dinner and colorful folklore show of traditional dancing, music and song.

Meals – B / Own arrangement enroute / D

Overnight Stay – Stratos Vassilikos or similar

DAY 13. ATHENS / CELESTYAL CRUISE

After breakfast enjoy a full day city tour of Athens. Photo stop at Panathinaiko Stadium where the first Olympic Games took place in 1896. Proceed, passing by Zappeion and Temple of Olympian Zeus. You will then drive past the Athens Trilogy which includes the University of Athens, the Academy of Athens, and the National Library. Afterwards, visit St. Paul’s Church, Parliament, Tomb of the Unknown soldier, Constitution Square and finally the ACROPOLIS. Afterwards we drive to Lavrion ship port to board our Celestyal cruise. Once we have settled on board, enjoy your first dinner on board and around 9–00pm the ship will depart Athens.

Meals – B / L / D *Cruise includes all beverages (alcoholic and non alcoholic)

Overnight Stay – Celestyal Cruise

DAILY ITINERARY

DAY 14. ARRIVE MYKONOS (GREECE)

Arriving into Mykonos at 7am this morning, we welcome you to Greece's most famous cosmopolitan island, a whitewashed paradise in the heart of the Cyclades! Today this port is yours to enjoy!

Meals – B / L / D *Cruise includes all beverages (alcoholic and non alcoholic)

Overnight Stay – Celestyal Cruise

DAY 15. MYKONOS / ARRIVE MILOS (GREECE)

At 7 this morning, our cruise makes her way to the next port. We arrive into Milos at 1pm. Like Santorini, Milos is an island that is not only rich in spectacular sunset views and minerals but also in the things that travelers come to Greece looking for– beautiful beaches, inspiring views, a rich history, white-washed Cycladic villages, excellent food and good-hearted people. Our ship will depart at midnight.

Meals – B / L / D *Cruise includes all beverages (alcoholic and non alcoholic)

Overnight Stay – Celestyal Cruise

DAY 16. ARRIVE SANTORINI (GREECE) – Included shore excursion– “Spectacular Oia Village perched on the Caldera Rim”

We should arrive into Santorini at 8am this morning. This island is the most popular island in Greece. It may be the most popular island in the world! Today, enjoy an included shore excursion “Spectacular Oia Village perched on the Caldera Rim”

Meals – B / L / D *Cruise includes all beverages (alcoholic and non alcoholic)

Overnight Stay – Celestyal Cruise

DAY 17. SANTORINI (GREECE)

Today, this wonderful island is yours to enjoy. At 11pm, our cruise departs for the next port.

Meals – B / L / D *Cruise includes all beverages (alcoholic and non alcoholic)

Overnight Stay – Celestyal Cruise

DAY 18. ARRIVE CRETE (GREECE) – Included shore excursion– “Minoan Palace of Knossos – 1st European civilization”

Arrive into Heraklion this morning. Here is the largest and most densely populated region on the island of Crete. With a unique combination of urban senery and natural wealth, Heraklion is an appealing all-year-round destination. Enjoy an included shore excursion “Minoan Palace of Knossos – 1st European civilization” before we depart for our next port at 8.30pm.

Meals – B / L / D *Cruise includes all beverages (alcoholic and non alcoholic)

Overnight Stay – Celestyal Cruise

DAY 19. ARRIVE KUSADASI (TURKEY) – Included shore excursion– “Ancient Ephesus through Ages”

This morning your cruise will arrive Kusadasi, Turkey. Here we will enjoy our included shore excursion of this beautiful port before boarding back on our cruise ship.

Meals – B / L / D *Cruise includes all beverages (alcoholic and non alcoholic)

Overnight Stay – Celestyal Cruise

DAY 20. ATHENS / DUBAI

We will arrive back into Athens today! This morning just take your time to relax and just before noon, we will be transported to the airport for our flight back to Dubai with Emirates. There is a few hours before we can check in so please have some funds to arrange your own meal here. After we check in and board our flight, sit back and relax ..it's been an amazing journey! We arrive into Dubai late in the evening. Feel free to stretch your legs a bit before re-boarding our flight departing just after midnight.

Meals – B / Own arrangement at airport / As per flight

DAY 21. DUBAI / MELBOURNE

Your flight back home departs after midnight and arrives back into Melbourne in the evening. We hope you enjoyed your holiday!

Meals – As per flight



Whitewashed Oia village at sunset on the island of Santorini (Greece)



Beautiful Island of Samos (Greece)

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 whatsoever 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 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.

Room sharing with another passenger

In the situation of two independent travellers who agree to travel with each other on tour, we request that both make communication before paying the tour deposit and advise us in writing of willingness to travel together.

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. 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 they can have their initial depWosit back.

- Within 60 days of departure date

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

- Decision to split whilst on tour

In the circumstance where both room sharing participants agree to seek their own room whilst on tour, responsibility for any additional fees will be divided equally between participants and is also subject to hotel availability.

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).

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 choose 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 - 21 DAY EASTERN EUROPE & GREEK ISLANDS CRUISE (24 APRIL 2019)

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: _____	