

**3 AUGUST 2017**

**FRIENDLY TRAVEL**



**SOUTH AFRICA  
VICTORIA FALLS**

**17 DAY HIGHLIGHTS**



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Richmond  
VIC 3121, Australia

T  
E  
W

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## QUICK ITINERARY SUMMARY

DAY 1. (3 AUG) MELBOURNE/SINGAPORE

DAY 2. (4 AUG) JOHANNESBURG/CAPE TOWN (VIA JOHANNESBURG)

DAY 3. (5 AUG) CAPE TOWN

DAY 4. (6 AUG) FULL DAY CAPE PENINSULA

DAY 5. (7 AUG) CAPE TOWN/OUTDSHOORN

DAY 6. (8 AUG) OUTDSHOORN/KNSYNA

DAY 7. (9 AUG) KNSYNA/GEORGE/DURBAN

DAY 8. (10 AUG) DURBAN

DAY 9. (11 AUG) DURBAN/JOHANNESBURG

DAY 10. (12 AUG) SOWETO TOUR AND GOLD REEF CITY TOUR

DAY 11. (13 AUG) JOHANNESBURG/VICTORIA FALLS

DAY 12. (14 AUG) VICTORIA FALLS

DAY 13. (15 AUG) VICTORIA FALLS/NELSPRUIT/KRUGER

DAY 14. (16 AUG) KRUGER

DAY 15. (17 AUG) KRUGER/JOHANNESBURG (PANORAMIC ROUTE)

DAY 16. (18 AUG) JOHANNESBURG/SINGAPORE

DAY 17. (19 AUG) SINGAPORE/MELBOURNE

# DATES AND PRICES

BASED ON TWIN SHARING

DEPART	RETURN	REGULAR PRICE	EARLY BIRD PRICE (BOOK BEFORE 30 APRIL 2017)
3 AUGUST 2017	19 AUGUST 2017	8,480/PERSON	\$8,080*/PERSON

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

- Additional fee - visa for Australian passport: US\$50 (Zambia)

## HIGHLIGHTS & INCLUSIONS

- Daily meals as per itinerary
- International airfare (Singapore Airlines)  
Domestic airfare - 3 flights (South African Airways)
- Entrance to places as per itinerary and English Tour guide
- Daily water provided
- Cape town - table mountain and marvellous city tour
- Visit to the fascinating Cango Caves
- Johannesburg city tour with Gold Reef City visit
- Johannesburg - Soweto tour to learn about the struggles of racism in South Africa
- 2 nights at the majestic Victoria Falls (Zambia side)
- 2 nights at Kruger National Safari Park

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):

Number of Tours (in the last 36 months)	1	2	3	4	5	6	7 (or more)
Discount	\$50	\$75	\$100	\$125	\$150	\$175	\$200

IMPORTANT NOTES -

- This program is only applicable to tours run by Friendly Travel
- The Welcome Back program is linked up to each customer and is not transferable
- There is no need to sign up for this program, our Friendly Travel staff have the records from the last 36 months
- Discount is applied at the time we send out the invoices for full payment and subjects to tours going ahead

# DAILY ITINERARY

## DAY 1. MELBOURNE/SINGAPORE

This afternoon depart for Singapore via Singapore Airlines from our home city. Sit back and relax and not long after you'll arrive into Changi International Airport.

Meals : As per flight

## DAY 2. JOHANNESBURG/CAPE TOWN (VIA JOHANNESBURG)

Our flight will depart from Singapore shortly after 1am en-route for Johannesburg for a short transit before reaching Cape town. We should arrive into Cape town early in the morning. Upon arrival, our friendly tour guide will pick us up and we will head off for a tour of this city. Visit Robben Island to start the day off. Afterwards, visit Table Mountain by cable car (weather permitting). The state-of-the-art cable car rotates 360 degrees on its way to the top, offering a panoramic view. Other highlights include a brief tour of the Malay Quarter, city centre, Company Gardens, Castle of Good Hope (time permitting) and Diamond Works. The tour then travels to Milnerton Lighthouse for a photostop.

Meals : As per flight / L / D

Overnight Stay: Capetonian Hotel or similar

## DAY 3. CAPE TOWN

Enjoy your hearty breakfast at the hotel and afterwards, we depart for full day Cape Winelands tour. What is the best feature of the Cape Winelands? It's true that it is renowned for its crisp white and classic French-style red wines, fantastic cheeses and olives; but it also has a stunning wealth of natural rustic beauty with vast estates shaded from the African sunshine by giant oak trees and towering mountains overlooking lush valleys. On this full day tour we will visit and explore the Cape Winelands' principal route. We will see the famous and renowned towns of Paarl, Stellenbosch and Franschhoek. Look forward to a day filled with fine wines, great food and spectacular scenery.

Meals : B / L / D

Overnight Stay: Capetonian Hotel or similar

## DAY 4. FULL DAY CAPE PENINSULA

Today is for fun and adventure! Proceed on a full day guided Cape Peninsula tour and experience some of the most spectacular views in the world. The tour begins with a scenic drive along the Atlantic coast passing through the fishing village of Hout Bay. Then enjoy short boat trip to Duiker Island to view the Cape Fur seals. The tour then heads along Chapman's Peak Drive (if open) on to Cape Point and the Cape of Good Hope Nature Reserve. From there we travel to False Bay and return to Cape Town by way of the Simon's Town naval base where we visit the Penguin colony at Boulders Beach. Travel via Fishhoek fishing village and Muizenberg to Kirstenbosch National Botanical Gardens for a short walking tour of these beautiful gardens. Return to Cape Town in the late afternoon.

Meals : B / L / D

Overnight Stay: Capetonian Hotel or similar

## DAY 5. CAPE TOWN/OUTDSHOORN

Enjoy your hearty breakfast at the hotel this morning and then depart for the town of Oudtshoorn – known as the 'Feather Capital of the World' thanks to its huge ostrich industry. Travel via Du Toitskloof Pass to Worcester. Continue through the Klein Karoo to Oudtshoorn, the 'Ostrich capital'. Visit an Ostrich Farm at Oudtshoorn for the ultimate Ostrich experience. Witness the various stages of an Ostrich's life – from incubation to adulthood. If you have the courage, you can even ride a full-grown ostrich. Close by there is Cango Caves where we will also enjoy a fascinating tour.

Meals : B / L / D

Overnight Stay: Queens Hotel or similar





### DAY 6. OUDTSHOORN/KNSYNA

This morning depart for Cango wild ranch which is sure to quench your thirst for knowledge of nature. Let our fully bilingual guides take you on an adventure where you can explore the facts and fiction surrounding these ancient relics of the past. Come and have a close up view of exquisite tigers, deadly jaguars, magnificent lions and the elegant cheetah while your guide introduces these glorious creatures to you. Later on we depart for Knsyna. On arrival, proceed on a Ferry trail Nature walk at Featherbed Eco Experience – this includes the boat ride, hiking & 4x4 experience. Knsyna is one of the best known lagoons in South Africa. Nestled between the Outeniqua Mountains and the Indian Ocean just outside the town of Knsyna, the lagoon is protected from the ocean by the Knsyna Heads.

Meals : B / L / D

Overnight Stay: Knsyna Log Inn or similar

### DAY 7. KNSYNA/GEORGE/DURBAN

Today we transfer to George airport for our flight to Durban. On arrival, meet and greet by our representative and proceed for Durban city tour. This city has been shaped by early Colonial settlers, the indigenous Zulus and the Indians who arrived as indentured labourers in the 19th Century. Drive along the 'Golden Mile' (Beachfront area). Then we stop at Durban's Botanic Gardens, founded in 1849. Discover the rich Indian history of Durban and experience the unique "Bunny Chow" cuisine. Later transfer to your hotel, check in at your pre-booked hotel and spend the rest of the day at leisure.

Meals : B / L / D

Overnight Stay: Protea Edward Hotel or similar

### DAY 8. DURBAN

Today, depart for Valley of 1000 hills and travel along the scenic valley to the fascinating Phezulu Safari Park. Venture on the tour of the crocodiles, indigenous snakes, traditional Zulu Kraal and Zulu Culture. Later depart for uShaka Marine World tour: UShaka Marine World in Durban is a world-class entertainment and tourism destination. At the end of Durban's Golden Mile is the beginning of uShaka Marine World – spanning over 15 hectares of prime beach front, uShaka Marine World is Africa's largest Marine Theme park. UShaka incorporates fresh and sea water, lush vegetation, natural materials and the re-creation of a wreck of a 1940's cargo ship, with the 5th largest aquarium in the world by volume of water. Later proceed for shopping at Gateway shopping mall.

Meals : B / L / D

Overnight Stay: Protea Edward Hotel or similar

### DAY 9. DURBAN/JOHANNESBURG

This morning we depart for Johannesburg. Half day city tour – Highlights of this half day tour include the historical buildings of downtown Johannesburg passing Hillbrow and the landmark Post Office tower en route; the 'Top of Africa' at the Carlton Centre; the Brixton Tower; the affluent suburb of Houghton, the Supreme Court, the Nelson Mandela Bridge in Newtown and Constitution Hill – home of South Africa's new Constitutional Court and site of Johannesburg's Old Fort Prison. Return via the Botanical Gardens at Emmerentia (time permitting).

Meals : B / L / D

Overnight Stay: Protea Balalaika Hotel or similar

### DAY 10. SOWETO TOUR AND GOLD REEF CITY TOUR

Highlight for today is the Soweto tour: The legacy of apartheid and the incredible stories of the immense resistance to it come intensely to life on this expertly guided tour – drive by the former residences of two South African Nobel Peace Prize winners, as well as visit icons of the 'struggle' such as the Hector Peterson Memorial, the Regina Mundi Church and Freedom Square. You'll also visit several inspiring projects to experience Soweto's on-going strive for community development, and pass by Africa's largest hospital, Chris Hani Baragwanath. Later depart for Gold Reef City, an operational gold mine turned into a theme park. Absorb the atmosphere of the early 1900's and gather precious nuggets of information about the history of the mineral that built this city. Have your photo taken in period costumes, down a pint at the saloon or amble through the animal farm.

Meals : B / L / D

Overnight Stay: Protea Balalaika Hotel or similar

# DAILY ITINERARY

## DAY 11. JOHANNESBURG/VICTORIA FALLS

Enjoy your hearty breakfast at the hotel and afterwards transfer to the airport for our flight to Livingstone, Zambia. Meet and greet and transfer to Avani Victoria Falls Resort. Between 3pm and 4pm we will be picked up for the Sunset boat cruise on the African Queen boat. The cruise is for 2 hours and all drinks are inclusive. After the cruise, transfer back to Zambezi Water Front for dinner.

Meals : B / L / D

Overnight Stay: Avani Victoria Falls Resort or similar

## DAY 12. VICTORIA FALLS

This morning we will meet our guide for the tour of the Victoria Falls. The tour will be done on the Zambian side. After the tour, clients will go and have light lunch at Ocean basket. The afternoon will be at leisure for you to enjoy this magical area (own expenses). Dinner will be served at the Golden leaf restaurant in town.

Meals : B / L / D

Overnight Stay: Avani Victoria Falls Resort or similar

## DAY 13. VICTORIA FALLS/NELSPRUIT/KRUGER

Enjoy your hearty breakfast at the hotel and in the morning we transfer to Livingstone international airport for your onward flight to Nelspruit, which is not too far from Kruger. On arrival, drive to Kruger National Park, check in and spend the rest of the day at leisure.

Meals : B / L / D

Overnight Stay: Protea Kruger Gate Lodge or similar

## DAY 14. KRUGER

Very early in the morning take your packed breakfast, depart for full day safari experience on an 'Open Vehicle' Safari in the Kruger National park, get up close and personal with the Big Five family. Kruger National Park is home to impressive archaeological sites, bushman rock paintings and an abundance of wildlife. Experience the unmatched diversity of its life forms-creating a wildlife experience ranking with the best in the world.

Meals : B / L / D

Overnight Stay: Protea Kruger Gate Lodge or similar

## DAY 15. KRUGER/JOHANNESBURG (PANORAMIC ROUTE)

We drive back to Johannesburg via Panorama route. The magnificent Panorama Route is best known for its cultural heritage and its dramatic landscapes. This route hosts some of the best adrenalin enhancing adventures as well as some more sedate pastimes. One of the major highlights of the region is the Blyde River Canyon Reserve, home to spectacular wildlife and birdlife and some of the best views in South Africa. The Blyde River Canyon is the third largest canyon of its kind in the world. Other highlights include the exquisite waterfalls in Graskop and Sabie, the Echo Caves that speak of Africa's powerful tribes such as Pedi, Mapulane and Swazi, trails left behind by the Voortrekkers in regions such as Lydenberg and Ohrigstad, ancient artistic footprints left by indigenous peoples of Africa and the Gold Rush territory, Pilgrim's Rest. Travel through "Gods playground" to Gods Window overlooking the green Lowveld. From many well-positioned vantage points one has a view of the 33 km long gorge, which starts at "Bourke's Luck Potholes" and ends at the "Three Rondavels". The Potholes are very impressive rock formations that were shaped millions of years ago by erosion.

Meals : B / L / D

Overnight Stay: Peermont Mondior Hotel or similar

## DAY 16. JOHANNESBURG/SINGAPORE

Free time in the morning and then we head off to the airport for our flight to Singapore with Singapore Airlines.

Meals : B / As per flight

## DAY 17. SINGAPORE/MELBOURNE

Our overnight flight arrives into Singapore at 6:10am. Our flight for Melbourne departs at 10:45am and should arrive back into Melbourne (or your other city) in the evening. 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 our 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.

## 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 \$75 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 3121.

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 emailed to our office.

## Bank Details:

Bank Name: WESTPAC

BSB No: 033 365

Account No: 297119

Account Name: Friendly Travel Pty Ltd

## Credit Card Transactions and Fees:

All Visa and Master Card payments will incur a 1.5% surcharge.

All American Express cards will incur a 3.5% 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:

1. More than 60 days prior to departure; loss of deposit and administration fees associated with applicable partial payments
2. Between 22 to 59 days before departure; forfeit of 25% of total tour package plus applicable airline(s)/cruise(s) cancellation fees
3. 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

Friendly Travel reserves the right to cancel or vary a tour prior to departure due to insufficient numbers. In such an event we may offer alternative travel dates or tours. Should these options not be acceptable, Friendly

Travel will refund the full price paid, less 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 an 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](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 an 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.

## 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

This contract is governed by the laws of the state of Victoria in which we operate in and any legal action arising there from shall be litigated only in the appropriate court in that state having jurisdiction in that claim

# 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 - 17 DAY SOUTH AFRICA & VICTORIA FALLS SCENIC HIGHLIGHTS (3 AUG 2017)

## 2. PASSENGER DETAILS

#	Mr/Mrs Ms/Miss	Surname	Given Name(s)	Passport type Nationality Passport number	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  
 Cash       Credit card/Eftpos       Cheque       Internet/Bank Transfer  
 Receipt number(s): \_\_\_\_\_ Staff Initials: \_\_\_\_\_