

10 SEPTEMBER 2019

FRIENDLY  TRAVEL

**CANADIAN ROCKIES
ALASKA CRUISE
HONOLULU**

20 DAY DISCOVERY



QANTAS

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

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Itinerary maps of the trip

QUICK ITINERARY SUMMARY

- Day 01. Melbourne / Los Angeles / Vancouver
- Day 02. Vancouver Island
- Day 03. Vancouver / Kelowna / Salmon Arm
- Day 04. Salmon Arm / Yoho National Park / Banff
- Day 05. Banff / Lake Louise / Johnston Canyon / Banff
- Day 06. Banff / Columbia Icefield / Valemount
- Day 07. Valemount / Kamloops / Vancouver
- Day 08. Vancouver City Tour
- Day 09. Vancouver / Princess Cruise
- Day 10. Princess Cruise / At Sea
- Day 11. Princess Cruise / Juneau
- Day 12. Princess Cruise / Skagway
- Day 13. Princess Cruise / Glacier National Park (Scenic Cruising)
- Day 14. Princess Cruise / Ketchikan
- Day 15. Princess Cruise / At Sea
- Day 16. Arrive Vancouver / Honolulu
- Day 17. Honolulu
- Day 18. Honolulu
- Day 19. Honolulu/ Sydney
- Day 20. Sydney / 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!



PRINCESS CRUISES



Coral Princess is a cruise ship owned and operated by Princess Cruises line. Fully refurbished in January 2016, it was updated with all the latest luxuries you would expect aboard a Princess cruise.

DATES AND PRICES

BASED ON TWIN SHARING

BONUS
\$30**
ON BOARD CREDIT

DEPART	RETURN	CABIN	REGULAR PRICE	EARLY BIRD PRICE (BOOK BEFORE 28 FEBRUARY 2019)
10 SEPTEMBER 2019	29 SEPTEMBER 2019	INSIDE (ID)	\$8,180*/PERSON	\$7,780*/PERSON
		BALCONY (BD)	\$8,780*/PERSON	\$8,380*/PERSON
EARLY PAYMENT DISCOUNT - \$150/PERSON WHEN PAY IN FULL BEFORE 28 FEBRUARY 2019				
SECONDARY DEPOSIT – \$1,500/PERSON FOR INSIDE CABIN OR \$2,100/PERSON FOR BALCONY CABIN				

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

ADDITION FEES FOR AUSTRALIAN PASSPORT HOLDERS: \$20 ESTA FORM FOR USA ENTRY AND \$10 ETA FORM FOR CANADA ENTRY

HIGHLIGHTS & INCLUSIONS

- Airfares + taxes included
- Luxurious stay on the Princess Alaska Cruise
- Lake Louise, Columbia Icefield, Sulphur Mountain, Banff, Yoho National Park
- 3 relaxing nights in Honolulu
- Daily meals as per itinerary
- Daily bottle of water for land content of tour
- Entrance fees to places as per itinerary
- English Tour guide
- **Up to US\$30 bonus ON BOARD CREDIT per person!
(conditions apply and subject to availability)

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.

4 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.

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

Visit the famous Butchart Gardens on Vancouver Island

DAY 1. MELBOURNE / LOS ANGELES / VANCOUVER

Ready for the trip of a lifetime? Today we depart from our local airport at in the morning for our flight bound for Los Angeles. This flight should arrive into Los Angeles in the morning (local time) and our connecting flight a few hours later. Our friendly guide will greet us at the airport upon arrival into Vancouver. Before checking into our hotel, we will drop into Fisherman's Wharf for a photostop. In the evening, we enjoy our first dinner together.

Meals – As per flight / D

Accommodation - Pacific Gateway Hotel or similar

DAY 2. VANCOUVER ISLAND

After breakfast, the group will head off for a whole day tour at Vancouver Island. Your tour will start with a ferry ride to Vancouver Island where you will experience the most exhilarating scenery with an ocean or mountain vista around every corner of the island which includes a visit to the famous Butchart Gardens! Return to Vancouver and for dinner, enjoy the Vancouver sunset at the restaurant. Later, check back at hotel for rest.

Meals – B / L / D

Accommodation – Pacific Gateway Hotel or similar

DAY 3. VANCOUVER / KELOWNA / SALMON ARM

First stop in the morning is Hope located in the Frazer Canyon. Afterwards we make our way to Kelowna in the beautiful Okanagan Valley by noon for a stop at a Famous Organic Winery for Free Icewine Tasting. Whilst here, enjoy a walk along the shore of Lake Okanagan in which the Native Indians believe is home to a lake monster called Ogoopogo. Afterwards, we continue our drive to our hotel.

Meals – B / L / D

Accommodation - Prestige Inn Hotel or similar

DAY 4. SALMON ARM / YOHO NATIONAL PARK / BANFF

This morning, we trail along the world's longest highway – Trans-Canadian #1! We stop by the "Last Spike", a historical site symbolising the completion of this amazing feat of manpower dating back to 1885. We also visit Yoho National Park, Emerald Lake and finally one of Nature's Wonders – Natural Bridge. In the evening, we arrive into the town of Banff in the province of Alberta. Tonight, feel free to wander the main street of Banff at your own leisure!

Meals – B / L / Own Arrangement

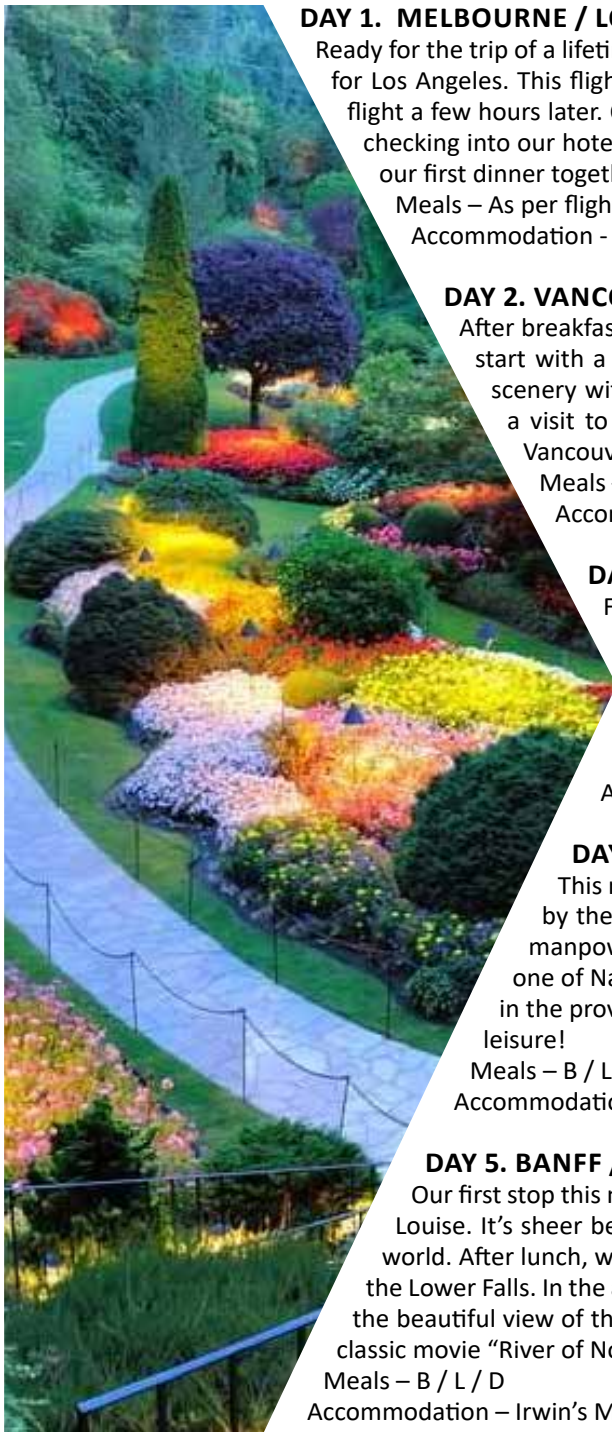
Accommodation – Irwin's Mountain Inn or similar

DAY 5. BANFF / LAKE LOUISE / JOHNSTON CANYON / BANFF

Our first stop this morning will be at where we fondly refer to as the "diamond" of the Rockies - Lake Louise. It's sheer beauty and elegance has attracted millions of visitors every year from all over the world. After lunch, we will drive to Johnston Canyon and walk along the narrow winding scenic trail to the Lower Falls. In the afternoon, we head back to Banff for a gondola ride up Sulphur Mountain to enjoy the beautiful view of the Canadian sunset. Another visit today will at Bow Falls where Marilyn Monroe's classic movie "River of No Return" was shot in 1953.

Meals – B / L / D

Accommodation – Irwin's Mountain Inn or similar



Enjoy the beautiful scenery and wines of Okanagan Valley



An awe-inspiring view of the Glacier National Park from the Princess cruise balcony

DAY 6. BANFF / COLUMBIA ICEFIELD / VALEMOUNT

This morning, we will drive along one of the most visually stunning highways in the world, Icefield Parkway, en-route to Columbia Icefield. Along the way we will also stop by Crow Foot Glacier and Bow Lake. Once we arrive to Columbia Icefield, we'll take the gigantic Ice Explorer transporter which takes us directly on Athabasca glacier which in itself is a fantastic experience. The next attraction here is the Glacier Sky Walk over looking Sunwapta Valley, which is hundreds of feet directly under your feet. Afterwards, we head to the town of Jasper in the late afternoon and will also make stops in Sunwapta and Athabasca Falls along the way. Visit the largest canyon in the Rocky Mountains, Maligne Canyon, before settling into Valemount (meaning valley & mountain) for the night

Meals – B / L / D

Accommodation – Canada Best Value Inn or similar

DAY 7. VALEMOUNT / KAMLOOPS / VANCOUVER

Today, we start our farewell of the Rocky Mountains and we hope you thoroughly enjoyed your time here. On the way back, we will also drop into Sphats Falls located in Wells Grey Provincial Park. We will also stop make a stop in the town of Kamloops – Canada's Ginseng Capital for a tour of one of their factories before heading back to Vancouver

Meals – B / L / D

Accommodation – River Rock Casino Resort or similar

DAY 8. VANCOUVER CITY TOUR

Soon after breakfast, we head out for a pleasant Vancouver City tour! Visits include entry to Capilano Suspension bridge, Stanley Park, China Town and Gas Town (do not hesitate to take a photo of the steam clock!) For lunch, we allow time for you at Granville Island to enjoy a nice meal and soak in the atmosphere. To finish off, we drive to Canada Place where you can take a beautiful picture of the Vancouver Harbour and it's waterfront.

Meals – B / Own Arrangement / D

Accommodation – River Rock Casino Resort or similar

DAY 9. VANCOUVER / PRINCESS CRUISE

This morning, enjoy a bit of free time at the hotel in preparation for our Alaska cruise. Before noon, we will make our way to the pier in preparation for boarding onto the beautiful Coral Princess cruise ship. Once on board, enjoy lunch and your tour leader will provide more information on what can be done today on your first day here. The Coral Princess will depart Vancouver at around 4:30pm.

Meals – B / L (on cruise) / D (on cruise)

Accommodation – Coral Princess

DAY 10. PRINCESS CRUISE / AT SEA

A whole day on a beautiful cruise where you have a chance to explore this wonderful cruise ship. Watch out for whales, seals, porpoises, sea otters and much more as you cruise along at sea!! Overnight stay on cruise.

Meals – As per cruise

Accommodation - Coral Princess

DAY 11. PRINCESS CRUISE / JUNEAU

Juneau is the capital of Alaska State which was founded during a gold rush in 1880. You will enjoy the rich history of Juneau, its' delightful shopping district and stunning views of the water and mountains. Nestled at the foot of Mt. Juneau is the Alaska Panhandle, it faces the water from the mainland side of Gastineau Channel. From massive scenic mountains to historic buildings, this gorgeous capital city is sure to have something for everyone!

Meals – As per cruise

Accommodation - Coral Princess

DAY 12. PRINCESS CRUISE / SKAGWAY

Skagway was the gateway to the gold fields for the thousands who flocked to Alaska and the Yukon with the hope of striking it rich. Skagway may have boasted the shortest route to the Klondike, but it wasn't the easiest. Today, Skagway has less than 1,000 residents. It still retains the flavor of the gold rush era.

Meals – As per cruise

Accommodation – Coral Princess

DAY 13. PRINCESS CRUISE / GLACIER NATIONAL PARK (SCENIC CRUISING)

Take in the awe-inspiring scenery as you enjoy an unforgettable day of sailing through this dazzling park, where you'll glide along emerald waters and past calving icebergs, and can breathe in the crisp, fresh air to your heart's content.

Meals – As per cruise

Accommodation - Coral Princess

DAY 14. PRINCESS CRUISE / KETCHIKAN

Today you will dock into Ketchikan - the Salmon capital of the world! Have a chance to visit the world's largest collection of totem poles when you take up a tour to visit the Saxman Native Village.

Meals – As per cruise

Accommodation – Coral Princess

DAY 15. PRINCESS CRUISE / AT SEA

A whole day on a beautiful cruise where you have a chance to explore this wonderful cruise ship. Watch out for whales, seals, porpoises, sea otters and much more as you cruise along at sea!! Overnight stay on cruise.

Meals – As per cruise

Accommodation – Coral Princess

DAILY ITINERARY

The famous Waikiki beach of Honolulu island

DAY 16. ARRIVE VANCOUVER / HONOLULU

This morning we conclude our visit on the Coral Princess by docking into Vancouver once again! Our local guide for Vancouver will pick us up in the morning and before we board our flight, enjoy some retail therapy at the McArthurglen Outlets. Our flight to Honolulu will depart late afternoon. Upon arrival into Honolulu our local guide will greet you and take you to your hotel for checking int. Please note, on this day you will need to purchase your own lunch and dinner

Meals – B (As per cruise) / Own arrangements for LUNCH and DINNER

Accommodation – Holiday Inn Honolulu or similar

DAY 17. HONOLULU

This morning, our guide will take us on a relaxing tour of Honolulu. Sites of interest include Waikiki beach, Diamond Head, Kahala, the Blow Hole and Hanauma Bay lookout. If time permits, enjoy a bit of shopping at the Waikiele Outlet. Tonight, enjoy your evening at leisure along the main strip of Honolulu to find a nice place for dinner!

Meals – B / L / Own Arrangements

Accommodation – Holiday Inn Honolulu or similar

DAY 18. HONOLULU

This morning our group will enjoy a city tour covering King Kamehameha Statue, Iolani Palace, Punchbowl, China Town and State Capital. Afterwards, visit Pearl Harbour (due to time restriction, no USS Arizona Memorial visit) and learn about the epic conflict between the US and Japan back in 1941 with admission to see the USS Missouri battleship. Afterwards, it is off to the Polynesian Cultural Center located in Laie, Oahu. Here you will learn about the culture and interact with people from the Hawaii, Samoa, Fiji, Tahiti and more! Tonight's dinner will a buffet dinner at the Gateway restaurant also located at the center!

Meals – B / L / D

Accommodation – Holiday Inn Honolulu or similar

DAY 19. HONOLULU/ SYDNEY

At the scheduled time, we will make our way to the airport for our Qantas flight bound for Sydney.

Meals – B / As per flight

DAY 20. SYDNEY / MELBOURNE

This afternoon we will arrive into Sydney airport and for those continuing onto Melbourne, your connecting flight will be shortly after. From everybody at Friendly Travel, we hope you enjoyed your holiday!

Meals – As per flight



Ketchikan - World's capital of salmon is one of our stops on the Princess Cruise trip



The capital city of Alaska, Juneau

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 PO BOX 1295, Richmond North VIC 3121 or 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.

EFPOS – 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 for 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 purchaser.

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 - 20 DAY CANADIAN ROCKIES, PRINCESS CRUISE & HNL (10/9/2019)

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
 Cash Credit card/Eftpos Cheque Internet/Bank Transfer
 Receipt number(s): _____ Staff Initials: _____