

**3 AUGUST 2019**

**FRIENDLY TRAVEL** 

**SOUTH AMERICA**

**20 DAY GRAND TOUR**



  
**LATAM**  
AIRLINES

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Richmond  
VIC 3121, Australia

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E  
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Itinerary map of the trip

## QUICK ITINERARY SUMMARY

- Day 01. Melbourne or Sydney / Santiago (Chile) - via Auckland
- Day 02. Santiago
- Day 03. Vina Del Mar Y Valparaiso
- Day 04. Santiago / Rio De Janeiro (Brazil)
- Day 05. Rio De Janeiro
- Day 06. Rio De Janeiro / Iguassu Falls - Brazilian Side
- Day 07. Iguassu Falls - Brazilian Side
- Day 08. Iguassu Falls - Argentinian Side / Buenos Aires (Argentina)
- Day 09. Buenos Aires
- Day 10. Buenos Aires / Lima (Peru)
- Day 11. Lima
- Day 12. Lima / Cuzco
- Day 13. Macchu Picchu
- Day 14. Cuzco Sightseeing
- Day 15. Cuzco / Puno
- Day 16. Puno / Lake Titicaca
- Day 17. Puno / Lima
- Day 18. Lima / Santiago (Chile)
- Day 19. Santiago / Auckland
- Day 20. Auckland / Melbourne (or Sydney)

### 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!

# DATES AND PRICES

BASED ON TWIN SHARING

DEPART	RETURN	ORIGIN	REGULAR PRICE	EARLY BIRD PRICE (BOOK BEFORE 28 FEBRUARY 2019)
3 AUGUST 2019	22 AUGUST 2019	MEL	\$11,180*/PERSON	\$10,780*/PERSON
		SYD	\$11,080*/PERSON	\$10,680*/PERSON
<b>EARLY PAYMENT OFFER — SAVE A FURTHER \$200/PERSON IF YOU PAY IN FULL BEFORE 28 FEBRUARY 2019!</b>				
<b>SECONDARY DEPOSIT — \$2,000/PERSON ONCE TOUR IS GUARANTEED TO DEPART</b>				

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

Additional AUD 80 Brazil Visa fee and USD 117 Chile Entry fee required for Australian passport holders. You will need to be vaccinated against Yellow Fever with a certificate to join this tour

## HIGHLIGHTS & INCLUSIONS

- Daily meals as per itinerary
- International and Internal airfares (LAN/Qantas)
- Entrance to places as per itinerary and English Tour guide
- Daily bottle of water provided
- Comfortable and well located properties throughout
- Rio Highlights - Christ the Redeemer and Sugarloaf Mountain
- Visit both sides of Iguassu Falls (Brazil and Argentina side)
- Entertaining cultural shows throughout itinerary
- Macchu Picchu visit in Cuzco - A definite highlight!

## FLYING WITH



LATAM is widely recognized as Latin America's leading airline group with its hub at Santiago International Airport. It is certified 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](http://friendlytravel.com.au).

Number of tours join in the last 36 months

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

Discount applied for each tour

# DAILY ITINERARY

## DAY 1. MELBOURNE OR SYDNEY / SANTIAGO (CHILE) - VIA AUCKLAND

All ready and packed for this great journey? Melbourne passengers will fly to Auckland with Qantas to meet up with the Sydney passengers (who will be on the LAN airways flight to Santiago). Upon arrival into Santiago, we will head up San Cristobal hill for a panoramic view of the city. Overnight rest and dinner at hotel.

Meals – As per flight / D

Overnight Accommodation – Atton El Bosque Hotel or similar

## DAY 2. SANTIAGO

This morning, enjoy a morning city tour you will visit key locations where the rich history of this city played out. Santiago is the perfect blend between the old colonial style and modern architecture, characteristics that make the city one of the most interesting in South America. The tour starts with a visit to Forestal Park, which runs along Mapocho River and then it is onto Santa Lucia Hill where from the top you will have a nice panoramic view of the city. You then travel to the heart of the city and Plaza de Armas the spot from where the city has grown throughout. We will also visit the Cathedral, City Council and Central Post Office and the National Historical Museum. Other visits today include the Presidential Palace, Dieciocho Street and Bernardo O'Higgins avenue. Once the tour finishes up we check back into our hotel for a bit of rest in the afternoon. Tonight, we head out for our first dinner show.

Meals – B / L / D

Overnight Accommodation – Atton El Bosque Hotel or similar

## DAY 3. VINA DE MAR Y VALPARAISO

This morning depart from Santiago to the Pacific coast, crossing the Coastal Mountain Range and the Casablanca and Curacaví Valleys. Welcome to Valparaíso, the city where the main commercial port and the Congress of Chile are located. During the tour, visitors are greeted by the multicoloured houses on the hills, parks and diverse historic monuments, traditional bars and restaurants. Visit to "La Sebastiana" and then lunch at a restaurant by the coast. Later, the tour follows to Viña del Mar. Other highlights include central market, Plaza Sotomayer and the monument to the naval heroes of Iquique. By the afternoon we return to Santiago.

Meals – Boxed Breakfast / L / D

Overnight Accommodation – Atton El Bosque Hotel or similar

## DAY 4. SANTIAGO / RIO DE JANEIRO (BRAZIL)

Early morning flight to Rio De Janeiro as we leave our hotel this morning. This evening enjoy a beautiful sunset view of Rio from Sugarloaf mountain. On the way back if time permits enjoy a panoramic drive through Ipanema beach.

Meals – B / As per flight / D

Overnight Accommodation – Arena Leme Hotel or similar

## DAY 5. RIO DE JANEIRO

Today's highlight is a visit to see Christ the Redeemer! Afterwards, we continue the tour with a city panoramic view through downtown Rio, passing by the Sambodrome, the Metropolitan Cathedral (photostop), in pyramid form, with internal diameter of 96 meters and height of 80 meters. Get to know the traditional Cinelândia square with the historical buildings, the Municipal Theater, the National Library and the National Museum of Fine Arts.

Meals – B / L / D

Overnight Accommodation – Arena Leme Hotel or similar

## DAY 6. RIO DE JANEIRO / IGUASSU FALLS BRAZILIAN SIDE

In the morning depart for your flight towards Iguassu Falls, one of the most beautiful waterfalls in the world. For today's excursion, we go to Itaipu Dam, a joint project between Brazil and Paraguay. After the tour of this massive dam, we enjoy dinner and then rest back at the hotel.

Meals – Box Breakfast / L / D

Overnight Accommodation – Wish Resort Golf Convention Foz de Iguacu or similar



Plaza de Armas in the heart of Santiago (Chile)



Christ the Redeemer - the icon of the city of Rio de Janeiro (Brazil)

Mesmerising beauty of Iguassu Falls



The vibrance of La Boca with colourful houses (Argentina)



#### **DAY 7. IGUASSU FALLS - BRAZILIAN SIDE**

Today, spend a whole day in an escorted walking tour to the Brazilian side of the falls through path footbridges and belvederes. 275 cascades from a mile and a half long crescent where torrents of water plunge down to the basin 230 feet high; all strategically placed to give the tourist the best view allowing you to see each and every fall. In the evening you will be amazed by the colour and rhythm of Brazil at a lively Samba show.

Meals – B / L / D

Overnight Accommodation –Wish Resort Golf Convention Foz de Iguacu or similar

#### **DAY 8. IGUASSU FALLS - ARGENTINIAN SIDE / BUENOS AIRES (ARGENTINA)**

Early this morning, we visit the Argentinean side of the falls which is equally as breathtaking! Your guide will accompany you as you drive across the border from Brazil towards Argentina. Then just before noon we will be transferred for our flight to Buenos Aires. Tonight we say “Hola” to our local Argentina tour guide who will take us to dinner then back to hotel for rest.

Meals – B / L / D

Overnight Accommodation – Argenta Hotel or similar

#### **DAY 9. BUENOS AIRES**

Today, we tour one of the famous Gauchos Ranch enjoy their native dance shows. We also get the unique opportunity to experience horseback and carriage rides. For lunch, we try the famous Argentine wine together with their famous barbecued meats – their beef is one of the best in the world! In the evening, enjoy a famous Tango Show and dinner at a typical Argentina restaurant.

Meals – B / L / D

Overnight Accommodation – Argenta Hotel or similar

#### **DAY 10. BUENOS AIRES / LIMA (PERU)**

For this morning, experience the magic of Argentina’s capital city. In this most complete overview of the Paris of South America we will visit the glamorous neighborhoods of Recoleta and its most famous cemetery, Palermo, May Square and the Pink House, Colon House, the Metropolitan Cathedral, the newest & trendiest Puerto Madero Area and many other emblematic buildings and palaces of unique architectural, historical, and cultural value. We will also visit the neighbourhood of La Boca. In the afternoon we make our way to the airport for our flight to Lima. Upon arrival into Lima (very late), our guide will greet us and take us back for rest.

Meals – B / L / Own Arrangement

Overnight Accommodation – Casa Andina Select hotel or similar

#### **DAY 11. LIMA**

Spend a bit of time this morning to relax and recuperate. Just before noon we will head out together for lunch and afterwards, enjoy a city tour of Lima. You will be driven to the center of the colonial city, the Main Square, Presidential Palace which will also include a visit to San Francisco Church.

Meals – B / L / D

Overnight Accommodation – Casa Andina Select or similar

#### **DAY 12. LIMA /CUZCO**

This morning we fly to Cuzco airport and upon arrival we make our journey to our hotel in the Sacred Valley (about 2 hour drive) which is closer to Macchu Picchu for our next day. Upon arrival, we rest up and have dinner at a local restaurant.

Meals – B / L / D

Overnight Accommodation – Casa Andina Sacred Valley Hotel or similar

#### **DAY 13. MACCHU PICCHU**

Today we take a comfortable train to Machu Picchu- (Please note: due to changes to the visits to Macchu Picchu, it will either be a morning or afternoon visit and will be confirmed closer to arrival) It is a city located high in the Andes Mountains in modern Peru. It lies 43 miles northwest of Cuzco at the top of a ridge, hiding it from the Urubamba gorge below. The ridge is between a block of highland and the massive Huaynac Picchu, around which the Urubamba River takes a sharp bend. The surrounding area is covered in dense bush, some of it covering Pre-Colombian cultivation terraces. Enjoy lunch at the mountain. Afternoon return to Sacred Valley and dinner back at the hotel

Meals – B / L / D

Overnight Accommodation – Casa Andina Sacred Valley Hotel or similar

# DAILY ITINERARY

## DAY 14. CUZCO SIGHTSEEING

This morning depart Sacred Valley for our tour of Cuzco. Get to know the city of Cuzco, an UNESCO World Cultural Heritage site and possessor of a style all its own. The tour begins at the Koricancha Temple, an old Incan palace and main center for the worship of the sun god, Inti. Once the Spanish conquered Peru, the Dominican order built a lovely church over top this temple's foundations: the church of Santo Domingo, that is still there today. Your next destination is the Main Square, and then the adventure continues at the Sacsayhuaman Fortress built of enormous stone blocks expertly shaped by the Incas. It is strategically located at the top of a hill overlooking the city of Cuzco. The tour continues with visits to three archeological sites: Qenko, Puca-Pucara, and Tambomachay, important religious and administrative centers for the Incas. Dinner show tonight.

Meals – B / L / D

Overnight Accommodation – Casa Andina Private Collection Hotel or similar

## DAY 15. CUZCO / PUNO

You will start our trip by bus to Puno, so you can enjoy the wonderful scenery on the way. First you will visit Andahuaylillas, a town where a precious church from the 17th century boasts an amazing organ decorated with angels and cherubs. Then we stop at LA RAYA to take some photos – this point is one of the highest in the world. After this you will visit Racchi ruins, known as “The Temple of God Wiracocha”. Lunch on route.

Meals – B / L / D

Overnight Accommodation – Sonesta Posadas Del Inca or similar

## DAY 16. PUNO / LAKE TITICACA

The trip begins early as you head out of the city of Puno towards Taquile Island, about 35 kilometers away and 3950 meters above sea level. The culture on the island is old, dating back to Pre-Incan times. The islanders still live according to the traditions and beliefs of their ancestors and are world renowned for their lovely outfits and incredible textiles. Next, while still on the island, you will visit the community of Huayllano, whose members will show you their normal artistic, handicraft, and farming activities. After this time of sharing, you will enjoy a traditional lunch and then sail over to the famous Uros Islands, a set of man-made floating islands in the middle of the Lake Titicaca National Reserve. At the end of the trip you will be taken back to your hotel.

Meals – B / L / D

Overnight Accommodation – Sonesta Posadas Del Inca or similar

## DAY 17. PUNO / LIMA

After breakfast we bid farewell to our guide and head off to the airport for our flight to Lima. Lunch at your own arrangement whilst waiting at Juliaca airport which is about 2 hours away from Puno. Upon arrival check into hotel for rest and free time tonight.

Meals – B / Own Arrangement at airport / D

Overnight Accommodation – Casa Andina Hotel or similar

## DAY 18. LIMA / SANTIAGO (CHILE)

This morning, we check out for our flight to Santiago. Please note that due to the long connection, you will have about 5 hours transit time in Santiago airport.

Meals – B / Own Arrangements

## DAY 19. SANTIAGO / AUCKLAND

Your flight to Auckland departs shortly after midnight with LAN airways, we invite you to sit back and relax - reflect on the great times you have just experienced.

Meals – As per flight

## DAY 20. AUCKLAND / MELBOURNE OR SYDNEY

Early in the morning we will arrive into Auckland airport for a short transit and not long after you will reboard on a Qantas flight bound for Melbourne or Sydney. We hope you enjoyed your visit to South America!

Meals – As per flight



The picturesque Taquile Island on lake Titicaca (Peru)



The city of Cuzco is a UNESCO World Cultural Heritage site itself (Peru)

# 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.  
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 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](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.

## 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 whomsoever 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](mailto:sales@friendlytravel.com.au)).

## Customer Privacy

We are collecting your personal information so that we can process your booking. We will also keep you up to date with other Friendly Travel tours and product information which may be of interest to you if you have consented to this. You can opt out of receiving information at any time if you chose to do so by emailing us. You understand that Friendly Travel may post images or photos taken during tours via our company website and social media outlets and also may use comments for future advertising and publicity material. By signing your 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 SOUTH AMERICA GRAND TOUR (3 AUGUST 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: \_\_\_\_\_