

**18 APRIL 2020
30 MAY 2020
7 AUGUST 2020
20 SEPTEMBER 2020**

**23 DAY BEST OF
USA & CANADA**

FRIENDLY  TRAVEL



QANTAS

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

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W

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www.friendlytravel.com.au



1st part of the itinerary



2nd part of the itinerary

QUICK ITINERARY SUMMARY

Day 1. Melbourne / Los Angeles
 Day 2. Los Angeles / Universal Studios / Los Angeles
 Day 3. Los Angeles / Las Vegas
 Day 4. Las Vegas / Grand Canyon West Rim / Las Vegas
 Day 5. Las Vegas / Fresno
 Day 6. Fresno / Yosemite / San Francisco
 Day 7. San Francisco
 Day 8. San Francisco / Boston
 Day 9. Boston
 Day 10. Boston / Waterbury / Quebec
 Day 11. Quebec – City Tour
 Day 12. Quebec / Montreal (City Tour) / Cornwall

Day 13. Cornwall / Toronto
 Day 14. Toronto / Niagara Falls
 Day 15. Niagara Falls / Harrisburg
 Day 16. Harrisburg / Washington
 Day 17. Washington
 Day 18. Washington / Philadelphia / New York
 Day 19. New York
 Day 20. New York, New York!
 Day 21. New York / Los Angeles / Melbourne
 Day 22. In Flight
 Day 23. Arrive 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!

FLYING WITH



DATES AND PRICES

BASED ON TWIN SHARING

DEPART	RETURN	REGULAR PRICE* (TWIN SHARE)	EARLY BIRD PRICE* (TWIN SHARE)	EARLY PAYMENT DISCOUNT	SECONDARY DEPOSIT IF TOUR IS GUARANTEED
18 APRIL 2020	10 MAY 2020	\$9,180	\$8,780 (BOOK BEFORE 30/11/2019)	\$200 (PAY IN FULL BEFORE 31/10/2019)	\$500
30 MAY 2020	21 JUNE 2020	\$9,280	\$8,880 (BOOK BEFORE 30/11/2019)	\$200 (PAY IN FULL BEFORE 31/10/2019)	\$500
7 AUGUST 2020	29 AUGUST 2020	\$9,280	\$8,880 (BOOK BEFORE 28/02/2020)	\$200 (PAY IN FULL BEFORE 31/01/2020)	\$500
20 SEPTEMBER 2020	12 OCTOBER 2020	\$9,280	\$8,880 (BOOK BEFORE 31/03/2020)	\$200 (PAY IN FULL BEFORE 28/02/2020)	\$500
<p>1. FIRST 15 - TO JOIN WILL ALSO ENJOY AN ADDITIONAL \$100 DISCOUNT! 2. EARLY PAYMENT OFFER - SAVE EVEN MORE OFF YOUR PACKAGE IF YOU PAY IN FULL!</p>					

SPECIAL NOTE: AUSTRALIAN PASSPORT HOLDERS REQUIRE AN ESTA FORM - WE CAN DO FOR YOU AT \$40/PERSON

* **ALL IN PRICING**

Price includes land and air contents, airport taxes and gratuities.

HIGHLIGHTS & INCLUSIONS

- Return flights international flights (including airfare and airport taxes)
- One way flight from San Francisco to Boston (airfare + taxes)
- Accommodation as per itinerary
- Meals as per itinerary
- English tour guide and bus services
- Entries to places listed on itinerary
- Prepaid gratuities

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

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

The program works as follows :

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

Number of tours join in the last 36 months

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

Discount applied for each tour

DAILY ITINERARY

DAY 1. MELBOURNE / LOS ANGELES

This morning, we meet at the airport and board our Qantas flight bound for Los Angeles. This is a direct flight and we anticipate to arrive into LAX early in the morning. Upon arrival, meet and greet with local tour guide and off we go! Visits today include Santa Monica Beach, drive through of the beautiful area of Beverly Hills and home to many celebrities, Rodeo Drive and Sunset strip.

Meals – As per flight / L / D

Accommodation – Fullerton Hotel or similar

DAY 2. LOS ANGELES / UNIVERSAL STUDIOS / LOS ANGELES

This morning, enjoy a visit to downtown LA to visit Hollywood Blvd! We will have photostops at Mann's Chinese Theatre and Walk Of Fame, if time permits, enjoy a bit of free time. Around noon, we will make our way to Universal Studios for our half day visit. Lunch at own at Universal.

Meals – B / Own lunch at Universal Studios / D

Accommodation – Fullerton Hotel or similar

DAY 3. LOS ANGELES / LAS VEGAS

Before we leave the City of Angels, we drop in quickly to Asian Garden Mall for a bit of free time to explore and arrange our own lunch there as well. At early noon, we will make our way to Las Vegas – the city that never sleeps! After checking into our accommodation, enjoy an early dinner at the hotel. Tonight, we gather together and go on an exciting night bus tour of the bright lights of Las Vegas.

Meals – B / Own arrangement at Asian Garden Mall / D

Accommodation – Treasure Island Hotel or similar

DAY 4. LAS VEGAS / GRAND CANYON WEST RIM / LAS VEGAS

After breakfast at the hotel, we head off to visit Hoover Dam – one of the seven Wonders of the Industrial World for a photostop. Then onwards to the Grand Canyon West Rim. The West Rim is closer to Las Vegas and so you will have more time to enjoy this wonderful place. Back to Vegas for overnight and free time at leisure.

Meals – B / L / Own arrangement

Accommodation – Treasure Island Hotel or similar

DAY 5. LAS VEGAS / FRESNO

Before we depart Las Vegas, drop into either North or South Las Vegas Premium outlet for some shopping. Afterwards, we continue our drive towards Fresno – the agriculture centre of California.

Meals – B / Own arrangement at Outlet / D

Accommodation – Hilton Double Tree hotel or similar

DAY 6. FRESNO / YOSEMITE / SAN FRANCISCO

In the morning we visit Yosemite National Park to see the beautiful waterfalls and walk along trails among towering pine trees- be amazed of such beauty natural scenery. In the afternoon continue to San Francisco – home to many amazing sights and sounds.

Meals – B / L / D

Accommodation – Crown Plaza Concord hotel or similar

DAY 7. SAN FRANCISCO

Hello San Francisco! This city is the leading financial and cultural centre of Northern California. Today we spend a whole day in San Francisco to visit Golden Gate Bridge, Fisherman's Wharf, Lombard Street and Chinatown, etc

Meals – B / L / D

Accommodation – Crown Plaza Concord hotel or similar



Hoover Dam - one of the seven Wonders of the Industrial World



Golden Gate Bridge - a trademark of San Francisco

St Joseph's Oratory (Montreal)



Majestic Niagara Falls, Canada



DAY 8. SAN FRANCISCO / BOSTON

Early this morning, we take our boxed breakfast and make our way to San Francisco airport for our flight to Boston. We anticipate to arrive late afternoon and upon arrival, your local guide will pick you up and take you out to dinner tonight. Then off to hotel for rest.

Meals – B / Own Arrangement / D

Accommodation – Radisson Nashua Hotel or similar

DAY 9. BOSTON

After breakfast, we start off with a Boston City tour which includes visits to Harvard University, MIT. Boston is one of the oldest cities in the US and is often considered an international centre of higher education. Then to Quincy Market for shopping, free time and choose from the many food outlets at this busy market! Harbour cruise (45 min) in the afternoon. Tonight, enjoy Boston lobster for dinner!

Meals – B / Own Arrangement at Quincy Market / D

Accommodation – Radisson Nashua Hotel or similar

DAY 10. BOSTON / WATERBURY / QUEBEC

After breakfast we drive to Waterbury, attend a tour of Ben and Jerry's Ice cream, then afterwards continue to Quebec city. Dinner and then check into hotel

Meals – B / L / D

Accommodation – Hotel Signature or similar

DAY 11. QUEBEC – CITY TOUR

A UNESCO World Heritage treasure. Sightseeing tour of Quebec City to see the Chateau Frontenac, the Notre Dame Basilica, the Ancient Place Royal, Laval Seminary and the French market at Quartier Petit Champlain (Place d'Armes).

Meals – B / L / D

Accommodation – Hotel Signature or similar

DAY 12. QUEBEC / MONTREAL (CITY TOUR) / CORNWALL

This morning we say goodbye to Quebec city and make our way to Montreal. Upon arrival we enjoy a nice city tour in afternoon with visits including St Joseph's Oratory. We will stay overnight in the area of Cornwall.

Meals – B / L / D

Accommodation – Best Western Cornwall or similar

DAY 13. CORNWALL / TORONTO

After breakfast, we start our drive towards Toronto but along the way we will visit 1000 island and board a nice relaxing cruise and enjoy the marvellous scenery.

Meals – B / L / D

Accommodation – Hotel Don Valley or similar

DAY 14. TORONTO / NIAGARA FALLS

After breakfast we enjoy a bit of time in Ontario's capital city. This morning, we go up CN Tower for a view of the city, then drop by Sky Dome Sport Complex for an outside visit, City Hall and other places of interest such as St Lawrence Market. In the afternoon, we drive to Niagara Falls area.

Meals – B / L / D

Accommodation – Niagara Falls Sheraton or similar

DAY 15. NIAGARA FALLS / HARRISBURG

This morning, the majestic Niagara Falls on the Canadian side is for yours to experience! For the falls tour, we will board the Hornblower Cruise line and we will get up and close to the falls. Afterwards, enjoy lunch at Skylon tower with views of the Falls to admire. In the afternoon we will drive back into USA and make our way to the area of Harrisburg for overnight rest.

Meals – B / L / D

Accommodation – Best Western Hotel or similar

DAILY ITINERARY

DAY 16. HARRISBURG / WASHINGTON

After breakfast, we will drop into Hersey's Chocolate World and then Corning Glass Centre. The Museum of Glass is a museum dedicated to the art, history and science of glass. Continue to Washington DC afterwards.

Meals – B / L / D

Accommodation – Crown Plaza Dulles or similar

DAY 17. WASHINGTON

We officially welcome you to Washington DC, the capital city of the United States. Washington DC is home to many national monuments and museums and is the centre to all three branches of the federal government. Spend a whole day in Washington DC to visit the Lincoln Memorial, Vietnam and Korea War Memorial, Capitol Hill and the White House, etc. In the afternoon, we go on a guided tour of the Air and Space Museum.

Meals – B / L / D

Accommodation – Crown Plaza Dulles or similar

DAY 18. WASHINGTON / PHILADELPHIA / NEW YORK

Soon after breakfast, our trusty coach will transport us to the city of brotherly love – Philadelphia, which is the fifth most populated city of the United States. Once here, enjoy visits to the Independence Hall and Liberty Bell, etc. In the late afternoon we continue to New York.

Meals – B / L / D

Accommodation – Hilton Newark or similar

DAY 19. NEW YORK

After a well deserved rest, the city of New York is yours to enjoy over the next few days! This morning we take a ferry across to Liberty Island for a walk around and hopefully you will be able to take a perfect photo of Lady Liberty. Afterwards, drop into Wall Street and Memorial Park for a walking tour and finish up at 9/11 Ground Zero for a photostop. In the afternoon, we head up the Empire State Building to enjoy a panoramic view of this amazing city.

Meals – B / L / D

Accommodation – Hilton Newark or similar

DAY 20. NEW YORK, NEW YORK!

This morning we take some time to visit the famous Central Park – this urban park is located in middle-upper Manhattan, within New York City. Central Park is the most visited urban park in the United States, with 40 million visitors in 2013. It is also one of the most filmed locations in the world. Take a 45min horse and carriage ride in the morning to explore the area. We then make a photostop outside the Rocker Feller Centre and will have a bit of time to enjoy Times Square. After lunch, enjoy a bit of free time to stroll the famous in 5th Avenue – enjoy the sights and sounds or just even window shopping!

Meals – B / L / D

Accommodation – Hilton Newark or similar

DAY 21. NEW YORK / LOS ANGELES / MELBOURNE

Before we say goodbye to New York, we drive to Woodberry outlet for some final retail therapy! Then in the early afternoon we drive to JFK airport for our Qantas flight bound for Los Angeles. After a short transit in LAX, we reboard our flight bound for home. We invite you to sit back and relax – you will be home soon.

Meals – B / Own lunch at Woodberry outlet / As per flights

DAY 22. IN FLIGHT

You will be in flight during this time.

Meals – As per flight

DAY 23. ARRIVE MELBOURNE

Due to the time difference, you will arrive back home two days later in the morning. We hope you enjoyed your tour!

Meals – As per flight



Independence Hall (Philadelphia)



The Famous Lady Liberty (New York)

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 26 November 2019): All Visa and MasterCard credit/debit card payments will incur a 1.20% surcharge.

All American Express cards will incur a 2.30% surcharge.

EFTPOS – no surcharge. Please note that after 31 January 2020 we will no longer be accepting EFTPOS

Cancellations by Customer

All cancellations must be in writing to Friendly Travel and will be subject to the following cancellation charges from the date the written cancellation is received:

More than 60 days prior to departure; loss of deposit and administration fees associated with applicable partial payments
Between 22 to 59 days before departure; forfeit of 25% of total tour package plus applicable airline(s)/cruise(s) cancellation fees
Cancellation within 21 days of departure: – the whole tour cost
In the event of a cancellation any refunds will be less administration fees including visa, transfer fees, fuel surcharge and any other transport related cancellation fees and any applicable amendment fees.

Regrettably, cancellation charges and fees cannot be waived. There can be no exceptions. No refund will be made for any unused portions of the holiday after the departure date. Please note that employees of any overseas company or staff of Friendly Travel outside Australia are not authorised to give any guarantees or agreements to customers in respect of refunds or any other matters.

Cancellations by Friendly Travel Service

Within 75 days prior to the scheduled tour departure date, Friendly Travel will review if we have sufficient numbers. We reserve the right to cancel or vary a tour prior to departure due to insufficient numbers or operational changes out of our control. In such an event we may offer alternative travel dates or tours and if there is

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

Hotel Descriptions, maps, pictures and Itinerary variations

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

Reservation and Check-in time

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

Insurance and Seatbelts

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

Submitting complaints and customer feedback

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

Customer Privacy

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

Agent Responsibilities

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

Law of Contract

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

BOOKING FORM



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

1. NAME OF TOUR - 23 DAY BEST OF USA AND CANADA TOUR 18 APRIL 2020 7 AUGUST 2020
 30 MAY 2020 20 SEPTEMBER 2020

2. PASSENGER DETAILS

#	Title (Mr/ Mrs/ Ms/ Miss)	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 _____ _____	

*Twin is standard, but we will try our best to accommodate where possible but it is not a guarantee

3. MAIN POINT OF CONTACT DETAILS

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

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

Passenger 1
 Name: _____ Relationship: _____ Contact number: _____
 Passenger 2
 Name: _____ Relationship: _____ Contact number: _____
 Passenger 3
 Name: _____ Relationship: _____ Contact number: _____
 Passenger 4
 Name: _____ Relationship: _____ Contact number: _____

5. CUSTOMER DECLARATION

On behalf of all above person(s), I have read, understand and accept the tour booking conditions on this brochure. I am fit to travel and do not require special assistance (If over 70 years of age we may ask for a doctor's certificate). Please tick - I have been made aware of the following by a Friendly Travel Representative:
 Package Price Applicable airport taxes and levies Visa fees which might apply Misc. service fees
 Name: _____ Signed: _____ Date: _____

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