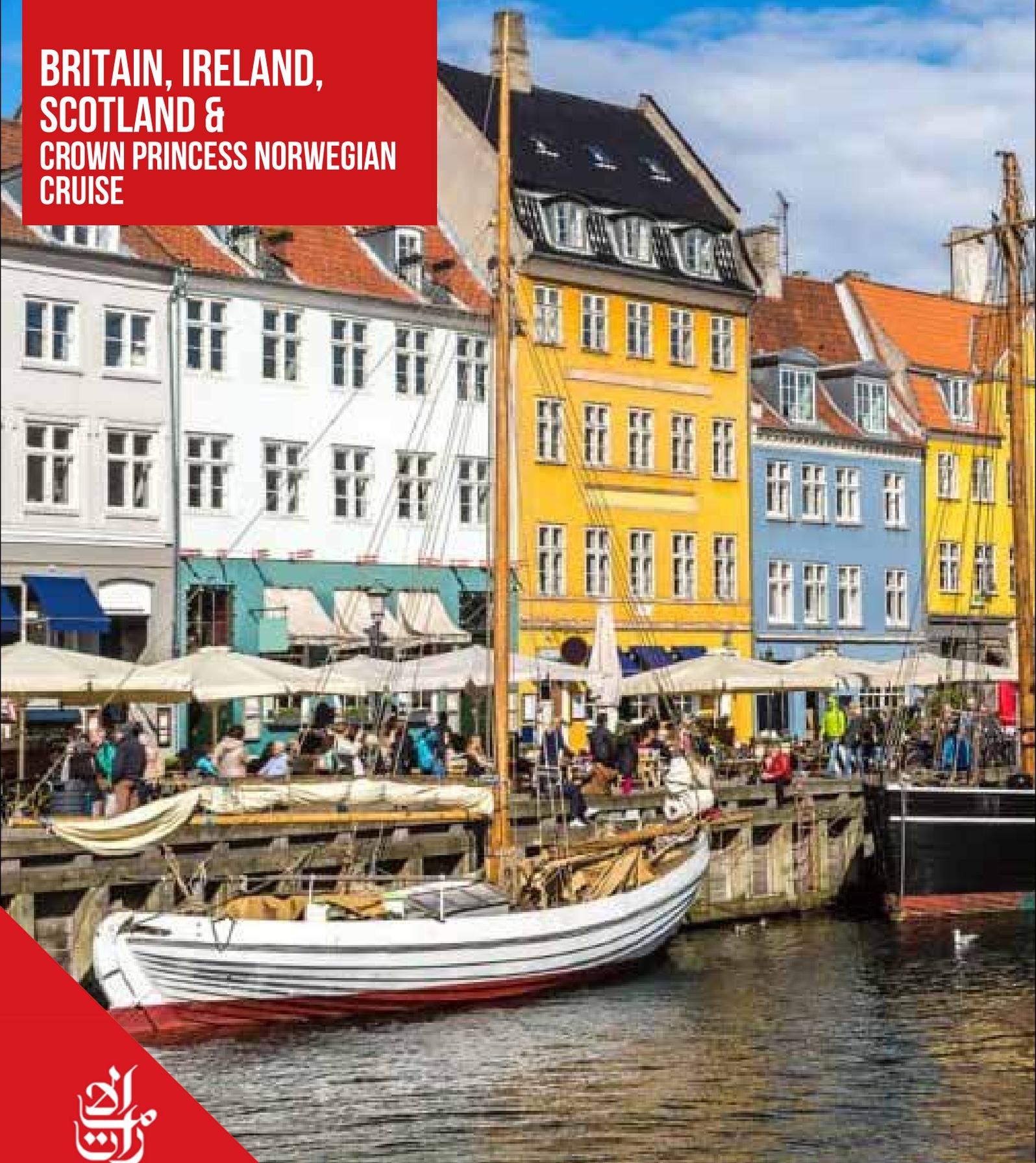


4 AUGUST 2020

FRIENDLY  TRAVEL

20 DAY BEST OF

**BRITAIN, IRELAND,
SCOTLAND &
CROWN PRINCESS NORWEGIAN
CRUISE**



Emirates

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

T
E
W

(03) 9326 9899
sales@friendlytravel.com.au
www.friendlytravel.com.au



1st part of the Itinerary



2nd part of the itinerary

QUICK ITINERARY SUMMARY

- | | |
|--|--|
| Day 1 – Melbourne / Dubai | Coventry |
| Day 2 – Dubai / Dublin | Day 11 – Coventry / Stratford-upon Avon / London |
| Day 3 – Dublin / Belfast | Day 12 – London / Princess Cruise |
| Day 4 – Belfast / Glasgow | Day 13 – Princess Cruise (At Sea) |
| Day 5 – Glasgow / Loch Lomond / Fort William | Day 14 – Arrive Stavanger (Norway) |
| Day 6 – Fort William / Isle Of Skye / Aviemore | Day 15 – Arrive Olden (Norway, Tendered) |
| Day 7 – Aviemore / Inverness / Edinburgh | Day 16 – Arrive Skjolden/ Sognefjord (Norway) |
| Day 8 – Edinburgh | Day 17 – Arrive Bergen (Norway) |
| Day 9 – Edinburgh / Lake District / Liverpool | Day 18 – Princess Cruise (At Sea) |
| Day 10 – Liverpool / Manchester / | Day 19 – London / Dubai |
| | Day 20 – Dubai / Melbourne |

BEFORE YOU BOOK

Price based on departing from Melbourne

If you are from another state, please let us know and we will check pricing for you!

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
4 AUGUST 2020	23 AUGUST 2020	\$9,580 (CAT OE OCEANVIEW CABIN)	\$9,180 (BOOK BEFORE 28/2/2020)	\$200 (PAY IN FULL BEFORE 31/01/2020)	\$2,300
		\$9,880 (CAT BD BALCONY CABIN)	\$9,480 (BOOK BEFORE 28/02/2020)	\$200 (PAY IN FULL BEFORE 31/01/2020)	\$2,600
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!					

* ALL IN PRICING

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

HIGHLIGHTS & INCLUSIONS

- Return flights with Emirates Airlines (including airport taxes)
- Cruise fare on board the Celebrity Silhouette (Category 9 or 1C)
- Accommodation as per itinerary
- Sumptuous meals as per itinerary
- English Tour guide and bus services
- Entries to places listed on itinerary
- Daily water provided
- Cruise fare with Princess cruises as per package

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

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

The program works as follows :

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

Number of tours join in the last 36 months

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

Discount applied for each tour

DAILY ITINERARY

DAY 1 – MELBOURNE / DUBAI

Ready for this exciting tour to see the best of the United Kingdom? This evening our group will meet at the airport to board our Emirates airlines flight bound for Dubai.

Meals – As per flight

DAY 2 – DUBAI / DUBLIN

Early this morning, we land into Dubai and after a short transit, we reboard our flight bound for Dublin. Welcome to Ireland! Upon arrival your trusty long distance coach and local guide will soon bring you on a quick orientation about town. Take in the sights of the St. Patrick's Cathedral, Trinity College, Phoenix Park and the Georgian Square. We then check into our hotel for an early dinner.

Meals – As per flight / D

Hotel – Mercure North Dublin hotel or similar

DAY 3 – DUBLIN / BELFAST

Today we will visit the spectacular Giant's Causeway, a set of some massive 40,000 basalt cliffs along the coast of Northern Ireland. Travel to Belfast, the capital and largest city of Northern Ireland. Join an orientation tour of Belfast, view City Hall, Queen's University, Stormont Castle, St Anne Cathedral, St George & Market, the Belfast shipyards of Harland.

Meals – B / L / D

Hotel – Holiday Inn Belfast or similar

DAY 4 – BELFAST / GLASGOW

After a hearty breakfast, we will cross the Iris Sea to Scotland by ferry and continue the journey to Glasgow, a port city on the River Clyde in Scotland's western Lowlands. Join an orientation tour and see the George Square, GoMA and Duke of Wellington Statue (Glasgow), Merchant City, Glasgow Cathedral, Trongate and Glasgow Green.

Meals – B / L / D

Hotel – Novotel hotel or similar

DAY 5 – GLASGOW / LOCH LOMOND / FORT WILLIAM

Journey along the Loch Lomond before making a quick photo stop at Glencoe, a film location used in Skyfall and Harry Potter. We arrive in Fort William and take the Jacobite Steam Train, a journey described by many as one of the great railway journeys of the world. The steam train played a starring role as the Hogwarts Express – taking Harry from platform 9 ¾ all the way to Hogwarts. Take the journey over the magnificent Glenfinnan Viaduct, whilst enjoying views of Loch Shiel from your window, another key location featured in the films. After arriving in Mallaig, we will make our way to the coast and boarding a ferry over the sea to the Isle of Skye. Note: If Jacobite Steam Train is not available, we will use the normal train service instead.

Meals – B / L / D

Hotel – Fort William Hotel or similar

DAY 6 – FORT WILLIAM / ISLE OF SKYE / AVIEMORE

We will make our way to the coast for crossing over to the Isle of Skye. Visit the Eilean Donan Castle, one of the most recognised castles in Scotland. Strategically located on its own little island, it overlooks the Isle of Skye. It is also situated at a point where three great sea lochs meet, and is surrounded by the majestic splendour of the forested mountains of Kintail.

Meals – B / L / D

Hotel – Aviemore Area Hotel or similar

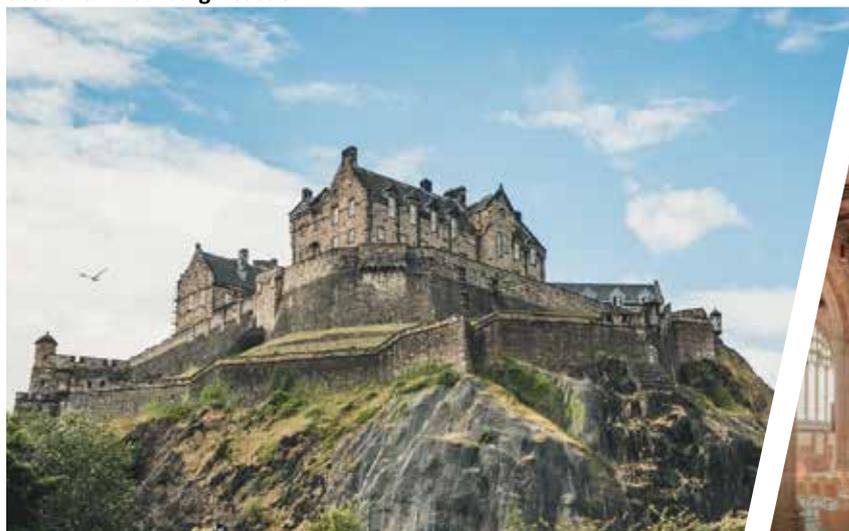


The noteworthy Eilean Donan Castle - Scotland



Overview of Glasgow city

Historic fortress which dominates the skyline of the city of Edinburgh, Scotland - Edinburgh Castle



Manchester Cathedral is the mother church of the Diocese of Manchester



DAY 7 – AVIEMORE / IVERNESS / EDINBURGH

Start your day with an orientation tour of Inverness, see the Inverness Cathedral, Inverness Castle and Urquhart Castle. Consider an optional tour to the Blair Castle, a famous Highland fortress with beautiful gardens that's home to the red deer and the St Bride's Kirk – final resting place of 'Bonnie Dundee', one of Scotland's greatest heroes. Travel to Edinburgh, the capital city of Scotland.

Meals – B / L / D

Hotel – Holiday Inn Edinburgh or similar

DAY 8 – EDINBURGH

Go on a city tour and see the historic Royal Mile, the beautiful Edinburgh Castle, and the bustling shopping districts of Princes Street and Edinburgh Waverley. Tonight, enjoy a Scottish Night Out experience where traditional Scottish entertainment includes music, dance, and songs in the magnificent setting of the historic Prestonfield House.

Meals – B / L / D

Hotel – Holiday Inn Edinburgh or similar

DAY 9 – EDINBURGH / LAKE DISTRICT / LIVERPOOL

Drive along the scenic Lake District and immerse yourself in the gorgeous scenery that stretches out before you. An interesting fact about this place is that these views were the inspiration for the famous poem Daffodils written by William Wordsworth. Enjoy a boat tour on Lake Windermere, a beautiful waterway that's also England's largest natural lake. After lunch we continue to Liverpool, the hometown of legendary rock band The Beatles.

Meals – B / L / D

Hotel – Holiday Inn hotel or similar

DAY 10 – LIVERPOOL / MANCHESTER / COVENTRY

Embark on an orientation tour of the historic maritime city, which will take you to the Liverpool Metropolitan Cathedral, Liverpool Cathedral and the famous home of Liverpool Football Club – Anfield Stadium. Learn more about The Beatles at The Beatles Story, a museum and award-winning visitor attraction, which showcases the world's largest permanent exhibition purely devoted to the lives and times of The Beatles. Located in the Fab Four's hometown of Liverpool on the stunning UNESCO World Heritage Site at the Albert Dock, The Beatles Story takes visitors on an atmospheric journey through the lives, times, culture and music of The Beatles. After which, make your way to Manchester and embark on an orientation tour to see the Albert Square, City Hall, China Town, Manchester Cathedral and Manchester opera house. We will then make our way to Coventry, a city and metropolitan borough in the West Midlands, England for an overnight stay.

Meals – B / L / D

Hotel – Holiday Inn hotel or similar

DAY 11 – COVENTRY / STRATFORD-UPON-AVON / LONDON

Today, we will head to Stratford-upon-Avon, the birthplace of famous poet William Shakespeare. Follow a local guide as he takes you to explore the charming cobbled streets of this Warwickshire country town. After lunch we make our way towards our hotel in London and enjoy free time for the rest of the day.

Meals – B / L / Own arrangement

Hotel – Dorriest hotel Sheaperds Bush or similar

DAY 12 – LONDON / PRINCESS CRUISE

Enjoy the rest of the morning at your leisure till it is time to transfer to South Hampton for your cruise. We welcome you aboard the brilliant Crown Princess! Enjoy sweeping views of the world while sailing on Crown Princess. Filled with delicious restaurants and a breathtaking three-story Atrium, you'll discover a relaxing atmosphere filled with an array of world class entertainment and dining options that will greet you each day when you return from making fascinating discoveries ashore.

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

Hotel – Crown Princess

DAILY ITINERARY

DAY 13 – PRINCESS CRUISE (AT SEA)

A whole day to unwind and enjoy the facilities of this marvelous ship before we arrive into Kristiansand (Norway) tomorrow.

Meals – B / L / D (all on cruise)

Hotel – Crown Princess

DAY 14 – ARRIVE STAVANGER (NORWAY)

Norway's fourth largest city, Stavanger lies at the mouth of the Gandsfjord. The old port, attests to the sea's enduring role in Norwegian history. Here, Vikings once sailed on voyages of conquest and exploration. In later centuries, the port served as a major hub for Norway's mercantile and fishing fleets.

Meals – B / L / D (all on cruise)

Hotel – Crown Princess

DAY 15 – ARRIVE OLDEN (NORWAY, TENDERED)

By the mid-19th century, European travellers were cruising the waters of the Nordfjord and visiting the village of Olden. The Romantic Movement inspired this new taste for dramatic landscape - and Norway had plenty of dramatic landscape. Then as now, travellers were impressed, moved, and not frequently overwhelmed by the stark contrast between peaceful rural farmsteads and a towering wilderness of mountain peaks and glaciers.

Meals – B / L / D (all on cruise)

Hotel – Crown Princess

DAY 16 – ARRIVE SKJOLDEN/SOGNEFJORD (NORWAY)

Situated in the heart of the Norwegian fjords, the port of Skjolden-Sognefjord is your gateway to a world of wonder: this land abounds with national treasures, thundering waterfalls, two UNESCO sites, ice-blue fjords hemmed in by sky-reaching mountains and scenery so unbelievably spectacular you just may lose your breath.

Meals – B / L / D (all on cruise)

Hotel – Crown Princess

DAY 17 – ARRIVE BERGEN (NORWAY)

The city retains much of its 18th- and 19th-century charm. Visitors to Bergen will encounter a city that offers a heady blend of natural beauty, history and culture.

Meals – B / L / D (all on cruise)

Hotel – Crown Princess

DAY 18 – PRINCESS CRUISE (AT SEA)

A whole day to unwind and enjoy the facilities of this marvelous ship before we arrive back into Southampton, London tomorrow.

Meals – B / L / D (all on cruise)

Hotel – Crown Princess

DAY 19 – LONDON / DUBAI

Welcome back to London this morning! Just after we disembark, we transfer to London Gatwick airport for our flight with Emirates bound for Dubai.

Meals – B / Own arrangements

DAY 20 – DUBAI / MELBOURNE

Our overnight flight arrives into Dubai early this morning. After a short transit, we re-board our flight bound for home. We anticipate to arrive later tonight and hope you thoroughly enjoyed your trip!

Meals – As per flight



Pay a visit in Bergen city (Norway)



Enjoy wonderful time with Princess Norwegian Cruise

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 whatsoever arising from injury or damage in respect of, arising from or contributed to by the absence of seatbelts and hereby release Friendly Travel from all such claims.

Tour Participation

Children under 18 years of age must be accompanied by an adult. Passengers with disabilities are welcome on Friendly Travel tours providing they are accompanied by an able-bodied companion and do not require special assistance from Friendly Travel personnel. We reserve the right to refuse to carry anyone if it is felt the individual cannot cope with the requirements of coach tour travel and may require services and facilities that Friendly Travel cannot guarantee will be available. You agree to not hold us responsible for any decision made by them or any other provider to refuse to carry you, provide facilities or accommodation to you or to provide any service to you. As a precaution we advise that you check with your family doctor to see if you are fit to travel. We may ask that you obtain a copy of the doctor's certificate indicating that you are fit to travel if you are over the age of 70. Friendly Travel retains the right to remove customers from our group tours for reasons that impact the enjoyment or safety of other tour members, such as, but not limited to, the physical, medical or mental inability of customers to undertake the arrangements of the tour, unsocial or unruly behaviour, or the carriage of prohibited substances and materials.

Health Requirements

All customers are required to familiarise themselves with any health requirements specific to the countries being visited. All customers are encouraged to visit their doctor prior committing to any Friendly Travel tour to confirm that they are physically able to undertake the day-to-day requirements of the itinerary. Should any ailments either exist at the time of booking, or arise before their departure from Australia, the customer must inform Friendly Travel.

Travel documents

We ask for a copy of the passport upon registration to minimise documentation and typing inaccuracies when making relevant reservations on your behalf. A passport with a minimum of six months validity is required for customers travelling to all countries in our programme. If a visa fee is required for Australian passport holders we will advise you of the additional cost and assist you with obtaining the visa. For Non-Australian passport holders, we suggest that you contact the relevant Embassy/Consulate with regards to obtaining the visa. Friendly Travel cannot guarantee that any visa will be issued by the relevant authority and accepts no responsibility if a visa application is refused. Any cancellation fees or other expenses incurred by the customer due to the refusal of a visa will be entirely the customer's liability. We recommend that you review information provided by the Australian Department of Foreign Affairs and Trade

prior to making your booking by calling 1300 555 135 or by visiting their website www.dfat.gov.au for the latest information. We strongly recommend that you familiarise yourself with the latest Government Consular advice and information.

Single Travelling

Single room is available on request which is subject to availability and a supplement will be required to be paid.

Room sharing with another passenger

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

There may be a situation in which you will need to pay a single supplement if your partner(s) decide to cancel.

- Outside 60 days of departure date

If a partner decides to cancel, then the cancellation policy applies plus fees. The person who did not cancel has a choice of either paying any additional single passenger supplement (if applicable) to continue travelling or if they decide to cancel they can have their initial depWosit back.

- Within 60 days of departure date

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

- Decision to split whilst on tour

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

Responsibility

Friendly Travel Pty. Ltd. (hereinafter referred to as the operator) and their agents act as agent only to the transportation services (airlines, coach companies, railroads, shipping companies), hotels and firms and shall not assume any responsibility for loss, damage, injury, accident, delay, changes in schedule, hotel overbooking or other inconvenience to the passenger whether by reason of defect in any vehicle or through acts of default of any company or person engaged in conveying or housing the passenger or in carrying out arrangements of the tour itself overseas or otherwise in connection therewith. The operator shall not assume responsibility in connection with any of the aforementioned services or through acts of war, national disturbances or causes of nature. The transportation companies, hotels and firms shall be exempt from all liability in respect of any detention, delay, loss, damage, sickness or injury however and by whom-so-ever caused and whatever kind occurring on or to the passenger at any time when the passenger is not on board a carrier or conveyance used or operated by the transportation companies or hotels. The operator, its associates or agents, while taking every care with the passengers' luggage or property, shall not accept any liability for damage, loss or inconvenience in the handling thereof. The Passage Contract in use by the transportation companies or firms concerned shall constitute the sole contract between the transportation companies or firms and purchasers of these arrangements and/or passengers.

Shopping

Friendly Travel staff and employees are neither qualified nor permitted to ensure or guarantee the quality or value of any goods purchased or the suitability of any retail outlets visited during their tours and the security of using a credit card to purchase such goods. In all cases the purchasing of goods and the use of a credit card for those transactions is entirely at the customer's own risk and at all times the customer must use their own discretion.

Disclaimer

Our operating airlines/cruiseline do not by virtue of their endorsements of this brochure represent themselves either as contracting with any purchaser of a holiday from Friendly Travel or as having any other legal relationship with any such purchase.

Submitting complaints and customer feedback

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

Customer Privacy

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

Agent Responsibilities

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

Law of Contract

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

BOOKING FORM



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

1. NAME OF TOUR - 20 DAY BEST OF BRITAIN, IRELAND, SCOTLAND WITH PRINCESS NORWEGIAN FJORDS CRUISE

4 AUGUST 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: _____	