

30 SEPTEMBER 2020

FRIENDLY TRAVEL 

20 DAY WONDERS

**CUBA, DALLAS &
ROYAL PRINCESS MEXICO
CRUISE**

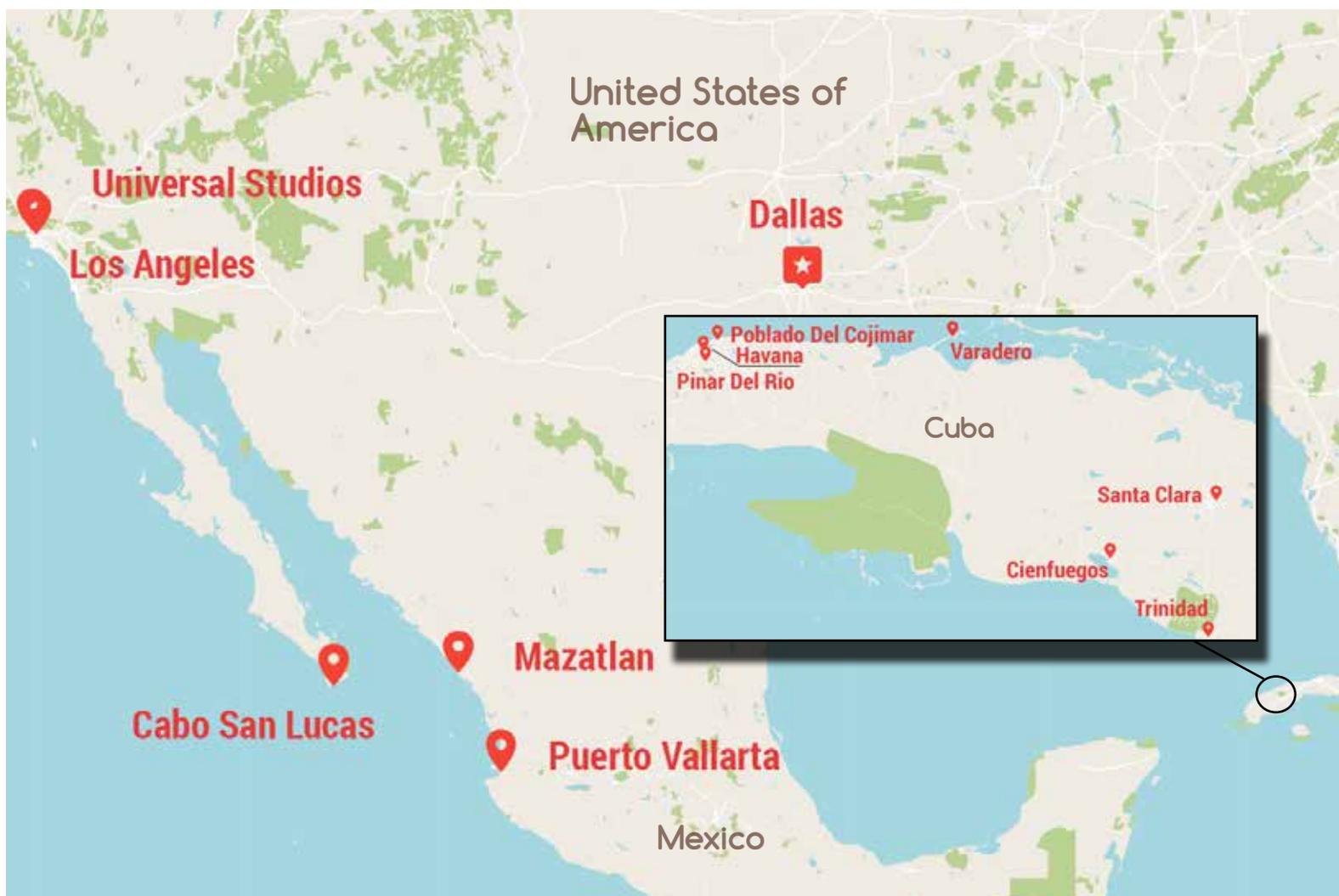


QANTAS

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

T
E
W

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

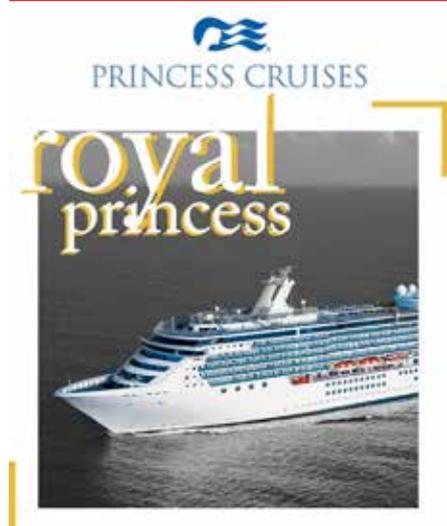


Map title

QUICK ITINERARY SUMMARY

- | | |
|--|--|
| Day 1. Melbourne / Sydney / Dallas Fortworth | Cruise |
| Day 2. Dallas Tour | Day 12. Royal Princess / At Sea |
| Day 3. Dallas / Havana | Day 13. Royal Princess / Arrive Cabo San Lucas (Mexico) |
| Day 4. Havana / Pinar Del Rio Tour / Havana | Day 14. Royal Princess / Arrive Mazatlan (Mexico) |
| Day 5. Havana / Poblado Del Cojimar / Varadero | Day 15. Royal Princess / Arrive Puerto Vallarta (Mexico) |
| Day 6. Varadero | Day 16. Royal Princess / At Sea |
| Day 7. Varadero / Cienfuegos / Trinidad | Day 17. Royal Princess / At Sea |
| Day 8. Trinidad / Santa Clara / Havana | Day 18. Arrive Los Angeles / Universal Studios / Depart For Home |
| Day 9. Havana | Day 19. In Flight |
| Day 10. Havana / Los Angeles | Day 20. Arrive Home |
| Day 11. Los Angeles / Royal Princess | |

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



Royal Princess is a cruise ship owned and operated by Princess Cruises line. One of the newest cruise ships at sea with more dining, entertainment and relaxation facilities than ever before.

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
30 SEPTEMBER 2020	19 OCTOBER 2020	\$8,780* (INSIDE CAT IC)	\$8,380* (BOOK BEFORE 31/5/2020)	\$200 (PAY IN FULL BEFORE 30/04/2020)	\$1,400
		\$9,180* (BALCONY CAT BB)	\$8,780* (BOOK BEFORE 31/05/2020)	\$200 (PAY IN FULL BEFORE 30/04/2020)	\$1,800
<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>					

US ESTA FORM FOR AUSTRALIAN HOLDERS: \$40 AUD \ \ CUBA VISA: APPROX \$130 AUD (SUBJECT TO CHANGE)

* **ALL IN PRICING**

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

HIGHLIGHTS & INCLUSIONS

- Return economy international flights & taxes
- Cruise fare and taxes as per package
- Sumptuous meals as per itinerary
- English Tour guide and bus services
- Accommodation & entry 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 / SYDNEY / DALLAS FORTWORTH

Ready for the trip of a lifetime? Today we depart from our airport in the morning for our flight bound for Dallas with Qantas (with a short transit in Sydney airport). Meet and greet with local tour guide and off to our hotel for check in and a bit of time to settle in. Not long after we regroup and have our first dinner together.

Meals – As per flight / D

Accommodation – Embassy Suites By Hilton Dallas Park Central or similar

DAY 2. DALLAS TOUR

Hopefully with a bit of rest you'll be ready for a full day of touring of Dallas! This morning, begin your day with a visit to the somber John F. Kennedy Memorial, designed to symbolize the freedom of his spirit. Continue to the Deep Ellum District to see how this former warehouse area has been magically transformed into a trendy center for live music. Drive to popular Klyde Warren Park, an oasis of green in the midst of the city. Pause at the "grassy knoll" before entering the Sixth Floor Museum. Here, remember the tragic events of November 22, 1963 that shook the country. Enjoy a bit of leisure time before departing to the George W. Bush Presidential Library and Museum. This complex presents stunning interactive exhibits covering Bush's time in office, from his inauguration to world events of his presidency. Afterwards, a nostalgic visit to the Southfork Ranch where the "Dallas" TV series was filmed.

Meals – B / L / D

Accommodation – Embassy Suites By Hilton Dallas Park Central or similar

DAY 3. DALLAS / HAVANA

Very early this morning, we will make our way to Dallas airport for our flight for Havana, Cuba. We should arrive into Havana, Cuba a bit after noon and after formalities our local guide will be on hand to greet us. It has been a long day and so we check into our hotel for a bit of rest before heading out to dinner later on.

Please note that our morning flight is at 5:30am and we will have an additional stopover enroute to Havana airport, most likely Miami. Also lunch will not be provided as we will be flying and so please have funds to cover meals yourself whilst on board the flights.

Meals – B (breakfast box) / Own arrangements / D

Accommodation – Hotel Parkard or similar

DAY 4. HAVANA / PINAR DEL RIO TOUR / HAVANA

After breakfast, head to Pinar del Rio to visit the cigar plantation- LA FINCA DE MONTECIRO. Here, we will tour the area and listen to a master cigar maker who will explain the whole process from planting to cigar rolling. The world's first brand Cohiba cigars are produced here. After our tour enjoy kiln roast pork with wild cassava for your lunch while listening to the music of a local band.

Afterwards we continue our tour with visits to large prehistoric murals and then it is off to explore the Indian Caves. Back to Havana in the afternoon.

Meals – B / L / D

Accommodation – Hotel Parkard or similar

DAY 5. HAVANA / POBLADO DEL COJIMAR / VARADERO

Today we bid farewell to Havana (for now) and leave for Museo Hemingway Finca Vigia - the home of famous American Novelist Ernest Hemingway. In Cojimar, we will also get to see the Memorial to Ernest Hemingway and afterwards head to Varadero, the city home to one of the world's most prestigious natural beach. After a short rest and check in at our hotel, we invite you to put on your coolest day dress and participate in the hotel activities from listening to a piano solo at the bar or head to the Picante beach party with music and an open-air swimming pool.

Meals – B / L / D

Accommodation – Hotel Iberostar Bella Vista or similar

DAY 6. VARADERO

Today is a free day to enjoy the amenities this hotel offers. You can join a boat ride to the sea. Leave the dock through the lush mangrove forests to the blue waves of the sea or just relax and enjoy the sea breeze. You can also choose to take a swim in the sea or snorkel. Your Captain and crew at the hotel will snorkel into the sea to catch lobster and other seafood, cooking it on board for everyone to enjoy with drinking Cuban rum while listening to the romantic Cuban music.

Meals – B / L / D

Accommodation – Hotel Iberostar Bella Vista or similar



John F. Kennedy Memorial, Dallas



Pinar del Rio

Havana city tour



Luxury experience with Royal Princess Cruise



DAY 7. VARADERO / CIENFUEGOS / TRINIDAD

We hope you enjoyed your stay at your resort in Varadero and today we head towards Cienfuegos - a bay on Cuba's south coast. It's known for its colonial-era buildings. Upon arrival, we will enjoy a city tour and then lunch. After we continue our journey to Trinidad which is about 1.5 hours away. Trinidad is a town in central Cuba, famous for its neo-baroque main square, and grand colonial buildings. Once in Trinidad we will also have a relaxing city tour.

Meals – B / L / D

Accommodation – Hotel Ancon or similar

DAY 8. TRINIDAD / SANTA CLARA / HAVANA

Today we visit Iznaga Tower - The tower was erected in 1750 in order to observe and control the slaves working in the sugar cane fields around the hacienda (or plantation). At 7 stories high and 136 steps to the top, it's worth the climb for the view of the valley. Afterwards we arrive to the world famous mausoleum of Che Guevara in Santa Clara. Ernesto "Che" Guevara was an Argentine Marxist revolutionary, physician, author, guerrilla leader, diplomat, and military theorist and was a major figure of the Cuban Revolution. After lunch we drive back to Havana.

Meals – B / L / D

Accommodation – Hotel Parkard or similar

DAY 9. HAVANA

Enjoy a whole day to explore Havana with a city tour! In the morning feel free to take part in a quick Salsa dancing course and then your guide will take you to a local cigar store and also a local rum museum. Our day tour will also cover old town, Plaza Cathedral, Plaza de Armas, Plaza San Francisco and more. In the afternoon, you will also have the very unique opportunity to ride in the iconic antique vintage cars!

Meals – B / L / D

Accommodation – Hotel Parkard or similar

DAY 10. HAVANA / LOS ANGELES

We bid farewell to Cuba this morning as we make our way to Havana airport. Our flight will also include a stopover en-route to Los Angeles airport (most likely Miami). Our flight arrives in the afternoon and we will check in right away at our hotel. Once we have settled in our local guide will take us out for our dinner. Please note you will also need to prepare funds to purchase lunch as we will be in airports/in flight.

Meals – B / Own arrangements / D

Accommodation – Holiday Inn Buena Park or similar

DAY 11. LOS ANGELES / ROYAL PRINCESS CRUISE

Enjoy an easy morning in our Los Angeles hotel and then before noon we will transfer to Los Angeles cruise port to board the Royal Princess cruise line. Like other Princess Cruises ships, Royal Princess embraces many traditional components cruisers love and, through partnerships and technology, adds extras appealing to first-time cruisers. After check in we invite you to have a bite at their restaurants and today is a chance to explore the ship before we arrive to our first port in Mexico.

Meals – B / L (cruise) / D (cruise)

Accommodation – Royal Princess

DAY 12. ROYAL PRINCESS / AT SEA

A whole day to partake in the many activities on board this marvelous cruise liner! If there are any shore excursion that you are interested in joining for the upcoming ports then we suggest you start making booking arrangements today.

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

Accommodation – Royal Princess

DAY 13. ROYAL PRINCESS / ARRIVE CABO SAN LUCAS (MEXICO)

Centuries ago, Cabo San Lucas was part of the Mexican mainland. Then a massive rupture of the San Andreas Fault sent the waters of the Pacific crashing into the newly formed depression, creating the Sea of Cortez and the Baja Peninsula. Lying at the very tip of Baja, where the Pacific meets the Sea of Cortez, Cabo San Lucas - or "Cabo" - is one of the premier resort destinations in the Western Hemisphere. This place is home to many beautiful white-sand beaches. Your ship will anchor in Cabo San Lucas and use launches to transport all passengers ashore.

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

Accommodation – Royal Princess

DAILY ITINERARY

Iznaga Tower



DAY 14. ROYAL PRINCESS / ARRIVE MAZATLAN (MEXICO)

Mazatlan boasts a superb year-round climate and it's name means "Place of the Deer. The climate, the beaches, and the world-class sport fishing have turned this commercial fishing port into one of the world's top resort destinations.

Meals – B (cruise) / L (cruise) / D (cruise)
Accommodation – Royal Princess

DAY 15. ROYAL PRINCESS / ARRIVE PUERTO VALLARTA (MEXICO)

Puerto Vallarta has transformed into an international resort as of recent. Then director John Huston chose the village as the location for his film "Night of the Iguana," starring Richard Burton. Today, the city has its own "Gringo Gulch," a haunt of the rich and famous. Travelers are also drawn by its climate, its excellent shopping - which offers great values on leather goods, jewelry, and handicrafts - and mile after mile of palm-lined beaches.

Meals – B (cruise) / L (cruise) / D (cruise)
Accommodation – Royal Princess

DAY 16. ROYAL PRINCESS / AT SEA

A whole day to partake in the many activities on board this marvelous cruise liner!

Meals – B (cruise) / L (cruise) / D (cruise)
Accommodation – Royal Princess

DAY 17. ROYAL PRINCESS / AT SEA

Our final day on the Royal Princess before we head back into Los Angeles. We hope you enjoyed your stay on this beautiful ship and made many lasting memories.

Meals – B (cruise) / L (cruise) / D (cruise)
Accommodation – Royal Princess

DAY 18. ARRIVE LOS ANGELES / UNIVERSAL STUDIOS / DEPART FOR HOME

The Royal Princess arrives back into the port of Los Angeles early this morning. Here we will have a nice and relaxing disembarkation process in which our scheduled transfer will then take us to the famous Universal Studios. We will then have an early dinner and make our way to LAX airport for our scheduled late evening Qantas flight back home.

Meals - B (cruise) / Dinner

DAY 19. IN FLIGHT

Due to time differences you will arrive back into Australia two days later.
Meals - As per flight

DAY 20. ARRIVE HOME

We arrive back home early this morning and from all of us at Friendly Travel, we hope you truly enjoyed your time abroad!

Meals - As per flight



The famous Universal Studios, LA



Puerto Vallarta , Mexico

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 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. 20 DAY WONDERS OF CUBA, DALLAS AND ROYAL PRINCESS MEXICO CRUISE

○ 30 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: _____	