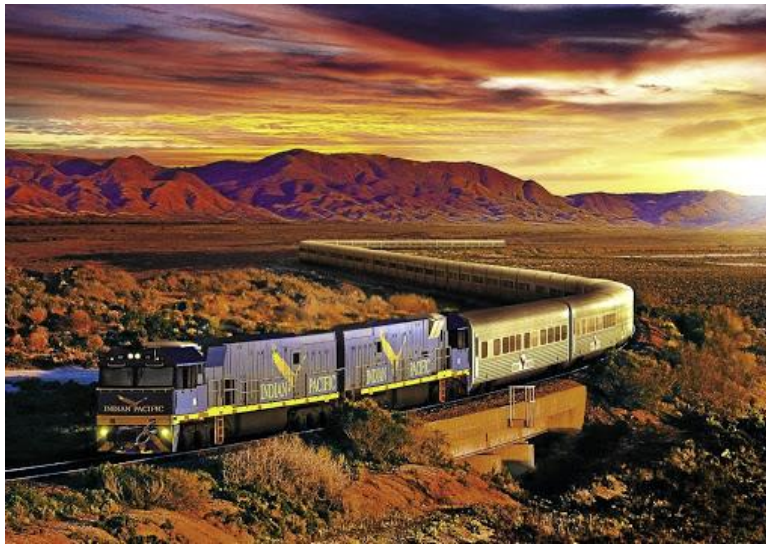




Queen Elizabeth Cruise & Indian Pacific Train 21 days from \$6499

Per person twin share with flight from Australia



**Fly to Singapore for a 3-night stay
Cruise Singapore to Perth & Train Perth to Sydney!**

**Call DI Travel on 1300 813 391
or email leanne@ditravel.com.au
www.ditravel.com.au**

Can you imagine a more wonderful way to combine Singapore, Perth and Sydney. You'll cruise on aboard the majestic Queen Elizabeth and traverse Australia on the legendary Indian Pacific train. This journey of a lifetime has so many incredible sights, experiences and inclusions!

Departs Sydney on 07 November 2021.

Prices:

Inside Cabin: \$6499 per person twin share
Oceanview Cabin: \$6799 per person twin share
Balcony Cabin: \$6999 per person twin share

Package Includes

- One-way flight to Singapore - economy class airfare from Melbourne, Sydney, Brisbane, Adelaide or Perth.
- Extra airfare surcharge \$179 from Hobart & Canberra.
- 3 nights Novotel Singapore on Stevens, standard room, twin share
- Singapore sightseeing as per itinerary
- Cunard Cruise Singapore to Fremantle aboard Queen Elizabeth
- All meals and non-chargeable entertainment on board the ship
- 4 nights Novotel Perth Langley Hotel, standard room, twin share
- Indian Pacific Train Perth to Sydney
- 3 nights Indian Pacific in a private Gold Class cabin
- All meals onboard Indian Pacific, FREE beverages, FREE toiletries kit, Cabin Steward service, in-cabin music and commentary, use of Outback Explorer Lounge
- All Indian Pacific Off-Train Excursions & Activities (eg Broken Hill, Blue Mountains, Kalgoorlie, Rawlinna, Cook)
- 3 nights Rydges Sydney Harbour Hotel, standard room, twin share.

**Call Destination International on 1300 813 391
for enquiries & reservations.**

Not included in the package:

- Single supplement, please contact us for solo traveller rates
- Travel insurance is essential
- Airfares from Sydney to home ports.
- Meals & sightseeing not specified
- Items of a personal nature, such as drinks, snacks, WiFi, laundry etc
- Transfers (unless specified in the itinerary)
- Tips & gratuities
- Optional tours & shore excursions
- Any items or services not listed in the inclusions or itinerary

Subject to confirmation by the airlines, hotels, cruise company, rail operator & local suppliers.

Booking conditions & cancellation fees apply.

Call Destination International on 1300 813 391



Itinerary:

Day 1: Fly to Singapore

Arrive Singapore Airport, pick up from airport and transfer to hotel. Enjoy 3 nights at the Novotel Hotel (or similar).



Day 2: Singapore City Tour

After delicious breakfast you will be picked up at 0900 hrs for half day Singapore city tour on seat in coach basis, afternoon pick up for Sentosa (Sentosa extreme including admission, one way cable car, Underwater World, Dolphin Lagoon, Luge and Skyride, Butterfly Park & Insect Kingdom with tea and Wings of Time on seat-in-coach basis) at 1400 hrs enjoy your trip. Overnight stay at hotel.



Day 3: At Leisure in Singapore

After breakfast, you have the rest of the day at leisure to explore the marvels of Singapore. You are free to book an optional tour or experience the shoppers' paradise to the fullest and overnight stay at hotel.

Day 4: Queen Elizabeth Cruise Departure from Singapore

After breakfast, check out of the hotel and catch a taxi to the Singapore Cruise Port to check in for your cruise on Cunard Queen Elizabeth 2 from Singapore to Perth.

Cruise itinerary and Ports

DAY	DATE	PORT OF CALL	ARRIVAL	DEPARTURE
4	Wed 10 Nov 2021	Singapore, Singapore	Embark	7:00 PM
5	Thu 11 Nov 2021	At Sea		
6	Fri 12 Nov 2021	At Sea		
7	Sat 13 Nov 2021	Denpasar (Bali), Indonesia	8:00 AM	6:00 PM
8	Sun 14 Nov 2021	At Sea		
9	Mon 15 Nov 2021	At Sea		
10	Tue 16 Nov 2021	At Sea		
11	Wed 17 Nov 2021	Fremantle, Australia	5:00 AM	Disembark

Day 11: Arrive Perth

Welcome to Western Australia. After docking in Fremantle, please make your own way via taxi or shuttle bus to Perth city. Check in to the Novotel Hotel (or similar) for your 4-night stay.

DAYS 11, 12, 13 & 14 PERTH



Perth may be the most isolated city of its size on the planet, but the locals are anything but insular. There are plenty of cosmopolitan bars and restaurants, fascinating museums and great beaches to choose from. The Bell Tower boasts a set of bells which were shipped from St Martin-in-the-Fields in London along with fantastic views

over the city from the top. The WA Shipwrecks Museum and old prison in Fremantle are well worth a visit as are the beach at Cottesloe. If you have the time, you can take a day trip out to the island paradise of Rottnest Island, where you can hike bikes, go snorkelling or take a cruise down the Swan River. Please talk to your travel consultant about booking some day tours in Perth for you.

DAY 15 - DEPART PERTH ABOARD THE INDIAN PACIFIC



Make your way to Perth station this morning, where your journey from the Indian Ocean to the Pacific Ocean begins. Settle into your comfortable cabin aboard the Indian Pacific and get to know the public areas of the train where you can meet and mingle with your fellow passengers.

Enjoy a modern Australian lunch as the train takes through the picturesque rolling hills of the Avon Valley. After a relaxing afternoon onboard, enjoy a three-course dinner prior to your late evening arrival in the wild west township of Kalgoorlie.

DAY 16 - NULLARBOR PLAIN



Make sure you wake up early today so that you can watch the sun rise over the spectacular expanse of the Nullarbor Plain. Be captivated by the big blue skies and ancient stillness of the desert landscape, broken only by a mob (the official collective noun) of kangaroos. Waiting ahead is the charm of the once-thriving Nullarbor railway community of Cook, now a ghost town.

Sit back and relax, looking out for koalas in the eucalyptus trees as the train continues its trek across the longest single stretch of railway in the world. Another mouth-watering dinner is followed by relaxed conversation in the lounge before a restful night's sleep.

DAY 17 - ADELAIDE AND BROKEN HILL



After breakfast today, you'll arrive in the elegant city Adelaide, capital of South Australia. Here, you have the choice of a walking tour (seasonal), a tour of the Central Market, a behind-the-scenes tour of the world famous Adelaide Oval, or a coach tour of the city sights. Back onboard, enjoy a leisurely lunch as you continue your journey east.

This evening you'll enjoy a stop at Broken Hill, Australia's silver capital and home to a unique artistic community.

DAY 18 - BLUE MOUNTAINS AND ARRIVAL IN SYDNEY



This morning, you will wake in the stunning Blue Mountains. You have the choice here of disembarking here for a tour including the magnificent Three Sisters at Echo Point and the views at Jamison Valley before finishing your journey on a chartered NSW rail service hosted by Indian Pacific staff. Alternatively, you can simply stay on the train and continue to Sydney.

On arrival in Sydney, check in at the Rydges Hotel (or similar) for a 3-night stay.

DAYS 19 & 20 - SYDNEY



Sydney is one of the great cities of the world, with an eclectic mix of culture, landscapes and culinary delights. Spend your free days here exploring all the city has to offer, from the world-famous opera house and Sydney Harbour Bridge to the restaurants and bars of Darling Harbour, the resident wildlife in the botanic gardens and the views from the Sydney Tower Eye.

It's also well worth taking a ferry out to other destinations in the harbour such as Manly with its stunning beaches, Rose Bay and Headland Park on the North Shore. Please talk to your travel consultant about booking some day tours in Sydney for you.

DAY 21 - DEPART SYDNEY



Leave Sydney today for your onward journey. Tour Concludes – Memories Begin.

Please note: The day by day descriptions published are intended as an indicative guide only. Travel by nature is unpredictable. Weather patterns, road & sea conditions, public holidays, travel restrictions and a multitude of other factors may necessitate itinerary changes that ultimately are for the client's benefit. It is essential that clients are flexible and open minded in this regard.



Queen Elizabeth Overview

During the summer of 2019-20, 2020-2021 and 2021/2022 Queen Elizabeth will sail out of Adelaide, Melbourne, Auckland and Sydney to ports in Eastern Australia and New Zealand. Cunard's famous bellboys swap their trademark red and black uniforms for outfits designed by R.M. Williams along with Akubra hats that will be worn throughout Queen Elizabeth's Australian seasons. Enjoy the 'local' Australian short voyages. At the end of QE's extended 2020 Australian season, cross the Pacific to Vancouver in May 2020. Then follows a series of cruises along the coastlines of Alaska, British Columbia, and California (3 to 17 nights). The return journey to Australia that departs late September 2020 heads for Tokyo, a few cruises around Japan, then south to the east coast ports of Australia by late November. From November 2020 QE offers short and longer cruises out of Sydney, Melbourne, Adelaide and Auckland, right through till March 2021. From March to May 2021 QE offers 7 to 20 night cruises mainly around the islands of Japan. From May to August 10-night cruises out of Vancouver sail the Inside Passage of British Columbia and Alaska. Travelling with Cunard is something special.

Accommodation

Cunard ships have three classes of staterooms (of which there are 32 price grades, depending on size and location). Most lavish are Queens Grill Suites, then the elegant Princess Grill Suites. Both come with many privileges, and their own Grill dining rooms and private lounges. Then comes Britannia Class for 83% of guests (Club Balcony with its own dining room, Balcony, Oceanview and Inside). Of the 1046 cabins, 85 percent are outside, 71 percent come with balconies, and 12 percent are exclusive Queens/Princess Grill staterooms. Balconies are glass-fronted for good ocean views. Some staterooms accommodate third and fourth guests. All cabins reflect conservative British décor, and come with excellent bedding, universal electrical sockets, toiletries

and hairdryer, bath robe and slippers, shower, 24-hour room and nightly turn-down services, interactive TV with multi-language film and music channels, telephone, refrigerator, safe, daily ship's newspaper and fresh fruit. There are 20 cabins with good wheelchair accessibility.

Food and Dining

QE offers traditional British dining for passengers who enjoy dressing up for dinner, either in formal or semi-formal attire. Single-seating dining venues include the five-star Queens Grill and Princess Grill (comes with the stateroom and the Britannia Club (top Balcony staterooms). Queens and Princess Grill guests also have access to exclusive al fresco dining on the top deck. The Verandah, the ship's fine-dining venue, serves excellent French cuisine with an à la carte menu, with cover charge and by reservation. The majority of guests dine in the two-tiered 878-seat Britannia Restaurant, with its grand sweeping staircase, at two seatings. The 24-hour Lido Restaurant offers a buffet service for breakfast and lunch, and come dinnertime, it transforms into an alternative restaurant (pay extra) with a selection of Asian or USA themed menus.

Entertainment

In the Royal Court Theatre, with its blue and gold décor, The Queen Elizabeth Theatre Company Royal Court Theatre presents Shakespearean plays, contemporary drama, musicals, and film screenings. With its 20 private boxes (opera-house style available for an extra fee that includes Champagne, dessert and a prime view), it recalls the West End and Broadway at their best. Some shows are followed by theme parties. During the day the theatre stages a specially written panel quiz show. The two-deck-high Queens Room is one of the most beautiful rooms at sea and hosts activities from dancing and fencing lessons to costume balls and white-glove tea. Other rooms include the 6,000 title two-tier library and the Empire Casino.

Indian Pacific Train:

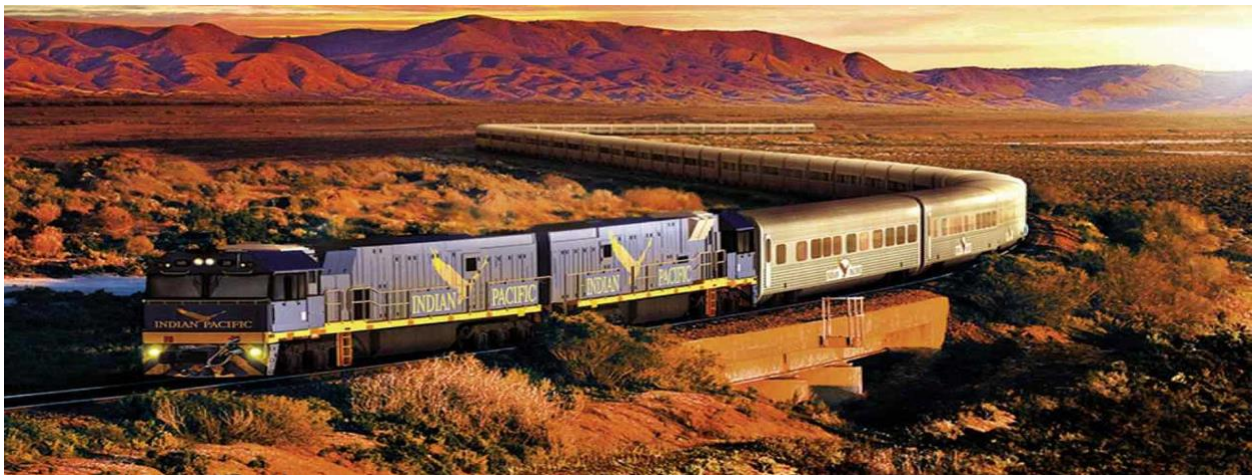
With its bold wedge-tailed eagle emblem symbolising the scope, range and significance of each epic journey, the Indian Pacific traverses mountain ranges, passes through arid deserts and goldfields, through rocky valleys and desert savannahs on its transcontinental crossings.

Stepping aboard the mighty train, you'll feel a great sense of anticipation as this unforgettable Australian adventure begins to unfold. Whether you're journeying from the Indian Ocean to the Pacific or the other way round, you'll be making your way across the longest stretch of straight railway track in the world.

When 10,000 people lined the East Perth Terminal in 1970 to herald the first unbroken rail journey across the country – a new, seamless connection between the Indian and Pacific Oceans – an historic Australian milestone was achieved and the Indian Pacific took its name from the coasts it joined.

This incredible 4352 kilometre crossing is one of the world's great rail journeys. An adventure of contrasts, it encompasses the towering majesty of the Blue Mountains to the barren expanse of the Nullarbor, and every goldmine, ghost town and grapevine in between. From inside and outside your cabin, you'll be captivated by the vast beauty of this magnificent country.

HISTORY OF THE INDIAN PACIFIC



1890s

As Australia marched toward Federation, the promise of a transcontinental railway to link the isolated west with the fast growing east coast persuaded Western Australia to align with the rest of the colonies. At the time, a skeleton rail link existed but the west to east line was missing a section between Kalgoorlie and Port Augusta spanning almost 2000 kilometres.

1912 – 1917

In one of Australia's most remarkable surveying and engineering feats, two construction teams worked for more than five years to fill the 2000 kilometre gap. On 17 October 1917, the two construction teams – one starting from Port Augusta and other from Kalgoorlie – finally met after working for five years on what is the longest straight stretch of railway ever built in Australia. It was constructed using the most basic tools – pick and shovel, carthorse and camel. The teams joined the line at what is now known as the tiny South Australian siding of Ooldea on the Nullarbor Plain.

1917 – 1996

At 10.15 am on 25 October, 1917, the first eastbound passenger train, the Transcontinental Express, departed Kalgoorlie for Port Augusta travelling on the new rail line. While the line was completed, different sections had varying rail 'gauges' meaning travellers departing Sydney or Perth were required to change trains at least five times to complete their journey.

The 'Tea and Sugar train' carried vital supplies to the isolated worksites and fledgling towns had sprung up along the new transcontinental line. Workers depended on the

weekly train for every necessity, and each time it crossed the Nullarbor Plain it brought something different: livestock, a movie car, a bank car to make financial transactions, a Christmas car with travelling Santa – it even occasionally smuggled in alcohol to the workers. From the late 1970s it also provided health care to the isolated populations. The Tea and Sugar train made its final voyage in 1996, but carriages have been preserved at the National Railway Museum.

1951

Luxury cars were introduced on the service between Adelaide and Perth, at a reported cost of £50,000 each to construct. They featured air conditioning, refrigeration, and hot and cold water. Guests enjoyed the first hot showers ever installed in a rail carriage.

23 February 1970

It was not until 1969 that an uninterrupted rail link from the Indian Ocean in the west to the Pacific Ocean in the east existed. The newly named Indian Pacific train embarked on its inaugural transcontinental journey on 23 February 1970, arriving in Perth. It is this rich history that has made the Indian Pacific one of Australia's most treasured icons.

It took more than half a century before the Indian Pacific completed the first unbroken journey from coast to coast, and more than 10,000 people welcomed the historic train in Perth.

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TO BE

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travel accredited

ATAS Accreditation Number: A10718

ATAS vets travel agents against strict criteria to ensure they meet certain standards, are reliable and professional businesses. ATAS agents need to meet high levels of business discipline, training, compliance with Australian Consumer Law and compliance with a strict code of conduct – ensuring your piece of mind when booking travel.

We have met these stringent requirements in order to become nationally accredited. Our accreditation means we are the best in the industry, credible and a professional business that takes pride in its staff being expertly trained. This means you can book your travel knowing you're in the safe hands of a trusted and reputable travel agent.

Further information can be found at <http://www.atas.com.au/>

Affordable Holidays - HOW DO WE DO IT???

We go directly to our suppliers to source the best possible price and holiday for you. That's why our holidays are so affordable! We work with travel professionals that offer exceptional service and tours at just the right price. If you think you are paying too much for your travel arrangements, please give us a call, we will do our best to find you a holiday that fits within your travel budget.



DESTINATION INTERNATIONAL HOLIDAYS BOOKING CONDITIONS

Applies to all bookings from 20 August 2020

Please read this information prior to making your reservation

We request that you only make a booking if you agree with the following terms and conditions.

Our full set of terms and conditions are listed below, which we highly recommend you read prior to make your holiday reservations. This is the contract under which both parties enter.

Immediately following is a summary in brief for our customers.

1. Upon making a reservation with Destination International Holidays you will receive a booking form, which needs to be filled out and signed to confirm that you agree to the below terms and conditions.
2. Your booking will then be confirmed to you in writing and you will be required to pay a 50% deposit.
3. At this time, you must take out travel insurance for your holiday to protect you against any unforeseen circumstances.
4. 90 days prior to departure you will be asked to make the balance payment for your trip (you will be notified if your supplier requires earlier payment).
5. 14 days prior to departure you will be sent your travel documents via express post.

Destinations International Holidays operates a Client Trust bank account. This means that we do not hold onto your money. We pay the ultimate travel providers (Suppliers) of your travel services the funds for your holiday. The Suppliers include airlines, tour operators, cruise lines, transport companies, hotels etc. We are required to pay the Suppliers deposits and final payments to secure your booking and in some instances these items are non-refundable.

If you wish to cancel you must notify us of your cancellation in writing. We will then write to the Suppliers to cancel your booking and request a refund (if applicable) for any elements of your holiday that are refundable. You will need to make an insurance claim for any travel arrangements that are non-refundable. If you have any issues during the refund or cancellation process, you have 30 days to contact our office in writing to lodge a complaint so an immediate resolution can be found for you.

1. AGREEMENT

This agreement is between you and Destination International Holidays Pty Ltd - ABN 38 154 788 155 (DI Travel, us/we/our). Customer, passenger, you or your, references the person who books or pays for travel services and includes all persons intending to travel. By booking any travel service with us, you have agreed to be bound by these terms and conditions.

2. ROLE OF DESTINATION INTERNATIONAL HOLIDAYS

Destination International Holidays sells various products and/or services on behalf of our third party suppliers and travel providers, including (without limitation) airlines, coaches, rail and transport operators, accommodation, tour operators, tour guides or the providers of any other product or service, referred to throughout as 'Suppliers'.

Our services consist of booking and co-coordinating the products and/or services offered by the Suppliers. Destination International Holidays facilitates a direct contractual relationship between you, the customer, and each Supplier. You are responsible for reading the Suppliers' terms and conditions before paying for your booking or reservation.

Destination International Holidays does not guarantee the performance of the product/services offered by Suppliers and we will not be liable in the event that you suffer loss, injury or disappointment by reason of any acts or failings of any Supplier. In such case your remedy will lie against the Supplier.

The tour information which we supply to you is provided by the Suppliers. We accept no liability for any inaccuracies or misrepresentations contained in such material. We do our best to verify the information provided to us by suppliers, but we cannot guarantee its accuracy on all occasions. All photos and videos in our brochures and on our website are for representational purposes only.

In accordance with these booking conditions Destination International Holidays will perform our duties with reasonable attention, care and expertise. To avoid any doubt, these terms and conditions apply to communications and/or bookings made directly with our

consultants, whether over the phone, by email, via social media/online chat, in-store, and online via our website.

Subject to the Australian Consumer Law, Destination International Holidays will not be liable for any loss or damage, injury, delay, inconvenience, or expense caused by a Supplier. Destination International Holidays will not be liable for events beyond its control or the control of the Suppliers including, without limitation, strikes, accidents, pandemics or outbreaks of infectious diseases, acts of war or terrorism, civil or military disturbances or force majeure (Acts of God).

3. PRICES & PAYMENT

All prices of our published travel deals are listed in Australian Dollars (AUD) unless stated otherwise. The published prices include all Australian taxes, charges and service fees, including GST (where applicable). All prices are subject to availability and can be withdrawn or varied without notice.

A deposit is required to confirm your booking (amount varies depending on package booked). Receipt of deposit will be taken as an understanding by Destination International Holidays that the customer has checked their confirmed travel arrangements and has read and agreed to the terms and conditions.

Balance payment is required 90 days prior to departure and you will be notified if suppliers requirement earlier payment.

Cruise bookings will require the balance payment to made 120 days prior to departure. Typically, all payments are non-refundable.

Failure to pay by the date advised by Destination International Holidays may result in your bookings being cancelled.

Destination International Holidays accepts payment via bank transfer or credit card. Additional surcharge will be added to payments made by credit card. Please check with us for current charges. When your credit card is processed by Destination International Holidays you agree to not have your payment 'charged back' or reversed by your credit card provider where the services have been provided. If paying by bank transfer, please note that your order is not secured until the funds clear into our account.

Some additional extras, supplements, and/or surcharges may be payable after making a booking, as advised by your travel consultant. The price payable is also subject to a number of other factors including any customisations and additions made by you, changes to travel arrangements, currency fluctuations, fuel surcharges, government taxes, levies and airfare increases. We reserve the right to adjust any fees, charges or prices as necessary to reflect a

material cost increase. Once full payment has been received by Destination International no surcharges in respect to currency fluctuations will be applied.

We reserve the right not to honour any published prices that we determine were erroneous due to printing, clerical or electronic error, except in the case of manifest error by us. In the event of a price decrease, we are not obliged to refund you to match any subsequent price reduction after booking confirmation.

Travel deals are typically promoted as a base 'per person' price calculated on twin share (i.e. 2 people sharing a room).

All other mandatory surcharges including but not limited to solo traveller surcharges, departure date and/or city surcharges, the selection of additional optional extras, other government taxes, levies or gratuities are in addition to the listed base price as per the terms of the travel deal.

4. TRAVEL INSURANCE

You should take out comprehensive travel insurance immediately after making a booking, as Destination International Holidays has a strict [Cancellation and Refund Policy](#). Purchasing a comprehensive policy can help to protect yourself and any other persons intending to travel from unforeseen circumstances or the inability to travel through your insurer's cancellation cover.

If you make a booking with Destination International Holidays and decline travel insurance, you may be required to sign a disclaimer.

Please note that some credit card providers will provide the card holder with travel insurance. Where you are paying for all or any part of the services arranged through us by credit card and you intend to use travel insurance supplied by the credit card provider you acknowledge that Destination International Holidays has offered you travel insurance and that you waive any claim against Destination International Holidays in respect of any loss or damage you may suffer as a result of you failing to take out any or adequate travel insurance.

Destination International Holidays has no responsibility for and excludes all liability in relation to your Insurance claims. Destination International Holidays recommends travel insurance (where available) against loss of deposits through cancellation charges, baggage loss, medical expenses, theft and the insolvency of Destination International Holidays or any of the Suppliers and including protection against a Force Majeure Event or for any other requirements specific to your travel plans.

Destination International Holidays makes no representations or guarantees concerning reimbursements of funds paid by you under any insurance claim. You agree not to hold

Destination International Holidays responsible for any decision made by insurers, and/or by any Suppliers, or requirements of any overseas country or governmental authority or overseas laws and policies. Insurance providers are considered as a third-party, any contract is between you and the selected provider.

5. FEES, CHARGES & REFUNDS

5.1 Amendments & changes to bookings

If you wish to change a confirmed reservation or booking you are likely to incur fees. In some cases, it may not be possible to change a booking or to cancel, or it may be uneconomic for you to do so. You should always check the cost before requesting changes to your travel arrangements. Please read the terms and conditions of the Suppliers which apply to your travel arrangements.

Any amendment or deviation from advertised travel deals and/or quotes will incur a fee of \$150 per person.

Should you need to alter your confirmed reservation, there will be an automatic fee charged of \$150 per person per amendment or transaction. Additionally, there may be cancellation fees levied by the Supplier or fees may be applicable where arrangements have been pre-purchased. In addition, we charge:

- \$50 per person for all airline seat reservations and baggage charges plus any airline fees.
- \$100 per person for all Tourist visa processing plus the cost for the visa fee.
- \$75 per person to reissue any travel documents lost in the mail.
- \$100 per person to process travel insurance claims and provide a statement for your insurance company.
- \$50 per person travel document printing fee

5.2 Cancellation fees

If you cancel a confirmed reservation or booking the Supplier is likely to charge you a cancellation fee. Further, some tickets may be non-refundable or non-transferable. It is important to check the position with us before you confirm arrangements and/or before you cancel any confirmed bookings. Please read the Supplier's special conditions in relation to your travel arrangements.

All proposed cancellations must be communicated to Destination International Holidays in writing as soon as they become known, and must be validated and authorised by Destination International Holidays.

Destination International Holidays will charge a 15% cancellation fee on all refundable portions of a cancelled tour. You acknowledge that the Destination International Holidays service fee is fair remuneration for the work done by Destination International Holidays in arranging your travel arrangements.

Cancellation fees will be levied relative to the amount of notice given as follows:

Days Notice	90 or more	89-75	74-65	64-1
	Loss of Deposit and 50% loss of fare	75%	85%	100%

The above are Destination International Holidays cancellation fees. Airlines and Tour Operators may have additional fees. Transfer of a confirmed booking to another tour or departure date is deemed a cancellation of the original booking. There will be no refund for cancellation of unused services on or after commencement date. Please note that employees of any overseas suppliers are not authorised by Destination International Holidays to make any undertakings to our clients in respect of refunds or other matters.

5.3 Refunds

If your travel arrangements are cancelled for any reason (including force majeure) after you have paid, no refund will be available to you until Destination International Holidays receives the monies from the Supplier involved. In most cases, the Supplier will charge a cancellation fee and in some instance you may not be able to claim a refund.

Destination International Holidays is not responsible for any delays by a Supplier in processing a refund. You should be aware that airlines may take a significant time to process a refund.

Should the price of an airfare, cruise or tour be reduced after you have made payment your right to a refund (if any) is governed by the terms and conditions which apply to the airfare, cruise or tour as determined by Supplier.

Unless otherwise stated in your costings and itinerary document in addition to any fee charged by a Supplier, Destination International Holidays will charge you a fee to process a refund request. Destination International Holidays earns commissions and/or charges service fees in making your travel arrangements. Destination International Holidays reserves the right to retain the commissions and service fees that is earned on your booking from any refund should your booking be cancelled for any reason (including for force majeure).

Please contact Destination International Holidays on 1300 813 391 for further information with respect to cancellation queries or for full details please refer to our [Cancellation and Refund Policy](#).

6. PASSPORT & VISA REQUIREMENTS

Prior to confirming your travel arrangements, you should check your passport and establish that it will remain current for the entire period of your travel.

It is the responsibility of each member of the travelling party to ensure that they have a valid passport and the necessary visa/s for the destination/s to be visited.

Destination International Holidays recommends all travellers prior to making a booking, understands the entry and exit rules of the destination(s) they are travelling to. To check, as an Australian Passport holder the destination's advice please go to <https://smartraveller.gov.au>

Certain countries require that your passport remains valid for a period of up to twelve months after the date upon which you are scheduled to leave such country. You may be denied entry to a country if your passport expires within 12 months. You should clarify visa requirements with the Embassies of the countries that you plan to visit as certain countries may require you to take out a visa dependant on whether you are travelling on an Australian or a foreign passport.

The authorities in some countries (including The USA) require holders of Australian passports to take out a visa for entry into their country where the traveller has been sentenced or imprisoned or been convicted of certain types of criminal offence. A visa may be required where a contagious disease or a serious health problem exists.

Re-entry visas will/may be required for travellers leaving Australia holding a foreign passport. If you hold a foreign passport then it is your responsibility to make your own enquiries and satisfy yourself as to the position in regard to your passport and/or visa requirements before leaving Australia.

If you do not obtain the correct visas, for whatever reason, you will be liable for any associated expenses, fees, penalties, costs, liabilities, damages or losses and are not entitled to a Destination International Holidays refund as this decision is outside of the control of Destination International Holidays.

7. HEALTH & VACCINATIONS

All customers must be well enough to travel (whether physical, medical or otherwise). It's your responsibility to ensure that you're aware of any specific health requirements for your travel destination(s) prior to making a booking and be responsible for ensuring that any applicable needs can be met during travels.

This includes understanding whether you are authorised to carry or use certain medications and or medical/mobility equipment (including batteries with respect to flights and cruises) and/or whether you are required to provide supporting medical documentation such as prescriptions or medical certificates.

For some countries, a failure to disclose a health condition, proof of vaccination or a medical certificate may result in the applicable country/airline/cruise refusing you entry/boarding, or in you being detained, expelled or repatriated from the applicable country at your cost.

If you have any concerns regarding health requirements of the travel destination(s), we suggest you refer to your health professional and/or the Department of Foreign Affairs and Trade (DFAT) 'Smart Traveller' service prior to placing an order. We recommend that you contact DFAT or visit their website www.smartraveller.gov.au for current advice. You can also register your travel plans with DFAT so you're easily contactable in case of emergency. Destination International Holidays does not provide any medical advice.

8. CHECKING TRAVEL ARRANGEMENTS

We have exercised care in putting together the arrangements requested by you in regards to your travel and accommodation. It is important, and your responsibility, to check all of the documentation provided to you in relation to your proposed travel and accommodation to ensure that it fully meets with your requirements and to ensure that there have been no misunderstandings.

All documents must be issued in the exact name of the passport holder (for international travel) or personal identification. You may be denied carriage if the name varies.

- We strongly recommend that you contact your airline prior to any travel to ensure that the scheduled departure time has not changed.
- We strongly recommend that you familiarise yourself with current travel advisories/information from smartraveller.gov.au before you travel.
- Payment of any excess baggage charges is the traveller's sole responsibility.
- Carry on baggage is subject to security rules on the carriage of various items. It is your responsibility to check with the relevant authorities.

Destination International Holidays shall use reasonable commercial endeavours to provide travel documentation 14 days prior to the first travel departure date.

Please note, for customers who require these documents earlier for Visa applications please notify Destination International Holidays in advance. Destination International Holidays is

not responsible for your failure to obtain a visa in this or any circumstances, including if you are overseas. Only in exceptional circumstances will Destination International Holidays provide early release of flight itineraries prior to the supply of Travel Documentation.

9. LIABILITY & RESPONSIBILITY

9.1 Limitations of Liability

We arrange your holiday, which will be provided by Suppliers that we understand (having made reasonable inquiries) are reputable and operate in accordance with the required standards of their local authorities. The scope of our services and our obligation to you is strictly limited to the agent services. We do not operate the products and/or services that you may receive during travel, all of which are provided by Suppliers.

The travel documents and products and/or services are provided subject to the Suppliers' Terms, conditions and limitations (some of which may exclude or limit liability in respect of death, injury, delay, loss or damage to passenger's person and/or effects), which may not be expressly the subject of our contractual agreement. To the maximum extent permitted by law and subject to the following, we accept no liability or responsibility in connection with Supplier terms, conditions or limitations and do not make or give any warranty or representation as to their content or standard. Any legal recourse you may have in respect of those travel products is against those Suppliers and not against Destination International Holidays.

Your legal rights in connection with the provision of travel products and services are against the specific Supplier and, except to the extent a problem is caused or contributed to by negligence on our part, are not against us. Specifically, if for any reason (excluding negligence on our part) any Supplier is unable to provide the travel arrangements that you have purchased, your rights are against that Supplier and not against Destination International Holidays. This includes (without limitation) where Travel Deals cannot be supplied or itinerary changes occur or any other loss or damage suffered by the customer due to delay, cancellation, or disruption in any manner caused by the laws, regulations, acts or failures to act, demands, orders, or interpositions of any government or any subdivision or agent thereof or other authorities, or by acts of God, strikes, severe weather, fire, flood, war, rebellion, terrorism, insurrection, sickness, quarantine, epidemics, pandemics, failure of equipment or machinery, theft, malevolent acts or any other cause(s) beyond our control (each a Force Majeure Event).

In some circumstances, wherever possible, we will use reasonable endeavours to arrange the supply of comparable travel products and services and itineraries. In the absence of our own negligence, we are not liable for any cancellations, diversions, substitution of equipment, variations, postponements, or any other acts, omissions or defaults by Suppliers,

nor for any consequences thereof, including but not limited to changes to services, itineraries, accommodation or facilities.

Nothing in the Terms & Conditions is intended to limit, exclude or modify or purport to limit, exclude or modify the statutory implied guarantees/warranties that cannot be lawfully limited, excluded or modified as provided under the *Competition and Consumer Act 2010* (Cth) including the statutory consumer guarantees under the Australian Consumer Law or similar laws in the State and Territories of Australia.

If any warranties are implied by law that cannot be excluded, then to the maximum extent permitted by law our liability for breach of such warranties is limited to, at our option:

- (a) in the case of products:
 - (i) the replacement of the products or the supply of equivalent products; or
 - (ii) the payment of the cost of replacing the products or acquiring equivalent products; and
- (b) in the case of services:
 - (i) the supply of the services again; and
 - (ii) the payment of the cost of having the services supplied again.

9.2 Responsibility

Destination International Holidays reserves the right to vary, withdraw or cancel any Travel Deals by written notice in the event they cannot be supplied or the itinerary is changed due to a Force Majeure Event or other events which are beyond our control.

To the maximum extent permitted by law, except where caused or contributed to by negligence on our part, Destination International Holidays is not and does not accept any responsibility or liability in contract, tort or otherwise for any injury, illness, death, cost, loss, damage (including but not limited to loss or damage to persons, baggage and property), delay, diversion, substitution of equipment, variation, postponement, liabilities, expense or inconvenience arising directly or indirectly from or in connection with:

- (a) the acts, errors, omissions, default or negligence of Suppliers or other third parties including government authorities, airlines, coach, rail or cruise operators, land carriers, hoteliers or any other suppliers, nor for any consequences thereof, including but not limited to changes to or lack of availability of transport, services, accommodation or facilities; or
- (b) a Force Majeure Event.

To the maximum extent permitted by law, Destination International Holidays is not and does not accept responsibility and shall not be held vicariously liable for the intentional or negligent acts of any persons not employed by us, including (without limitation) all Suppliers, nor for any intentional or negligent acts of our employees committed while off

duty or outside the course and scope of their employment. Destination International Holidays is not and does not accept responsibility for any criminal conduct by any Suppliers or third parties.

To the maximum extent permitted by law, Destination International Holidays is not and does not accept responsibility or liability for any requirements, terms or conditions of any Supplier or other third parties who provide travel products or services in the course of your holiday. All bookings made by Destination International Holidays with Suppliers or other travel product or service providers on your behalf are subject to the requirements, terms and conditions of those persons which may not be expressly the subject of our contractual agreement, particularly in relation to the applicable laws, policies and requirements of any government, governmental authority or employee including visa, entry, exit or transit requirements.

Destination International Holidays is not and does not accept any liability or responsibility for your acts, omissions, defaults, conduct, state of health, condition or circumstances, or failure to comply with the terms, conditions and requirements of any Suppliers or other third party travel products or suppliers, or country or governmental authorities, or any of their officials, servants or agents.

If you decide that you do not wish to visit a country or part of a country you had intended to visit because of any law, condition or requirements of Suppliers or any country or governmental authority, official, servant or agent, or because of circumstances beyond our control (and including any Force Majeure Event), you are responsible for any costs, expenses, charges, fees, losses or damage incurred as a consequence and any cancellation or amendment fees.

In relation to any responsibility or liability which cannot be excluded by law or despite the limitations above, if Destination International Holidays is found liable for any loss, damage, cost, liability or expense which arises out of or in any way is connected with any of the occurrences described above, then to the maximum extent permitted by law Destination International Holiday's liability will in no event exceed, in the aggregate, the greater of:

- (a) the amounts you paid to Destination International Holidays in connection with the travel products or services; or
- (b) AU\$100.00

10. COMPLAINTS

We are committed to addressing complaints quickly and effectively. If a problem occurs whilst you are travelling you must attempt to find a resolution locally with the relevant Supplier within 24 hours. You will also be provided with our 24-hour emergency contact phone number for our office. Failure to seek to resolve the problem within 24 hours may result in any following claim for a refund (where available) being reduced or denied.

Complaints related to travel arrangements booked by Destination International holidays must be received in writing by our office within 30 days from the date that the incident occurred. Complaints made through any other channel will not be accepted. Failure to lodge a complaint within this time period may result in any following claim for refund (where available) being reduced or denied. You must attach all relevant receipts and supporting documentation, including efforts made with the Supplier to resolve it. All refund claims are subject to our [Cancellation and Refund Policy](#).

11. SEVERABILITY

In the event that any term or condition contained in these Booking Conditions is unenforceable, or void by operation of law or as being against public policy or for any other reason, then such term or condition shall be deemed to be severed from this contract or amended accordingly only to such extent necessary to allow all remaining terms and conditions to survive and continue as binding.

12. PRIVACY POLICY

Our [Privacy Policy](#) governs the collection, use and disclosure of your personal information by us. The Privacy Policy forms a part of these Terms & Conditions.

13. NO ASSIGNMENT

You must not assign, transfer or novate these Terms & Conditions or any rights or obligations under these Terms & Conditions without the prior written consent of Destination International Holidays.

14. NO WAIVER

You may not rely on our words or conduct as a waiver of any right unless that waiver is in writing and signed by Destination International Holidays.

15. APPLICABLE LAW

The laws of Victoria, Australia govern these Booking Conditions to the fullest extent allowable. Any disputes must be initiated in the courts of Victoria, Australia.

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