

100 YEARS OF innovation





GET A preview OF COLLETTE'S 2019 TOURS AND TAKE ADVANTAGE OF OUR sale NOW!

Welcome to the Preview Edition of our 2019 tour collection.

- Save 10-15% on select tours if booked by 30 June 2018
- Book early so you have the best choice of dates
- Reserve your spot with low deposit amount of \$250 per person

You will also be able to find out more about Oberammergau, where in 2020, the Passion Play will take place. Spaces are limited, so it's important to reserve your place as soon as possible.

Collette has 100 years of experience, and our tour guides are some of the most sought after in the travel industry. See what's to come in 2019 and start planning for a holiday to remember.

We look forward to welcoming you on a Collette tour very soon.



FRONT COVER: Featuring the streets of Venice Italy. See it on our *Italian Vistas* Tour.



BACK COVER:

Featuring New Orleans Jazz Musicians. See it on our America's Music Cities Tour.

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Thousands of honest, first-hand reviews

The best descriptions of what it's like to be on a Collette tour come directly from our own travellers. We've heard from so many of you, online, on social media, throughout feedback on Feefo, and through letters and surveys. Your words speak volumes about what it's like to travel with Collette. Not only do your reviews help us improve our tours, but they also provide key insights for new guests.

As Collette is new to Australia, we had very little to go by and although we trusted our choice, had little feedback to go by - we were very pleasantly surprised by the service and ease of the process - mostly due to the great organisational abilities of our wonderful tour guide.



- Joe and Debbie C.

Great tour, great accommodation,

great fellow travellers on the tour, great tour guide, and driver, great value for money.

- Valda and Rob S.





Begin and end your tour in **style** and **comfort**.

Private chauffeur driven airport transfers are **included on all Collette tours** for customers within 40km of an Australian international airport. For customers living between 41-70kms this service is available for a small surcharge. A uniformed driver in an executive car will collect you from your home and take you to your closest international departure terminal (see airports above). On your arrival back to Australia, your driver will be waiting for you at the arrivals terminal to take you home. Whether your entire holiday overseas is with Collette, or just a part of it, the Collette Chauffeur is there for you.

For more details or to see a video visit gocollette.com/chauffeur



FROM YOUR OWN FRONT DOOR

Our chauffeur will collect your bags and take you to your executive car.



TRAVEL IN STYLE

You will be driven to international depatures in good time for your flight.



SEAMLESS

You are met at arrivals by a uniformed driver who will take your bags to the waiting executive car.



FRONT DOOR SERVICE

Arrival home. The final part of a memorable experience with Collette.



Personalise your adventure

Every traveller is different, so make your trip your own. We offer more ways to customise your tour. With features such as pre and post night stays, dine arounds and on-tour options, you can make every day a personal adventure!



DINING EXPERIENCES

On select tours and evenings, our Diner's Choice feature allows you to choose where to enjoy your included dinner. Find just the right spot from a list that includes the city's great restaurants.



OPTIONAL EXPERIENCES

Every tour offers a collection of optional excursions, carefully selected to offer you a different perspective on your destination. Enhance your experience and make the most of your time out in the world.



IT'S YOUR CHOICE

Everyone's road is different and that's why this year, Collette is introducing "It's Your Choice." Many of our itineraries now feature different paths you can take.

AIRFARES

Upgrade your air to travel in ultimate comfort and convenience. Treat yourself to a wealth of amenities that come with a business, premium economy, or first-class ticket. Land rested, refreshed, and ready for the world's wonders. Call for details.

PRE & POST NIGHTS

Collette can easily add a pre or post night stay to your existing itinerary along with tickets to your host city's best attractions. Enjoy the benefits of an early arrival and a streamlined booking process. Stay a little bit longer and see more of some of the world's best cities.

GO BACK-TO-BACK

Collette can help you combine two tours into one grand experience. Many of our dates line up perfectly to allow you to discover more of the world. Call for details.

TOUR EXTENSIONS

Look out for tours that provide the option to extend your time abroad. These shorter excursions (which you can add before or after your tour) are the perfect way to add a few more memories.



Combine two trips

Enjoy your well-deserved time away and book back-to-back tours to take advantage of great offers with Collette. When you do, you'll be eligible to become a part of Collette's loyalty program, the Collette Passport Club, and earn \$150 credit per tour for each future trip you book.



With you every step of the way

Of all the things Collette delivers, one of the most valuable is the knowledge that everything is taken care of. Wake each morning on tour with a new experience in front of you and do it all without having to worry about a thing.

relax, we're on it...



TRAVEL PROTECTION

Peace of Mind

Our industry-leading, worry-free travel protection plan offers you a full refund unlike many plans that only offer a voucher. Cancel for any reason right up to the day prior to departure.

(See page 69)



PRIVATE CHAUFFEUR SERVICE

Included Personal Touches

Open your tour the right way and leave the hassle of getting to the airport behind. Enjoy round trip home to airport chauffeur service. It's the perfect way to begin (and end) your journey. (See page 68)

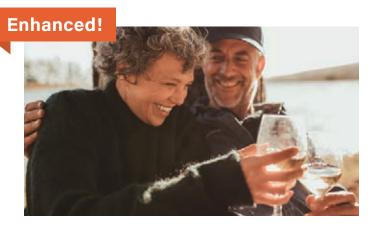


GUARANTEED TO GO

Book with Confidence

Choose from thousands of guaranteed departure dates.

Reserve with complete confidence as these select departures are guaranteed to operate. See gocollette.com.au



The Collette Passport Club

Recognising our loyal guests

Guests who travel with Collette are eligible to become members of Collette's new loyalty program, The Collette Passport Club (formerly Travel Loyalty by Collette or TLC). Members earn a \$150 credit every time they travel along with various other benefits.

(See page 68 for more details.)



Cultural Experiences

The cultural experiences you'll find as part of each itinerary are travel moments both large and small. These are the special inclusions (selected by our experts) that allow you to truly come to know a destination and, more importantly, the people who call that place home.

Must-Sees

Every destination has its iconic locations that are simply a must for visitors.

Collette's inclusive itineraries interweave what we call the "must-sees" with more immersive experiences to create a richer portrait of the destination.







It's Your Choice

Everyone's road is different and that's why Collette has introduced **It's Your Choice!** Many of our itineraries now feature different paths you can take.

On select days, choose the included experience that best suits your interests.





Accommodation

Whether it's the amenities, the history, the view or the location, your accommodation becomes a highlight all its own. We carefully select each hotel to best fit your inclusive itinerary.

Culinary Inclusion

Food is a wonderful window to new cultures. Our authentic culinary experiences take you into the destination, inspiring both your understanding and your taste buds.



Tour Managers

Our Tour Managers pride themselves on building relationships all over the world — and it's these great relationships that allow us to pass value onto you. Our team of experts spend time crafting the perfect local experiences, and know the destinations better than anyone.

TOUR MANAGERS

Collette's Tour Managers are the best trained and most respected in the world. Drawing on their own rich backgrounds and extensive training, they enhance each journey. Whether it's with a bit of historical information, suggesting a special local restaurant or sharing a laugh, these travel aficionados are at your service.



TOUR DESIGN TEAM

It all starts with perfectly planned itineraries. Our tour design team travels the globe, seeking out new and authentic inclusions. Along the way they vet each element of their tours – from the accommodation to the menu choices – ensuring you have the best possible experience.



LOCAL EXPERTS

Get a local's perspective! Having a local guide at your side enhances your experience. They know the ins and outs of the destination. These friendly faces love to share an insider's view of the places they call home.



Maryse Blouin

Tour Manager: 11 years of service

Europe & Canada

My two favourite things about being a tour manager: the very human, personal contact with my guests, and the expression of awe on their faces when they find themselves in the streets of Pompeii, discovering a medieval town in Portugal, or while amidst the truly majestic Canadian Rockies.

(Cour tour manager made our

tour. There was no concern as to how to get to the airports, check ins, room reservations etc.

We would definitely do this again. - Arthur M.



Collette variety

No matter how you want to see the world, Collette can take you there. Whether you want to travel across an entire country, dive into a local culture, or come to know one of the world's great cities, Collette has the travel experience that's right for you.

CLASSIC Collette's Flagship

Collette's tours open the door to a world of amazing destinations. Marvel at must-see sights, sample regional cuisine, stay in centrally located hotels and connect with new and captivating cultures. These itineraries offer an inspiring and easy way to experience the world, where an expert guide takes care of all the details.

EXPLORATIONSImmersive Small Group
Tourina

Smaller groups lead to bigger experiences. Explorations gives travellers access to the world in a new way, venturing off the beaten path for more adventure and immersive cultural connections. The small group size means the door is open to magnificent sights, unique accommodation and exclusive culinary events. Your senses come alive as you capture the true essence of each destination.

SPOTLIGHTSSingle-Hotel Stays

Unpack just once and explore the world's most iconic cities during Spotlight's single-hotel stays. The leisurely pace offers you the chance to get to know these destinations like a local. Must-see cultural highlights are always included, plus there's plenty of time to explore independently, creating your own unique adventure.

RIVER CRUISE
Exploring the Rivers
of the World

Collette's River Cruises are a slower, more intimate way to explore the world. These adventures, on small 4-star vessels, are an easy way to travel through the world's beautiful waterways. When you step off your ship with a Tour Manager by your side, you'll truly come to know the people and places along the river.

FAITH Spiritual Journeys

Collette's collection of religious tours has been created with our faith-based travellers in mind. Focused on creating inspiring travel experiences in world-famous spiritual locations, these itineraries are designed utilising more modest accommodation that capture the reflective surroundings in which they sit.

IMPACT TRAVEL Travel to Make A Difference

Impact Travel allows you to combine your love of travel with your desire to make a difference. Go beyond simply seeing destination highlights and work alongside members of the local community to help bring about positive, sustainable change.

EXPLORING BRITAIN & IRELAND

14 Days • 20 Meals

Rate is per person, land only, double occupancy

NOW FROM \$4,339*



Travel to some of the world's most magnificent cities and through the magical countryside of Britain and

Ireland. This journey takes you through rolling farmland and across the Irish Sea, through England, Ireland, Scotland and Wales. Marvel at the mystery of Stonehenge. Walk in the footsteps of William Shakespeare at his birthplace, Stratfordupon-Avon. Get acquainted with Britain's pageantry in the cities of Edinburgh and London.

- Explore the Roman Bath Museum's 2,000-year-old elaborate spas.
- Ponder ancient mysteries at Stonehenge.
- Visit the majestic Edinburgh Castle.













SHADES OF IRELAND

9 Days • 13 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$2,379*



From the vibrant atmosphere of Ireland's lively capital city, Dublin, across rolling green hills to the dramatic coast, experience all of Ireland's charm on this fantastic tour of the Emerald Isle. Step back in time and visit the historic Blarney Castle. Taste some of Ireland's finest whiskey at a superb local distillery. The magic of Ireland awaits.

- Kiss the famed Blarney Stone at Blarney Castle.
- Experience the Ring of Kerry, one of the world's greatest coastal roads.
- Stand in awe of the stunning 700-foot high Cliffs of Moher.





TOUR ACTIVITY LEVEL 12345 See page 68 for details.





This journey will take you through a crossroads of civilisations in Sicily and on to the spectacular coastlines of Southern Italy. Begin your travels in Sicily where you'll uncover its Moorish and Norman influences. Discover spectacular Mt. Etna Volcano National Park. Venture to the breathtaking Amalfi Coast. Ancient cultures and vibrant landscapes are in store.

- Savour a delicious regional dinner in a winery's agriturismo restaurant.
- Experience the excavated ruins of Pompeii at the foothills of Mount Vesuvius.
- Marvel at the Valley of the Temples.



ITALIAN VISTAS

12 Days • 17 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,639*



This tour has everything you've always wanted in Italy

travel. Enjoy multiple-night stays in Rome, Florence, Venice, the Sorrento Coast and Stresa in the Lakes District. See the gems of the Renaissance in Florence's Academy Gallery, including Michelangelo's David. Marvel at the Leaning Tower of Pisa and stroll the streets of Verona that were the backdrop for Shakespeare's Romeo and Juliet.

Highlights:

- Get an in-depth tour of the famous Colosseum.
- Visit a Tuscan winery and farm where you'll enjoy lunch and sample local wines.
- Set out on a locally guided tour of Florence, "Cradle of the Italian Renaissance."





TOUR ACTIVITY LEVEL 12345 See page 68 for details.





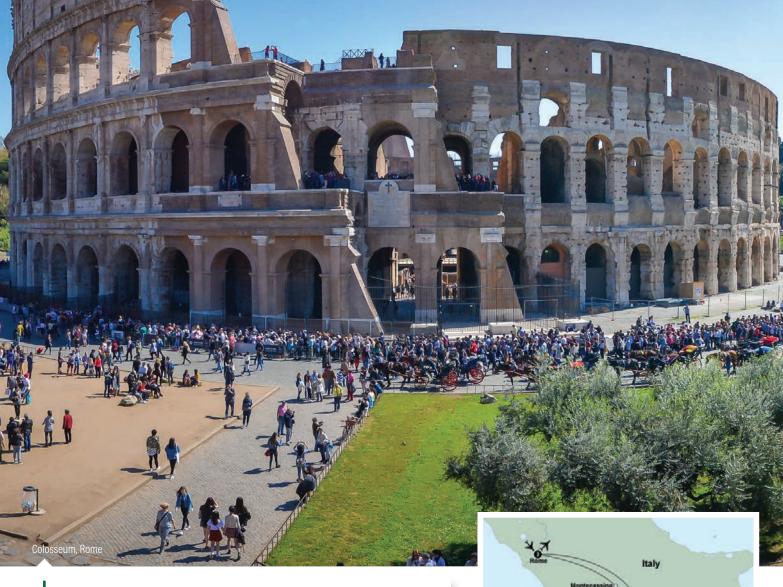


ROME & THE AMALFI COAST

9 Days • 13 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,319*



Join us on a journey through southern Italy and embrace its rich scenery, art, culture, food and wine.

We open with a guided tour of classical Rome that reveals its iconic treasures. Next, travel amid the breathtaking scenery of the Amalfi Coast. Along the way, discover the ruins of Pompeii, stop at a local winery at the foot of Mt. Vesuvius and perhaps sip limoncello, a local lemon liquor.

- Visit the seaside resort town of Sorrento.
- Discover the amazing mountaintop monastery of Montecassino.
- Visit the fascinating National Archaeological Museum in Naples.













TUSCAN & UMBRIAN COUNTRYSIDE

10 Days • 16 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,389*



See another side of Italy. Explore Tuscany and Umbria's smaller, more authentic towns. Learn the secrets of Umbrian cuisine. Stop in Siena, a medieval town with one of Tuscany's most beautiful squares. Explore San Gimignano, known as the "City of Beautiful Towers." Along the way, savour regional specialties and enjoy Italian wine with every dinner.

Highlights:

- Marvel at the ornate Duomo of Santa Maria Assunta.
- Journey to Florence, the "Cradle of the Italian Renaissance.
- Participate in a cooking class in a 16th-century Umbrian farmhouse.





TOUR ACTIVITY LEVEL 12345 See page 68 for details.



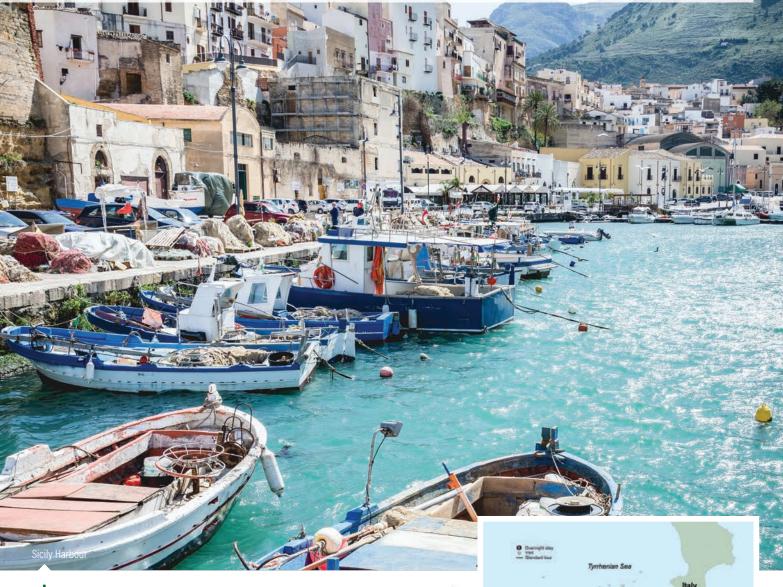


SPLENDID SICILIA

9 Days • 13 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$2,469*



Delve into the fascinating mosaic that is Sicily. Explore this beautiful Mediterranean island on a grand tour and discover the influences left by ancient Greeks and Romans, Arabs and Normans. Meet a Countess in her beautiful palace and visit a family-owned farm where you'll hear Sicilian folk music and learn how they make ricotta cheese. Reflect on the grandeur of ancient Greece during an included excursion to the historical sites in Siracusa, whose archaeological treasures rival those in Athens.

- Enjoy a four-course meal with wine pairings curated by a professional sommelier.
- Explore Corleone and learn about the anti-Mafia movement.
- Spend four nights in both Palermo and Taormina and explore the island's most impressive sights.







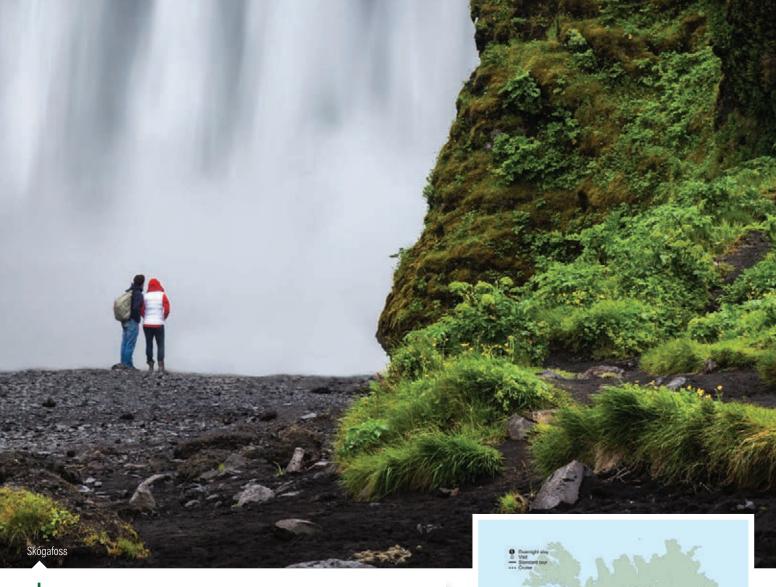


ICELAND: LAND OF FIRE & ICE

8 Days • 13 Meals

Rate is per person, land and on tour air only, double occupancy.

NOW FROM \$4,289*



An island of dramatic contrasts, Iceland is a landscape **forged by fire and ice.** Travel the "Golden Circle" where many natural scenic wonders are located. Soak in the Blue Lagoon, go on a whale watching cruise, take a volcanic cave hike, or stroll along coastal lava fields while admiring natural wildlife. Discover the spectacular landscapes and proud people of this small island nation during this fascinating journey.

- Cruise on the ice-strewn Jökulsárlón Glacial Lagoon, gliding past icebergs.
- Journey to the spectacular Gullfoss waterfall.
- Try an Icelandic delicacy cured "hákarl."













ICELAND'S MAGICAL NORTHERN LIGHTS

6 Days • 10 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$2,999*



The "land of fire and ice" is a place of many wonders, including the rare opportunity to see the spectacular aurora borealis - or northern lights. Take an exhilarating evening northern lights cruise. See Jökulsárlón glacial lagoon filled with floating icebergs. Relax in the warm, mineral-rich water of the natural geothermal pool, the Blue Lagoon. Spend your evenings gazing at the night sky in search of the elusive and dazzling northern lights.

- Explore Skogar Folk Museum, covering all aspects of Icelandic life.
- Learn about the volcanic nature of the island of Iceland during a visit to the Lava Exhibition Centre.
- Experience the energy at the geothermal fields of Geysir and Strokkur.











SPAIN'S CLASSICS

10 Days • 14 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$2,919*



Experience Spain's colourful pageant of art, history and

culture. Explore the priceless treasures of the Royal Palace, one of Europe's largest palaces. Enjoy reserved seating at a flamenco show and feel the passion of this famous dance. Explore Madrid, Valencia, Barcelona, Granada, Cordoba and Toledo. Become part of an authentic "paella experience," and learn how this rice dish is made and where it originated.

- See the Cathedral of Seville, the third largest in the world.
- Join a local expert for a tour of the world-famous Alhambra palace.
- Set out on a walking tour of historic Valencia or explore the Lladro City of Porcelain.













SUNNY PORTUGAL

9 Days • 14 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$1,949*



Explore sunny Portugal, with its miles of dramatic shoreline and legacy of global discovery. Discover Lisbon your way with a choice of included sightseeing. Enjoy a threenight stay in a beautiful resort town on the Portuguese Riviera. Travel to Portugal's scenic "Silver Coast," dotted with charming villages and castles. Indulge in Portugal's regional wines during two winery tours. Experience the Algarve's soft sandy beaches and classic fishing villages.

- Spend three nights on the sunny coast of the Algarve.
- Venture to Lagos, where Prince Henry the Navigator began his explorations.
- Stop in historic Evora, known as the "Museum City of Portugal."







PORTUGAL AND ITS ISLANDS

12 Days • 18 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,679*



Discover the true gems of Portugal. Enjoy multi-night stays on the remote islands of São Miguel, Azores and Madeira, the "Pearl of the Atlantic." Marvel at the geothermal wonders of the Furnas Valley. Take in the beauty of the twin lakes of Sete Cidades and Lagoa do Fogo (Fire Lake). Enjoy charming coastal villages, beautiful botanical gardens and a wine tasting in Madeira. Indulge in local cuisine, regional wines and traditional entertainment.

Highlights:

- Discover the bountiful crops of the region at pineapple and tea plantations.
- Experience a truly unique "cozido das furnas" lunch in Furnas valley.
- Tour Lisbon and discover its treasures including the impressive Tower of Belem.





See page 68 for details.



DISCOVER CROATIA, SLOVENIA AND THE ADRIATIC COAST

11 Days • 16 Meals Rate is per person, land only, double occupancy.

NOW FROM \$2,919*



Medieval architecture, tranquil lakes, local villages and Croatian charm will delight you on this tour featuring Dubrovnik, Lake Bled, Ljubljana, and the stunning **Dalmatian coast.** Explore Plitvice National Park, a place where waterfalls cascade down sheer cliffs connecting sixteen pristine lakes. Step inside Diocletian's Palace and back into Roman times in Split's Old Town. Discover Ljubljana, Slovenia's quaint capital city, and float on a "pletna" boat on serene Lake Bled.

Highlights:

- Enjoy a visit and dinner with a local family outside Dubrovnik.
- Experience Opatija, "Croatia's Riviera," a retreat for Habsburg Monarchs.
- Visit Dubrovnik's Franciscan Monastery, where Europe's oldest pharmacy lies.





See page 68 for details





ALPINE LAKES & SCENIC TRAINS

9 Days • 12 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$4,289*



Experience the enchanting Alpine cultures of Switzerland and Italy as you journey through spectacular mountain scenery and picturesque towns.

Ride aboard three legendary Alpine railways – the GoldenPass Panoramic Train from Gstaad to Montreux; the Glacier Express from Zermatt to St. Moritz; and the Bernina Pass Train, which takes you into Italy. Explore Lucerne, the "Swiss Paradise on the Lake." Enjoy traditional regional cuisine.

- · Cruise Lake Como on a traditional open-air commuter ferry.
- Soak up the mountain air with two nights in the Alpine village of Zermatt.
- · Savour a wine and cheese pairing at an Italian family farm.











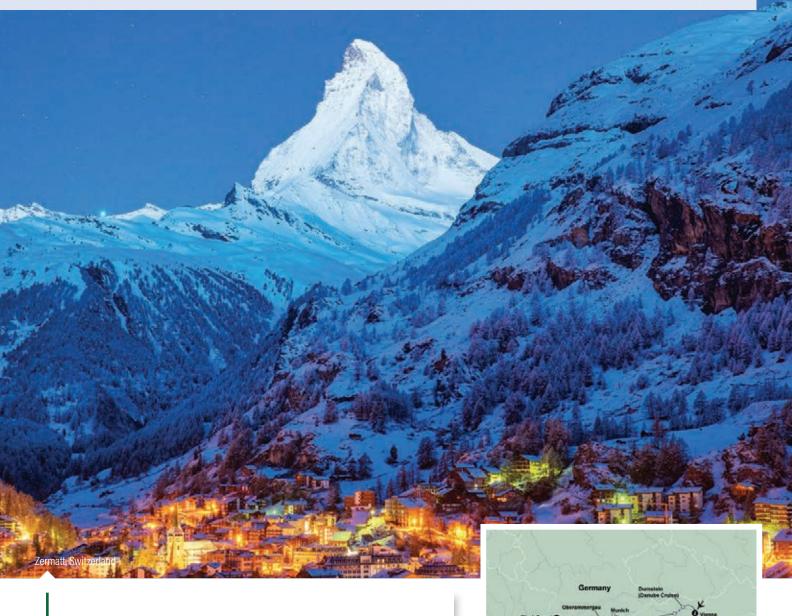


EXPLORING THE ALPINE COUNTRIES

12 Days • 17 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,349*



Discover storybook castles and glittering palaces amidst stunning Alpine vistas as you explore Austria, Germany and Switzerland. Begin in Vienna with a visit to Schoenbrunn Palace. Enjoy a Mozart Dinner Concert in the Baroque Hall of centuries-old St. Peter's Restaurant in Salzburg. Enjoy a scenic train ride aboard the Matterhorn Gotthard Bahn into the relaxing pedestrian village of Zermatt. Relax during two nights in Lucerne, "the Swiss Paradise on the Lake."

- Take a lovely cruise along the Danube River.
- Make a stop at the impressive Benedictine Melk Abbey.
- Discover the fascinating city of Munich and its world-famous Glockenspiel.

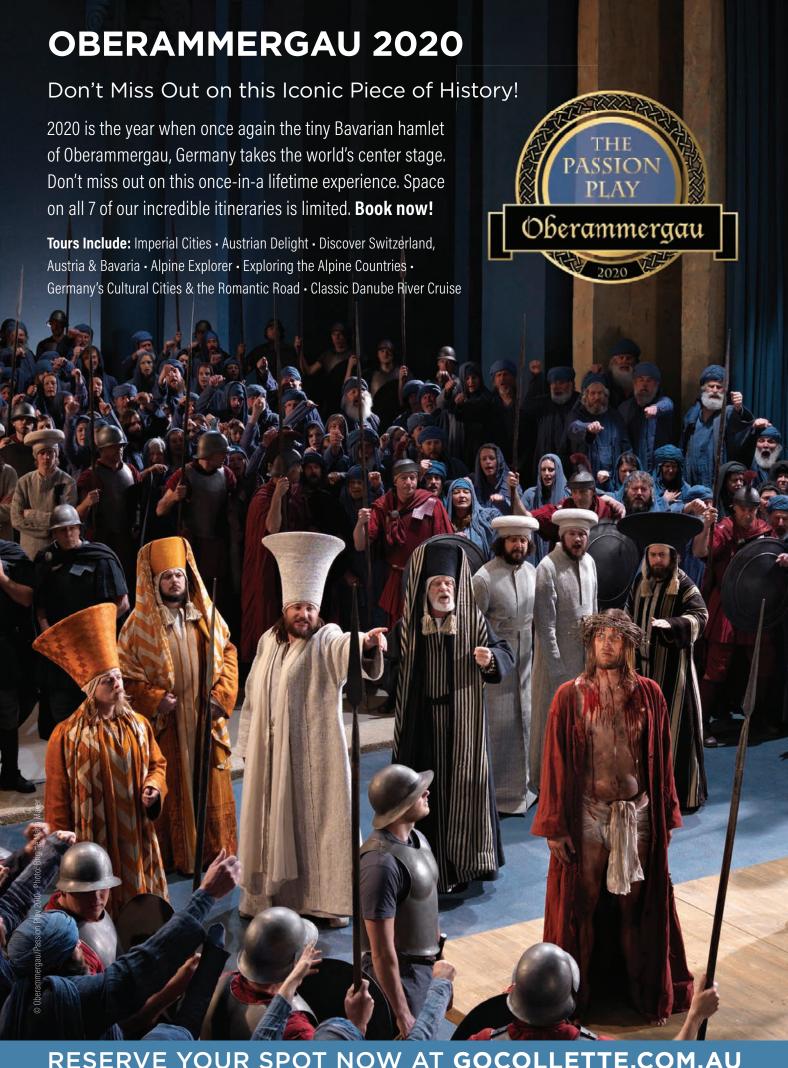












RESERVE YOUR SPOT NOW AT GOCOLLETTE.COM.AU

MAGNIFICENT CITIES OF CENTRAL AND EASTERN EUROPE

13 Days • 18 Meals Rate is per person, land only, double occupancy.

NOW FROM \$3,329*



Explore the historic and culturally rich cities of the Czech Republic, Germany, Austria, Hungary and Poland. Walk across the spectacular Charles Bridge in Prague. Discover the picturesque Hungarian countryside. Visit the former concentration camp of Auschwitz and conclude in Warsaw, a city with history both joyous and tragic. Be enchanted by some of Europe's most magnificent and legendary cities.

- The fairy-tale city of Prague reveals the remarkable Hradcany Castle.
- Come to know Vienna and its lavish Schoenbrunn Palace.
- Dine at one of Vienna's most beloved restaurants.









SPECTACULAR SCANDINAVIA

13 Days • 19 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$5,389*



Join us on an incredible journey to a land of unparalleled

beauty - Scandinavia. This fabulous adventure brings together Scandinavia's natural wonders, history and culture. Discover why Copenhagen, Denmark is dubbed the "gastro capital of Scandinavia." Travel through Sweden's picturesque countryside aboard an innovative high-speed train. Meander through the streets of Bergen's ancient trading port founded in the 11th century. Scandinavia awaits - three countries, three cultures, and endless scenery.

- Stop at the Vasa Ship Museum to learn of its shocking maiden voyage.
- Embark on an exhilarating Geirangerfjord cruise.
- Immerse yourself in Oslo's rich history on a city tour.









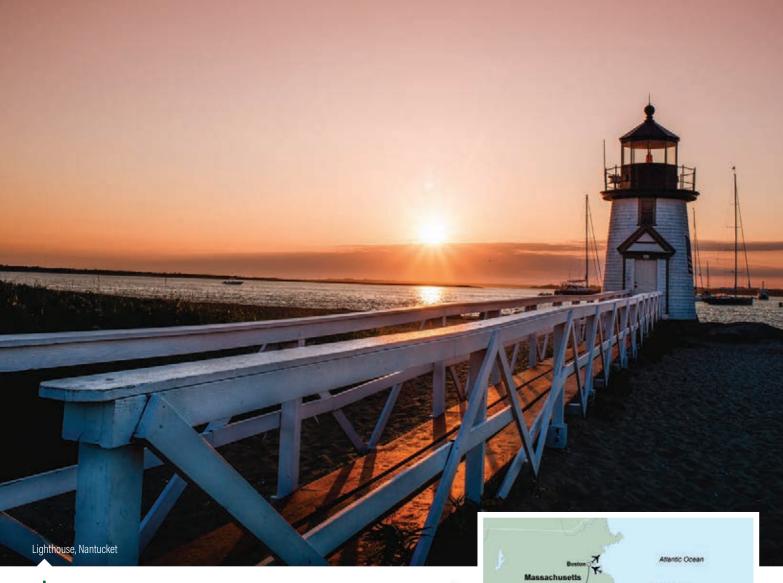


ISLANDS OF NEW ENGLAND

8 Days • 11 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,119*



New England's miles of sandy beaches, majestic coasts, and rolling surf invite relaxation. Visit Boston and Providence, the Gilded Age mansions of Newport, the lively artist colony of Provincetown, and the beautiful islands of Martha's Vineyard and Nantucket. See Plymouth Rock and step back in time in the town where the Pilgrims landed in 1620. Complete your New England experience as you indulge in a traditional seafood and lobster feast.

- Visit a working New England cranberry bog, a thriving crop of Cape Cod.
- In historic Boston, experience iconic landmarks including the Old North Church.
- · Learn to cook like a New Englander during a chef-led demonstration.











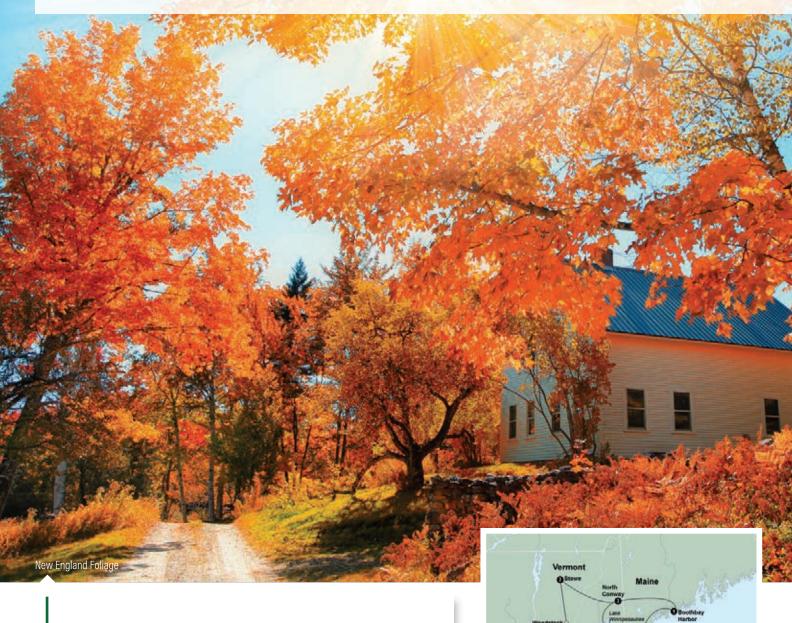


COLOURS OF NEW ENGLAND

8 Days • 10 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,879*



Be charmed by the colours of New England on this 8-day tour that brings you from the heart of historic Boston to the farms, coast and mountains of the north. Learn about the maple sugaring industry of New England on a farm tour of the Rocks Estate. Admire Maine's dramatic coast and discover the seaside communities of Boothbay Harbour and Kennebunkport. This is New England at its finest.

- Watch apples transform into cider the old-fashioned way.
- Enjoy a locally guided tour of Boston featuring its famed Faneuil Hall Marketplace.
- Embark on a cruise of stunning Lake Winnipesaukee.









Follow the epic story of American democracy. Spend two nights in New York City before heading to Philadelphia to view the Liberty Bell and see Independence Hall. Walk the hallowed battlefield at Gettysburg and tour the National Military Park & Museum. View the moving World War II Memorial, the Vietnam Veterans Memorial and the Korean War Memorial. Visit Arlington National Cemetery.

- Stroll the grounds of historic Colonial Williamsburg.
- Enjoy breakfast at Ellen's Stardust Diner in New York City featuring singing wait staff.
- Embark on a tour of Philadelphia, "the Birthplace of a New Nation."













AMERICA'S HISTORIC MID-ATLANTIC

8 Days • 10 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,979*



Indulge in luxury as you step back in time at three of the most historic hotels in America. Begin at the Omni Shoreham Hotel in Washington, D.C. before heading to the Gettysburg battlefield. Then, spend two nights at the luxuriously restored, 200-year-old Omni Bedford Springs Resort. Enjoy a 2-night stay in Richmond, Virginia, at one of America's grandest hotels, The Jefferson.

- In Hot Springs, soak in the warm, rich mineral springs of the Jefferson Pools near your resort or take a self-guided bike adventure.
- Tour the historic neighbourhoods of Richmond.
- Visit Fallingwater, Frank Lloyd Wright's famous creation.













SPOTLIGHT ON NEW YORK CITY

5 Days • 5 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$2,239*



Experience the best of "the Big Apple" on this **spectacular tour.** Spend four nights in the heart of Midtown close to Central Park and Times Square. Take your seat and watch the curtain rise for two exciting Broadway shows. Ferry to the Statue of Liberty and Ellis Island. See the Empire State Building and Central Park. Visit the poignant 9/11 Museum and Memorial. Get ready to "start spreading the news!"

- Join a local guide for a tour of New York City's time-honoured landmarks.
- Enjoy breakfast at the famous Ellen's Stardust Diner, featuring a singing wait staff.
- Embark on a voyage to experience "Lady Liberty" up-close.







SOUTHERN CHARM

7 Days • 9 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$2,549*



Experience the history, charm and singular hospitality of the Low Country in Georgia and South Carolina.

Choose to explore one of America's oldest plantations, Boone Hall, or the Patriots Point Naval & Maritime Museum. Discover the history of Savannah and antebellum Charleston with 2-night stays in each city. You will uncover a magic that you can only find in America's friendly South.

Highlights:

- Explore the 19th-century Andrew Low House and Gardens.
- Step back in time at the luxurious Jekyll Island Club.
- Enjoy a cooking demonstration and dinner of regional specialties in Savannah.





TOUR ACTIVITY LEVEL 12345







AMERICA'S MUSIC CITIES

8 Days • 11 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$2,969*



Visit New Orleans, Memphis and Nashville as you revel in the sounds of the blues, jazz, country, and good old rock 'n' roll. Experience the unique city of New Orleans, where jazz, food and fun abound. Spend one night in Memphis, "birthplace of the blues," and tour Elvis Presley's Graceland. Enjoy reserved seats at the Ryman Auditorium, home of the original Grand Ole Opry show.

Highlights:

- Experience a 2-night stay at the palatial Gaylord Opryland Hotel in Nashville.
- Explore the Country Music Hall of Fame, the largest museum of popular music in the world.
- Visit the historic Ryman Auditorium.



Gulf of Mexico



Louisiana



AMERICA'S NATIONAL PARKS & DENVER

14 Days • 20 Meals Rate is per person, land only, double occupancy.

NOW FROM \$6,069*



Experience the grandeur of the American West as you explore six fantastic national parks on this exciting

journey. Experience Yellowstone National Park and stay in a National Historic Landmark at the Grand Canyon. Marvel at the magnitude and colour of Zion's cliffs. Enjoy 2-night stays in Salt Lake City and Jackson Hole. Drive through the incredible Bighorn Mountains and the great Sioux Nations Territory before seeing Mt. Rushmore and Crazy Horse Monument.

Highlights:

- Explore the Buffalo Bill Centre of the West, a tribute to Buffalo Bill Cody.
- Meet Native Americans and discuss their unique and colourful culture.
- Experience a chuck wagon dinner and cowboy entertainment.





TOUR ACTIVITY LEVEL See page 68 for details.



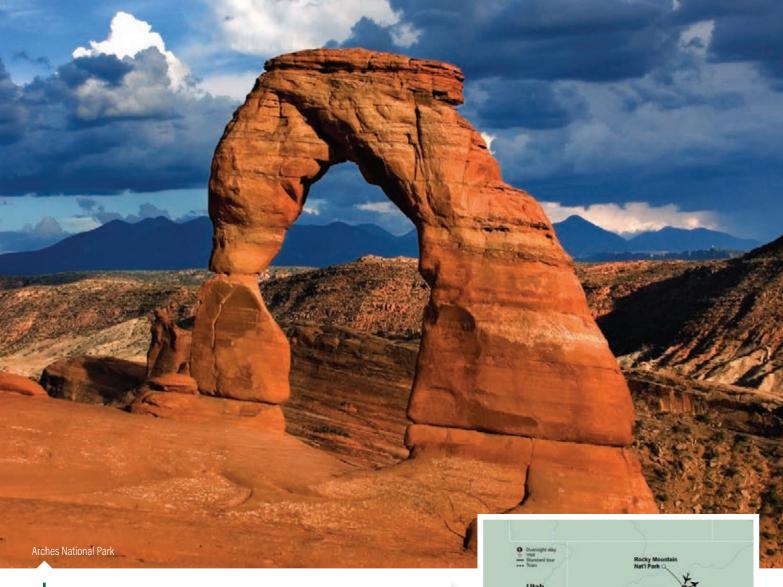


COLORADO ROCKIES

9 Days • 12 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,449*



Experience the majesty of the Colorado Rockies, four National Parks and two historic trains that celebrate the can-do spirit of the Old West. Marvel at the diversity and majesty of Arches and Canyonlands National Parks. Ascend Pikes Peak on the world's highest cog railway. From towering peaks to deep canyons and Old West towns to dynamic cities, a region of contrasting beauty and charm awaits.

- Spend two nights in Durango, a fun-filled cowboy town where you can relive the excitement of the Old West.
- See one of the largest cliff dwellings built by ancestors of the Pueblos.
- Explore the massive and rugged Rocky Mountain National Park.







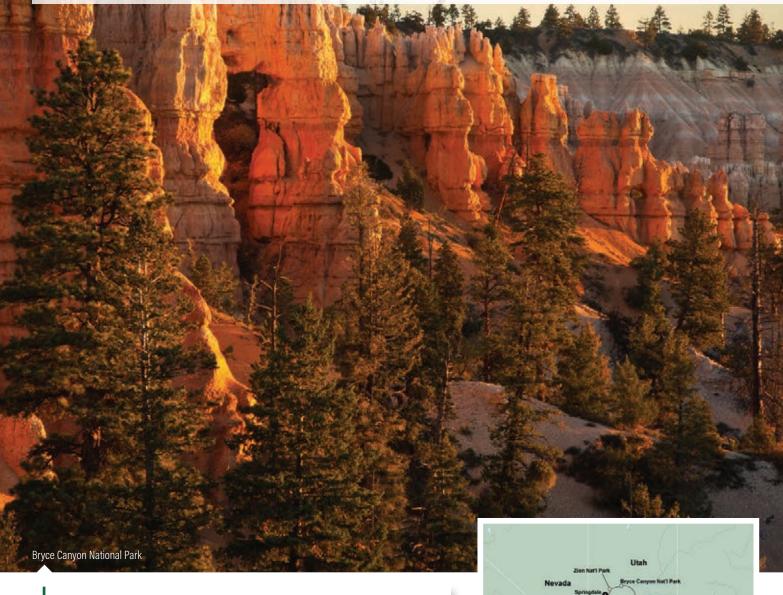


CANYON COUNTRY

8 Days • 10 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$2,899*



A journey through Canyon Country brings you into a colourful world of stunning southwestern vistas and the unique topography of three national parks: Zion, Bryce and the Grand Canyon. Spend a night on the South Rim of the Magnificent Grand Canyon. Luxuriate at the Lake Powell Resort for two nights. Then it's off to the neon-lit spectacle of Las Vegas.

Highlights:

- Behold the breathtaking views of the vast Grand Canyon.
- Climb aboard Zion's open-air tram with an expert guide.
- Explore the most amazing spires of Bryce Canyon National Park.





TOUR ACTIVITY LEVEL (1) 2 (3) (4) (5) See page 68 for details.





CALIFORNIA COAST

8 Days • 10 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,479*



From the big cities of San Francisco to San Diego, you'll see the sights and landmarks that make California so unforgettable. Witness the majestic Golden Gate Bridge. Travel along the breathtaking Big Sur Coast and Monterey's famed 17-Mile Drive. Get to know the best of San Diego with views and visits to Old Town, the harbour, the Gaslamp Quarter, and more. Discover California's treasure trove of beauty and excitement.

- Tour glorious Hearst Castle and explore some if its 165 rooms and 127 acres.
- Stay in the quaint seaside village of Santa Barbara, often called "America's Riviera."
- Visit Old Mission Santa Barbara, established in 1786.





PACIFIC NORTHWEST & CALIFORNIA

8 Days • 10 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,389*



Explore the majestic Pacific Northwest and California on this eight-day adventure, from the wilds of Mount St. Helens and the Columbia River Gorge to the sophistication of Portland, Seattle and San Francisco.

Book your Pacific Northwest holiday and travel along Oregon's beautiful Pacific coast. Visit Redwood National Park. Explore Eureka, a historic timber and fishing village. Cross the Golden Gate Bridge and discover the "City by the Bay," San Francisco.

- Visit the lively Pike Place Market, Seattle's famous fish and vegetable market.
- Venture to Mount St. Helens Visitor Centre to learn about its eruptions.
- Enjoy dinner on Pier 39 with views of San Francisco's Golden Gate Bridge.









ALASKA & THE YUKON

13 Days • 18 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$6,829*



Surround yourself in unspoiled landscapes, ancient glaciers and an array of wildlife on your Alaskan and Yukon adventure.

Take a trip through breathtaking Prince William Sound to view its glaciers. Set out for the "Gateway of the Klondike" - Skagway. Enjoy breakfast and savour first-class Goldstar service on the Alaska Railroad on an adventure into Denali National Park and travel deep into the park on a backcountry adventure Tundra Wilderness tour. Along the way come to know all of the treasures of "the last frontier."

- Board a scenic sternwheeler for a cruise on the peaceful Chena River.
- Stop in the village of Carmacks to see the famous Five Finger Rapids.
- Marvel at the incredible views along the renowned Top of the World Highway.







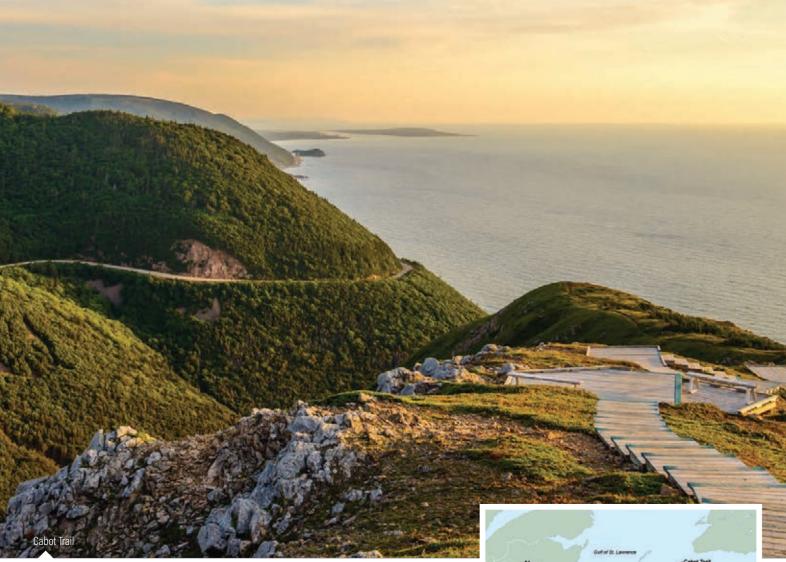


MARITIMES COASTAL WONDERS

11 Days • 16 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,879*



Join us as we uncover the treasures of the Canadian

Maritimes. From the rugged Cabot Trail to the amazing Fundy tides, fun and adventure awaits. Marvel at the incredible views at Nova Scotia's Peggy's Cove. Be inspired by the many inventions of Alexander Graham Bell at his museum. Travel along the striking Lighthouse Route. Don't miss the rugged beaches, picturesque fishing villages, and rich seafaring history of this amazing region.

- Experience local life at the celebrated Saint John City Market.
- See the four-story high flowerpot-shaped Hopewell Rocks and savour a traditional Maritimes lobster feast.
- Learn a few handy Gaelic phrases and join in the fun of a "milling frolic."



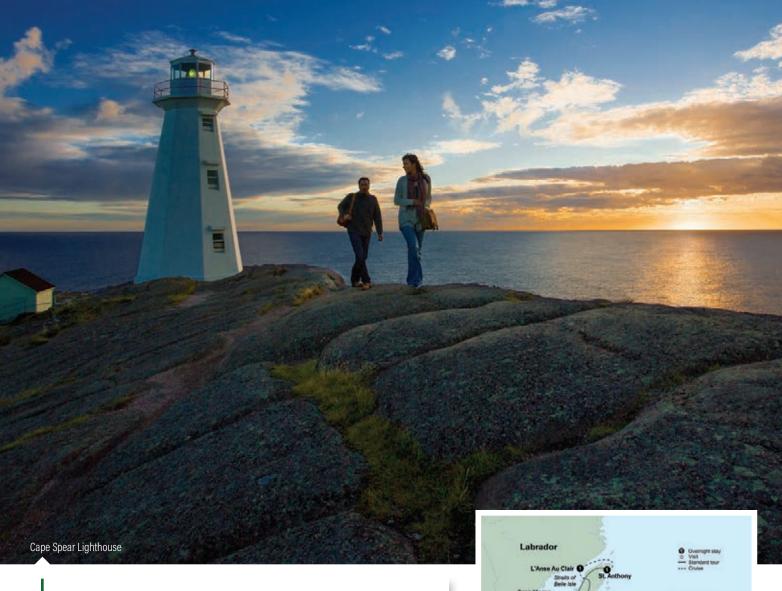




NEWFOUNDLAND & LABRADOR DISCOVERY

12 Days • 18 Meals Rate is per person, land only, double occupancy.

NOW FROM \$5,119*



Discover a blend of natural beauty, quaint villages, and stunning ocean views on your exploration through Newfoundland and Labrador. Board a cruise of Witless Bay Ecological Reserve in search of whales, puffins and other marine life. In Gros Morne National Park, explore the spectacular Tableland Mountains. Pause at Long Point Lighthouse to take in the sweeping views - you may even spot an iceberg!

- Taste flavours of the region during a traditional Jiggs dinner.
- Become an honourary Newfoundlander during a "Screech-In" ceremony.
- Walk in the footsteps of a great explorer at Captain James Cook National Historic Site.













THE BEST OF EASTERN CANADA

8 Days • 10 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$2,469*



From the European-styled, old world elegance of Quebec City to the thundering magnificence of Niagara Falls, you'll love every moment of this tour of Eastern

Canada. Enjoy two-night stays in Montreal, Quebec City and Toronto, as well as an overnight stay in Ottawa and city tours of each of them. From picturesque countryside to glistening skyscrapers, a truly unforgettable cultural and historical experience awaits you in the heart of Eastern Canada.

Highlights:

- Witness the incredible power of Mother Nature at breathtaking Niagara Falls.
- Take a stroll through bustling Byward Market.
- Tour Montreal and see Jacques Cartier Square and McGill University.





TOUR ACTIVITY LEVEL See page 68 for details.



CANADIAN ROCKIES BY TRAIN

9 Days • 13 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$4,569*



Climb aboard VIA Rail's, "The Canadian," as it takes you between Vancouver and Jasper on a once-in-a-lifetime **overnight train journey.** Relax in the dome car and experience panoramic views of snow-capped mountains, glacial lakes, rushing rivers and the sheer unspoiled wilderness of Canada. Journey along the unforgettable Icefields Parkway. Discover the natural beauty of Moraine Lake, the powerful Bow Falls and impressive Hoodoos.

- Experience a day on a ranch in the Alberta plains, complete with a wagon ride in search of buffalo and a BBQ lunch in the great outdoors.
- In Jasper and see the dramatic Maligne Canyon and its picture-perfect lake, where you enjoy breakfast with a view!
- Experience the beautiful city of Vancouver with a sightseeing tour.





TOUR ACTIVITY LEVEL (1) 2 (3) (4) (5)



CANADIAN ROCKIES FEATURING ROCKY MOUNTAINEER

8 Days • 12 Meals Rate is per person, land only, double occupancy.

NOW FROM \$5,929*



Set out to explore the best of Western Canada on a tour that opens in Vancouver and takes you to Banff aboard the famous Rocky Mountaineer train. Enjoy a sightseeing tour of Vancouver. Take a scenic ferry to Vancouver Island and visit Butchart Gardens. Journey onboard the train from the fields of the Fraser Valley and the mighty Fraser River into the heart of the Canadian Rockies. During your time in Banff, stop at stunning Peyto Lake and admire Bow Falls.

- Experience two awe-inspiring days onboard Rocky Mountaineer.
- Enjoy breakfast at Capilano Suspension Bridge.
- Stroll the spectacular Butchart Gardens in Victoria.
- Take a scenic drive through Banff featuring the powerful Bow Falls and Hoodoos.



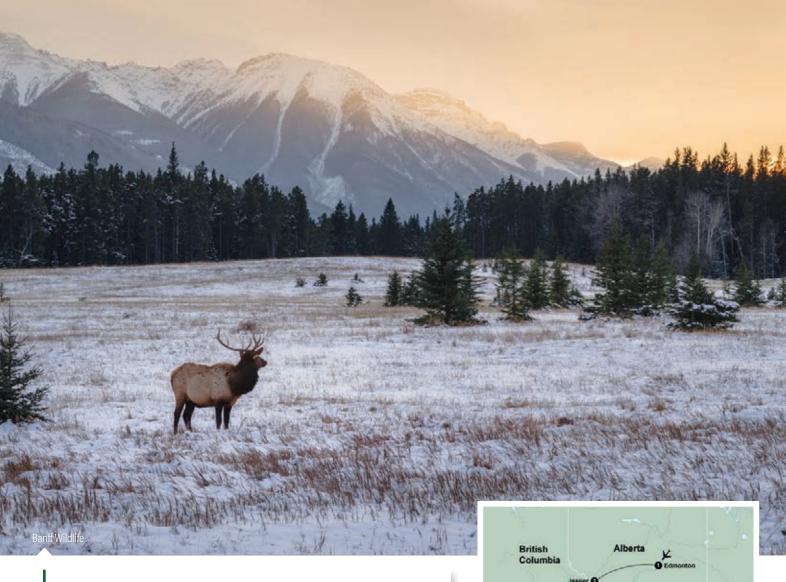


CANADA'S WINTER WONDERLAND

7 Days • 8 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$2,239*



Find yourself immersed in a scene clipped from a holiday card in the magnificent province of Alberta in the winter. You'll stay at two of its most incredible, historic hotels - the Fairmont Château Lake Louise, a Victorian style lodge, and the Fairmont Banff Springs or "Castle in the Rockies." This is a magical time to get to know Alberta and discover its treasures covered with snow.

- Traverse the unforgettable Icefields Parkway, abound with natural beauty.
- Be treated to an authentic "First Nations" dinner.
- Visit a local ammonite specialist to learn about this rare gem.





COSTA RICA: A WORLD OF NATURE

12 Days • 23 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,269*



Immerse yourself in this vibrant, living Eden in Central

America. Settle in for two nights in Tortuguero National Park which protects 13 of Costa Rica's endangered species. Spend two nights in an eco-lodge within the Sarapiquí Rainforest. Take in the spectacular views of Arenal Volcano during your three-night stay at the foot of the volcano. Explore the white sandy beaches of Manuel Antonio National Park, just minutes from your resort.

Highlights:

- Visit the world's first green turtle research station in Tortuguero National Park
- Indulge in the sweet taste of chocolate at a cacao plantation.
- Hop aboard a river boat for a jungle crocodile safari and bird watching excursion.





TOUR ACTIVITY LEVEL 12345 See page 68 for details.





PERU: ANCIENT LAND OF MYSTERIES

11 Days • 17 Meals

Rate is per person, land and on tour air only, double occupancy.

NOW FROM \$4,374*



Fantastic archeological treasures set amidst the soaring Andean peaks - this can only be Peru. Explore

Andean art forms and the local way of life from ancient times through present day during your stay in the Sacred Valley. Savour an authentic Pachamanca dinner. Travel to Machu Picchu aboard the famed Vistadome train. Discover the exquisite cuisine of Peru, which has been awarded the top food travel destination in the world four years in a row.

- Explore the colourful markets of Peru, including the famous Pisac village market.
- Meet the indigenous Uros people of the floating islands on Lake Titicaca.
- Discover Lima's fascinating history during a tour of the city centre.













MACHU PICCHU & THE GALAPAGOS ISLANDS

15 Days • 29 Meals Rate is per person, land and on tour air, double occupancy.

NOW FROM \$10,924*



The past comes alive as you travel from the Land of the Incas to the Galapagos archipelago. Explore the Spanish colonial cities of Lima, Quito and Cuzco. Set foot in two hemispheres at the Equatorial Line Monument. After delving into ancient cultures, you'll connect with one-of-a-kind wildlife as you cruise the pristine Galapagos Islands, made famous by Charles Darwin.

- Admire the giant tortoises at the Charles Darwin Research Station.
- Discover centuries-old Andean textile methods at a living museum of the Peruvian Andes.
- Explore the fabled ruins of Machu Picchu.





DISCOVER PANAMA

9 Days • 15 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$2,919*



Explore the colours and natural beauty of Panama - a land between the seas. Cruise through the canal aboard the Pacific Queen on a partial transit and stay at the Gamboa Rainforest Resort. Visit the historic district in Panama City, Casco Viejo, and the Miraflores Locks Visitor Centre. Stay in Anton Valley, a community nestled entirely within a volcano crater. Complete your Panama experience with a final night in your resort overlooking Playa Bonita.

- Join your guide for a nature hike along the rainforest trails.
- Travel by dugout canoe to an Emberá village to learn about indigenous culture.
- Sample fresh Panamanian ceviche at the Mercado de Mariscos.









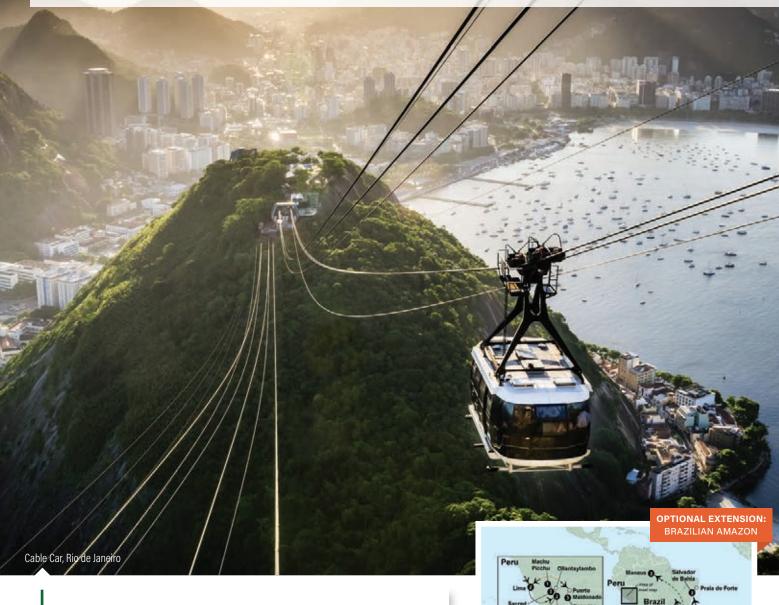


THE COMPLETE SOUTH AMERICA

23 Days • 38 Meals

*Rate is per person, land and on tour air only, double occupancy.

NOW FROM \$11,429*



From the mystical Machu Picchu and a journey through Patagonia to three nights in cosmopolitan Rio de Janeiro, this is the trip of a lifetime across South

America. In Peru, visit Lima, the Sacred Valley, Machu Picchu and Cuzco to learn about the mystical Incan Empire. In rugged Patagonia, cruise through the Chilean fjords and take in the breathtaking sites at Torres Del Paine. South America is spectacular.

Highlights:

- Embrace the art of tango at a live performance.
- Venture to Argentina's famous Perito Moreno Glacier.
- Craft caipirinhas Brazil's famous cocktail.





TOUR ACTIVITY LEVEL 12345 See page 68 for details.





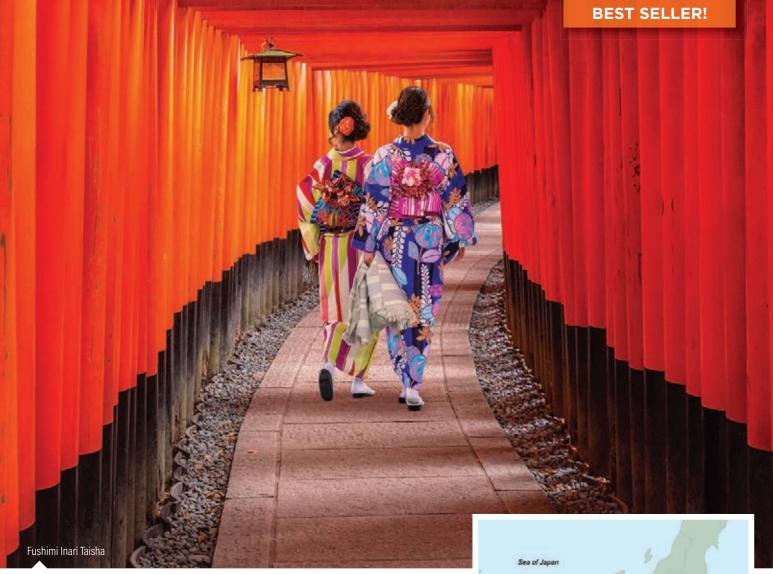


CULTURAL TREASURES OF JAPAN

13 Days • 21 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$4,949*



Immerse yourself in the ancient and modern cultures

of Japan. Experience the electric city of Tokyo. Board the Hakone Ropeway for goliath views of Mt. Fuji, and tour Matsumoto Castle. In the Japanese Alps, enjoy Hida beef and sake at a local brewery. Kyoto is the cultural capital of Japan and a marvel to behold. Explore Kyoto's Nijo Castle, home of the first Shogun.

- Explore the famous Yanaka Ginza district, the "shitamachi," with old town ambience reminiscent of Tokyo's past.
- Stop for a sushi lunch in Tokyo's famous fish market.
- · Visit the Itsukushima Shinto Shrine and Hiroshima Peace Memorial.









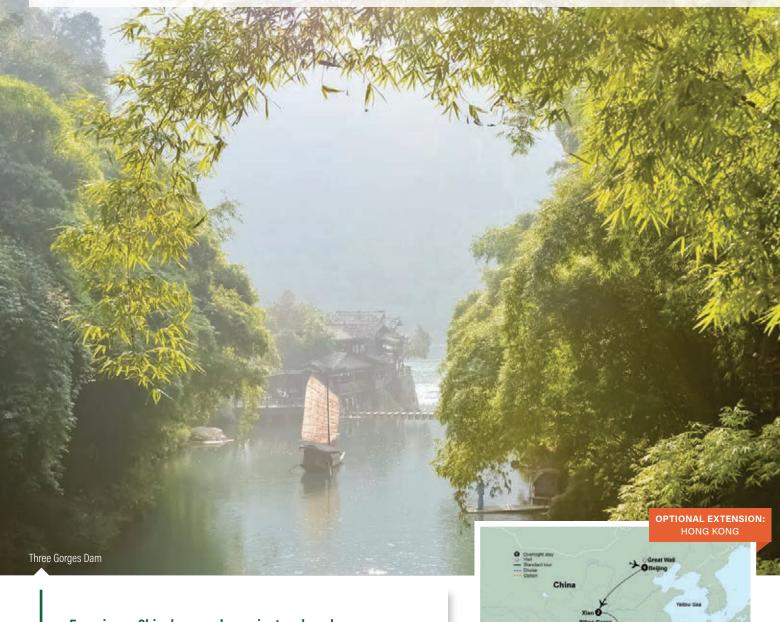




WONDERS OF CHINA & THE YANGTZE RIVER

18 Days • 40 Meals Rate is per person, land and on tour air, double occupancy.

NOW FROM \$6,179*



Experience China's marvels, ancient and modern, rural and cosmopolitan, on this fantastic 18-day tour that features a relaxing four-night upstream cruise of the Yangtze River. Walk a section of the Great Wall, tour the old, narrow streets of Beijing by rickshaw. Interact with China's national treasure at the Panda Breeding Sanctuary. Cruise the famous karst landscape of the Li River in Guilin. Experience both old and ultra-modern China in Shanghai.

Highlights:

- Explore Old Town Shanghai and tranquil Yuyuan Garden.
- Discover the mysterious Forbidden City and the immense Tiananmen Square.
- Stand before the 8,000 warriors in the life-size terracotta army in Xian.



TOUR ACTIVITY LEVEL 12345 See page 68 for details.







TASTE OF VIETNAM

14 Days • 27 Meals

Rate is per person, land and on tour air, double occupancy.

NOW FROM \$3,619*



Vietnam's rich culture and complex history. At the Vietnam War Memorial park, tour the Cu Chi Tunnels - underground hideouts used during the war. Experience life on the Mekong Delta. Behold the nation's imperial past at the Thien Mu Pagoda and marvel at the haunting ruins of My Son. A new colourful mosaic unfolds every day as you make your way through this fascinating land.

- Get acquainted with Ho Chi Minh City on your sightseeing tour.
- Overnight on a luxury junk boat cruise in Halong Bay.
- Learn about the country's unique culinary traditions during a cooking demonstration in rural Ky Son.











KINGDOMS OF SOUTHEAST ASIA

19 Days • 36 Meals

Rate is per person, land and on tour air only, double occupancy.

NOW FROM \$5,304*



Delve into an ancient and mysterious world. Begin in Vietnam and explore its complex relationship with the West. Learn unique culinary secrets in the ancient town of Hoi An. Find inspiration at Cambodia's Angkor Wat temple, the world's largest religious structure. From contemplating the fall of Saigon to exploring a once forgotten temple deep in the jungle, each day paints a new picture of the rich cultures of Southeast Asia.

- Journey to the famous Pak Ou Caves, home to hundreds of Buddhas.
- Board a traditional riverboat for a cruise down the Mekong River.
- See the Cu Chi Tunnels, a maze of underground Viet Cong passageways.









MYSTERIES OF INDIA

14 Days • 26 Meals

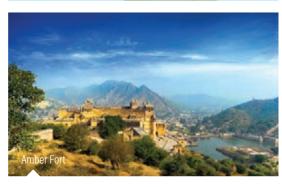
*Rate is per person, land and on tour air only, double occupancy.

NOW FROM \$4,034*



The Taj Mahal, temples and tigers - experience all the spice of India on this tour. See the Taj Mahal bathed in the light of sunrise. Enjoy magnificent views of the Jag Mandir Palace. See the City Palace in Jaipur. Experience two game drives in Ranthambore National Park. Take an early morning ride on the holy River Ganges. Discover the many ways in which this mysterious land dazzles the senses.

- Explore Old Delhi's narrow streets by rickshaw.
- Sit down for a home-hosted dinner and observe daily life inside the old city.
- Ascend by jeep to the top of Amber Fort.







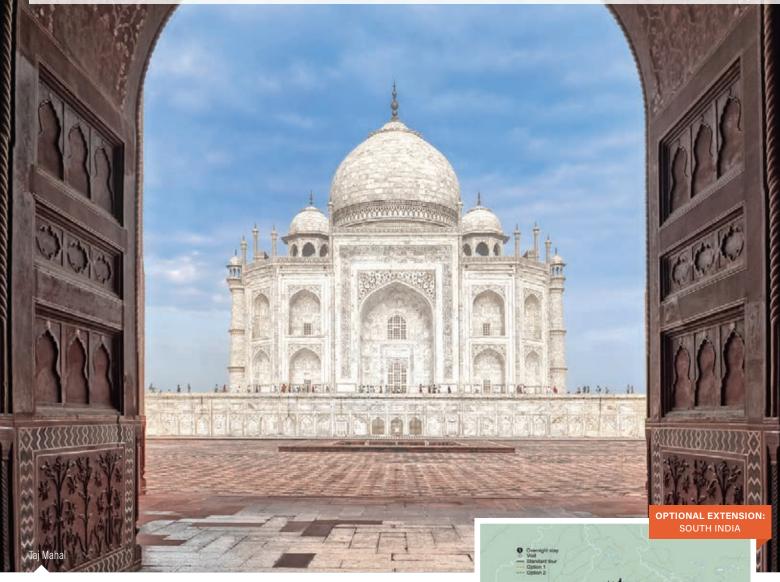


INDIA'S TREASURES

9 Days • 17 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$2,179*



India's Golden Triangle showcases some of the most beautiful sites in the country during stays in Delhi, **Jaipur and Agra.** Spend three nights in the vibrant "Pink City" of Jaipur and visit the majestic Amber Fort and Hawa Mahal, home to a former Maharaja. Soak in the colours of India during a visit to a flower market. At sunrise, behold one of the most impressive sites in the world – the Taj Mahal.

- Discover the holy shrine of Sikhs, Gurudwara Bangla Sahib.
- Explore Agra Fort, an impressive walled city that dates back to the 11th century.
- Visit Chand Baori, one of the largest and most beautiful stepwells in the world.





TOUR ACTIVITY LEVEL 12345





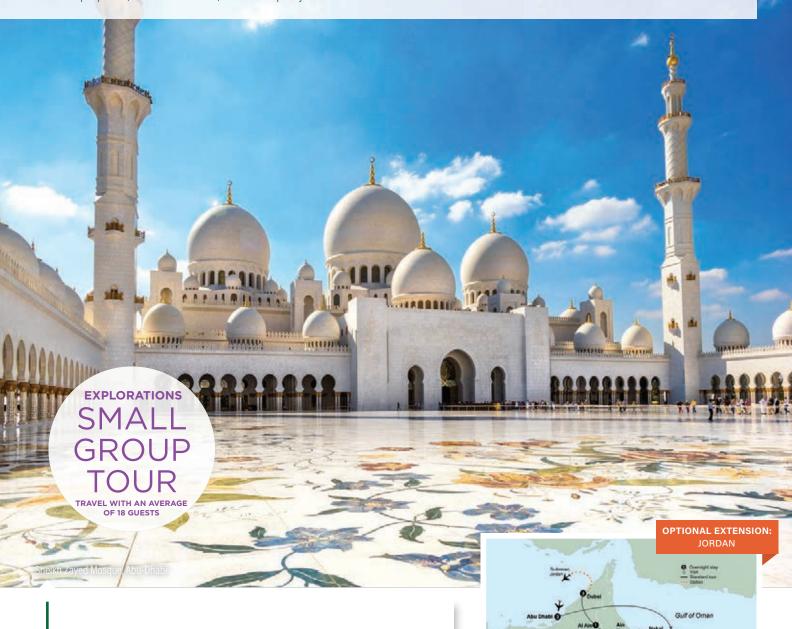


DUBAI, OMAN AND ABU DHABI

11 Days • 19 Meals

Rate is per person, land and on tour air, double occupancy.

NOW FROM \$5,139*



From immeasurable opulence to ancient cultures, uncover the treasures of the fascinating countries of the United Arab **Emirates and Oman**. In Abu Dhabi, explore the sprawling Sheikh Zayed Bin Sultan Al Nahyan Mosque, a symbol of diversity in the Islamic world. In Dubai, discover the Sheikh Mohammed Centre for Cultural Understanding. As you travel through the United Arab Emirates and Oman, you'll uncover the allure of this unfamiliar world.

- At the largest falcon hospital in the UAE, explore its museum to learn the falcon's importance to Arabian culture.
- Delight in an exhilarating "dune bashing" by 4x4.
- · Ascend the Burj Khalifa, the world's tallest building.









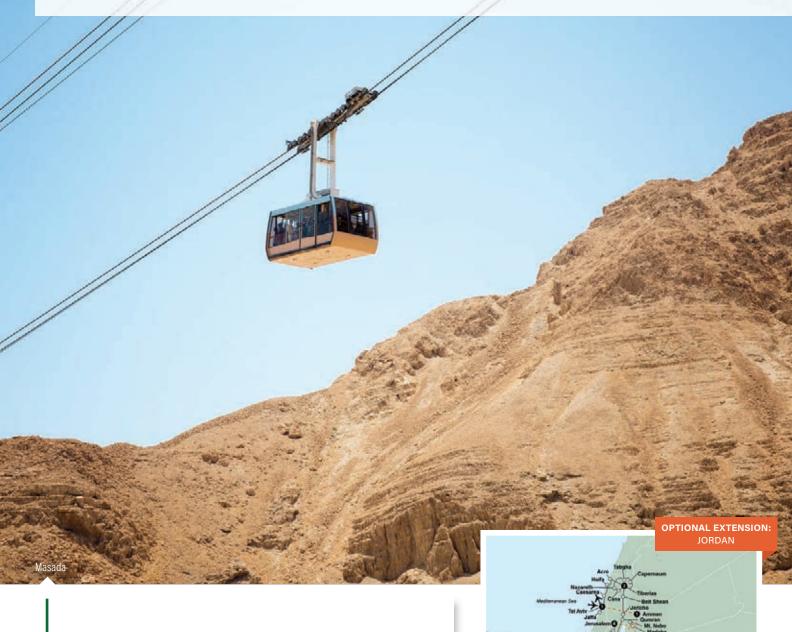


ICONIC ISRAEL

9 Days • 16 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,259*



Journey to Israel, discovering some of the most significant sites of the ancient world including Bethlehem, Nazareth, Caesarea and the oldest city in the world, the ruins of Jericho. Visit historic sites such as Baha'i Shrine & Gardens, Acre, and Jerusalem's Old City. No matter where you look, the legendary stories of mankind's collective history come to life.

- Ascend the ancient walls of Masada by cable car.
- Enjoy the wonders of the Dead Sea.
- Get a taste of the local flavour when you enjoy lunch at a kibbutz.











THE PLAINS OF AFRICA

13 Days • 33 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$5,854*



On a fascinating safari adventure, explore the scenic vistas and magnificent wildlife of Kenya. Numerous safari game drives bring you in search of the "Big 5"- lion, elephant, buffalo, leopard, and rhinoceros. You'll also visit the Rothschild Giraffe Sanctuary. Make a stop at a Masai village to get to know the people. See all the stunning sights and gorgeous beauty of Kenya on this unforgettable adventure.

- · Set out on numerous game drives in search of lions, elephants, buffalo, leopards and rhinos.
- Explore the farmhouse of Karen Blixen, author of *Out of Africa*.
- See Rothschild giraffes up-close as you feed them from a platform.













EXPLORING SOUTH AFRICA, VICTORIA FALLS & BOTSWANA

13 Days • 23 Meals Rate is per person, land and on tour, double occupancy.

NOW FROM \$7,329*



From cosmopolitan Cape Town, to the power of Victoria Falls, to the remote wilds of Botswana, this is the complete African travel experience. Explore the tip of the continent at the Cape of Good Hope. Search out legendary wildlife along the remote Chobe River. Marvel at the bio-diversity of the Entabeni Conservancy. Enjoy a wine tasting. Multiple game drives and unique culinary experiences provide the perfect blend of culture and thrills.

- Head out for an African sundowner by 4x4 and enjoy the sunset.
- Step aboard a cable car and be whisked atop Table Mountain.
- Savor a true African dining experience including a hand-washing ceremony.



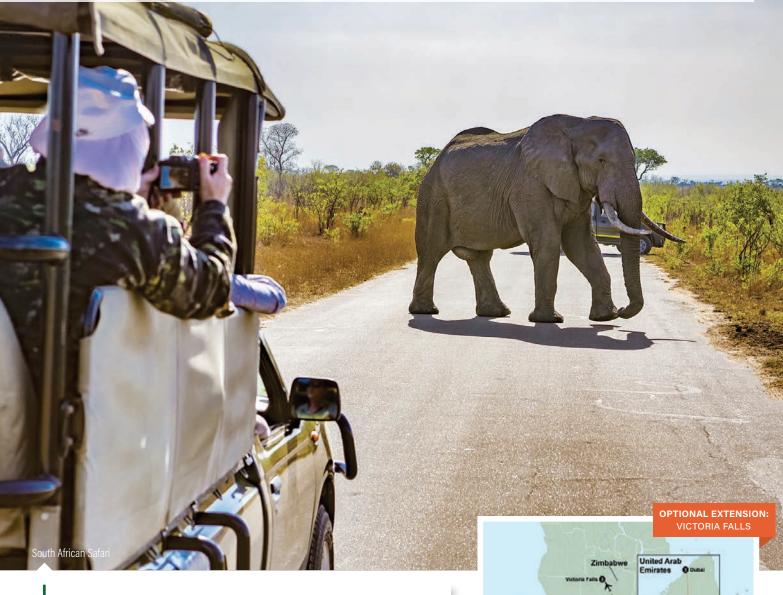


SPECTACULAR SOUTH AFRICA

12 Days • 21 Meals

Rate is per person, land and on tour, double occupancy.

NOW FROM \$4,024*



South Africa's cosmopolitan cities, posh resorts, expansive desert, magnificent wildlife and fertile wine country combine with a harmonious mix of many cultures to create a fascinating tour. Ponder history during a visit to the Apartheid Museum. Search out the "Big Five" during an open-air safari game drive. Relax during a leisurely stay in Cape Town, one of the most beautiful cities in the world.

- Marvel at the breathtaking Drakensberg Mountains.
- Enjoy an unforgettable African "BOMA" dinner.
- Experience a thrilling cable car ride rising more than 3,000 feet.











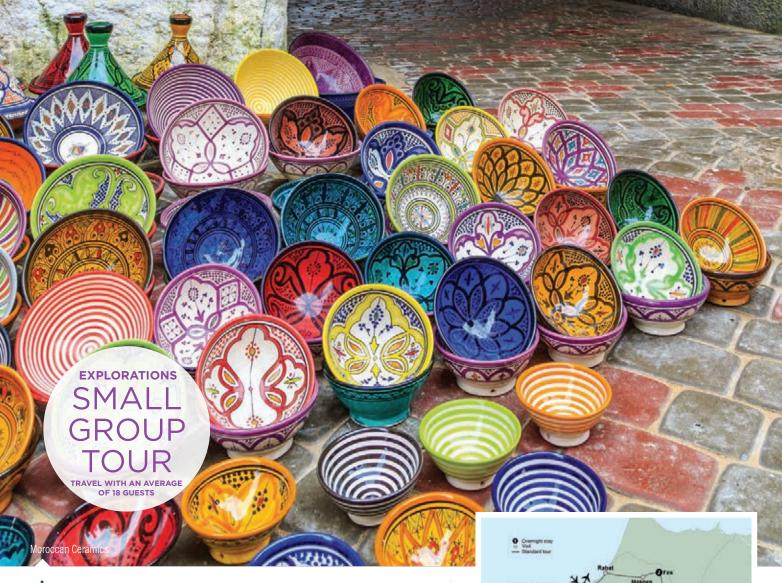


COLOURS OF MOROCCO

10 Days • 18 Meals

Rate is per person, land only, double occupancy.

NOW FROM \$3,249*



Get to know the vibrant culture and colourful backdrops that are distinctively Morocco. Spend time in the capital city of Rabat. Explore Fes, one of the holiest cities in the world. In Marrakech, get a true taste of Moroccan hospitality during lunch and tea with a local family. Enchanting Morocco will dazzle you with its deep history, unique atmosphere and welcoming people.

Highlights:

- Stroll through the cobbled alleyways of the ancient market of Medina.
- Dine at Rick's Café, the mythical saloon from the 1942 film "Casablanca."
- Board a camel to your nomad camp and overnight in the Sahara Desert.





TOUR ACTIVITY LEVEL 12345





Frequently Asked Questions

Accommodation

What is the difference between a twin room and a double room? A double room is designed to accommodate two people, but may not have two separate beds. A twin bedded room has two separate beds of any size, and is the type most commonly utilised.

What size is a triple room? A triple room is the same size as a twin bedded room and beds will accommodate three people, but we cannot guarantee three separate beds. If there are only two beds, a rollaway may be requested but cannot be guaranteed due to size of room and fire codes. Please inquire at time of reservation.

Can my children travel on tour? Children over the age of 5 may travel on a Collette tour accompanied by an adult. Child land rates are valid for ages 5-12, sharing a room with two full-paying adults. If you are travelling with a child, it is your sole responsibility to ensure the child follows all safety rules of the tour.

Are single and triple rooms always available? Triple and single rooms are limited and are available on a first come, first served basis. Be advised that single rooms are often smaller

When can I check into my hotel? Normal check-in time is late afternoon. If you do have an early arrival, rooms may not always be available for immediate check-in.

Air

Can Collette book our airline reservations? Collette is happy to assist you in accommodating your flight needs. Due to tour scheduling and limited availability, you are strongly encouraged to take advantage of Collette's air packages. We are not responsible for air arrangements you have made on your own. On occasion, it is necessary to change tour dates. In this case, we can only protect air reservations booked through Collette. For all air reservations, it is strongly recommended to reconfirm flights before departure, in the event that the airline has an unexpected schedule change. We cannot assume responsibility for schedule changes, routings or flight cancellations involving the airlines.

Attractions & Sightseeing

Are attractions always available? Access to some attractions or Collette Foundation sites may be affected by local holidays, weather conditions or other circumstances. As a result, the days and order of sightseeing may change to best utilise your time on tour. Boat rides are weather permitting. Some attractions may not be available during the "off-season" months. When attractions are unavailable, other similar attractions will be substituted. Wildlife sightings are not guaranteed.

Is there a lot of walking on tour? Our itineraries include many activities and some may consist of walking on uneven terrain or significant walking at times. Some of the most unique sightseeing can mean accessing locations that restrict coaches. Some hotels/lodges in remote locations may not have elevators. For your comfort, we recommend bringing walking shoes

Can you tell me more about the safaris? For a fuller wildlife experience you will be travelling by custom-built safari vehicle which requires climbing in and out frequently and sometimes travels on bumpy roads. To experience Africa fully, we recommend a good fitness level and to prepare properly.

How can I plan for shore landings? Special clothing is required for the shore landings (Antarctica, Galapagos); please refer to your predeparture documents for important details.

Are all theatre performances suitable for children? Some theatre performances may be unsuitable for children — please consult your tour manager.

Documentation

Do I need a passport? A valid passport is required for all trips. All passengers should check with the appropriate foreign consulate for entry and validity requirements as well as other laws that may affect your ability to travel. We recommend that your passport has six months validity, and at least three blank pages. Passports and visas are the responsibility of each traveller.

Extending Your Stay

Can I extend my tour to see more of a region? Yes! You may enhance your tour by purchasing either an extension or pre/post hotel stays when offered. Extensions may be "hosted" rather than escorted. When hosted, passengers will be greeted upon arrival by a local tour manager who will be available on-call during the duration of the stay. A minimum number of passengers may be required to operate some extensions. Extensions not purchased at time of deposit are subject to availability and applicable charges at time of request.

Collette also offers pre and post hotel nights before and/or after a tour. Should you purchase additional nights, your tour manager will not be available during this time.

Extras

What is not included in the tour price? The land price does not include international air travel from Australia, airline fees, airport or departure taxes, transfers, visas, customary end-of-trip gratuities for your tour manager, driver, local guides, hotel housekeepers, cruise ship waitstaff, and any incidental charges.

Late Bookings

Do you accept late bookings? Yes, tour sales normally close 7 days prior to departure. Late bookings are on request and must be guaranteed with full payment if within 60 days of departure date.

On-Tour Experience

Where do I meet my tour manager? Our tour manager will make contact with you at your first hotel. The hotel's address and phone number will be included in your documents.

Can I pre purchase optional excursions/activities? Yes, the majority of optional excursions and activities are available for advance purchase provided that you make your options purchase 15 days or more prior to the tour start date. Collette makes it convenient to reserve presold options by visiting our website for a full listing of activities and excursions or when your reservation is made with our team. In addition, there are benefits to prepurchasing options including a price guarantee once your tour is paid in full, so once payment is received in full, your preselected options are guaranteed by Collette. Although you can still purchase options while on tour, reserving them ahead of time ensures you a spot in the event that the activity sells out. Collette will provide a refund if you cancel a presold option prior to tour departure. Any presold options cancelled while on tour are nonrefundable.

Revisions / Changes

Would my tour date ever be changed? While it is unlikely, Collette does reserve the right to cancel any tour prior to departure. Should this happen, Collette will make every effort to put you on another departure date. If an alternate cannot be found, a full refund will be made. Air booked through Collette will be protected. We cannot be held responsible for penalties incurred if you secured your own air.

Can I make changes to my reservation? Should you decide to change your reservation after initial booking, a handling fee of \$25 per transaction will be charged. A change of tour date or tour itinerary within the guidelines of the cancellation policy will be treated as a cancellation and regular cancellation fees may apply.

Revisions to air tickets are subject to the rules and regulations of the airline. See our Cancellation Policy for more details.

Tour Pacing

How can I be best prepared for the pacing and physical requirements on a Collette tour? Tour pacing varies by itinerary, and each destination's activities are unique. Pacing is subject to personal interpretation. For overnight pacing of a tour, please refer to the "Accommodation" section on each tour page and on the tour map. The day-by-day descriptions will provide additional detail about the number of activities included in each day.

The Tour Activity Level Ranking is featured on each tour itinerary in a circle. The definition of each activity level is listed here. If you have additional questions regarding a specific tour, please inquire at time of reservation.

Level 1: At a very leisurely pace, this tour involves minimal physical activity, such as climbing some stairs, boarding a motorcoach, and walking from the hotel reception area to hotel rooms and dining areas.

Level 2: This tour requires average physical activity. You should be in good health, able to climb stairs and walk reasonable distances, possibly over uneven ground and cobblestoned streets

Level 3: This tour includes moderate physical activity. The itinerary blends some longer days with shorter days and more leisure time. Walking tours, as well as walking slightly longer distances, up stairs or on uneven walking surfaces should be expected.

Level 4: To truly experience the tour and destination, you need to be able to participate in physical activities such as longer walking tours, walking over uneven terrain, climbing stairs and periods of standing. Some of the touring days may be longer, with select included activities occurring later in the evening.

Level 5: This tour is very active, requiring participants to be physically fit to fully enjoy all the experiences. This itinerary has more strenuous activities which may include such things as: extensive walking tours, transfers over uneven and dusty terrain, high altitudes, early morning departures, late night activities, or extreme temperatures. All conditions do not apply to all days, so please read the itinerary carefully and speak to one of our customer care agents to determine if this tour is right for you. We recommend this programme to individuals who are physically fit. Unfortunately, this tour is not appropriate for individuals who use either walkers or wheelchairs.

Transfers

Are airport and hotel transfers available? Roundtrip airport-to-hotel transfers are provided for all passengers who purchase airfare through Collette. These transfers do not apply to pre- and post-night stays. Passengers who do not purchase airfare through Collette can purchase transfers (for the first and last day of the tour) at an additional cost from \$120 per person, roundtrip. Some restrictions may apply. All transfers leave at prescheduled times.

Are airport transfers available for pre/post hotel stays? All passengers who purchase pre and post hotel nights through Collette may also purchase transfers to/from the airport and the pre or post hotel. Please inquire at time of booking.

What is the private chauffeur service? It's your ticket to and from the airport. This personalised service is included within a 40km radius

from Sydney, Melbourne, Brisbane, Adelaide, Perth, Canberra, Darwin, Cairns and Hobart airport gateways.* Service is available between

41-70 kms for a small fee. Not valid on group travel. * One transfer per room booking. Additional stops are not permitted on route.

Visit gocollette.com/chauffeur for a video and more details on this amazing service!

Travel Lovalty

What is the Collette Passport Club? Formerly Travel Loyalty by Collette, the Collette Passport Club recognises past guests and allows you to automatically receive a \$150 travel credit for each trip you take.† It's our way of saying thank you for making us your #1 choice in guided travel.

[†]Full credit is valid for your next tour when you travel within 12 months of the original trip. \$100 of the credit remains valid for travel within 13-24 months, and the entire credit expires 24 months after the original trip.

Reservation Information

1. Booking Conditions

These booking conditions, together with our privacy policy, and any other written information we brought to your attention before we confirmed your booking, form the basis of your contract with Collette Pty Ltd (ACN 600 161 671) of **Level 3, 263 Clarence St, Sydney, NSW, 2000 Australia** ('we' or 'us'). Please read them carefully as they set out your respective rights and obligations. References to 'you' and 'your' include the first named person on the booking and all persons on whose behalf a booking is made or any other person to whom a booking is transferred.

By making a booking, the first named person on the booking agrees on behalf of all persons detailed on the booking that:

- he/she has read these terms and conditions and has the authority to and does agree to be bound by them;
- he/she consents to our use of information in accordance with our privacy policy; and
- he/she is over 18 years of age and resident in Australia and where placing an order for services with age restrictions declares that he/she and all members of the party are of the appropriate age to purchase those services.

2. Making A Booking And Paying For Your Holiday

When you confirm your booking you must pay the applicable deposit or full payment detailed in the table below. If the arrangements you wish to book are available we will issue a confirmation invoice and send this to you or your travel agent. A binding contract will come into existence between you and us as soon as we have issued you with this confirmation invoice. Upon receipt, if you believe that any details on the confirmation invoice (or any other document) are wrong you must advise us immediately as changes cannot be made later and it may harm your rights if we are not notified of any inaccuracies in any document within 10 days of us sending it out (5 days for tickets).

The balance of the cost of your arrangements is due in accordance with the table in section 3 below. If we do not receive all payments in full and on time, we reserve the right to treat your booking as cancelled by you in which case the cancellation charges set out in the tables in section 7 below will become payable.

In the case of international payments you must ensure that the full Australian dollars amount is received by us after all bank charges have been levied.

3. Deposits & Balances

Further to section 2, in order to confirm your chosen arrangements, you must pay a deposit. The deposit payable and the time that the balance of the cost of your arrangements (including any surcharge where applicable) will become due will vary depending on the holiday you book.

Land Package Deposit

- A \$250 non-refundable deposit is due with your land only reservation.
- For Antarctica, Cruises only and Oberammergau reservations, a non-refundable \$500 deposit is required. An additional \$1,000 is due 180 days prior to departure for Antarctica. An additional \$1,500 is due one year prior to departure for Oberammergau.

Flex Air Inclusive Package Deposit

- A \$500 non-refundable deposit is due with your air inclusive reservation. If you purchase our Travel Protection Plan, the air inclusive deposit required is only \$250 plus the cost of the Travel Protection Plan. Subject to airline terms and conditions.
- For Antarctica, Cruise and Oberammergau air inclusive reservations, a non-refundable \$750 deposit is required. If you purchase our Travel Protection Plan, the air inclusive deposit required is only \$500 plus the cost of the Travel Protection Plan. An additional \$1,000 is due 180 days prior to departure for Antarctica. An additional \$1,500 is due one year prior to departure for Oberammergau.

Instant Purchase Air

- If you have selected Instant Purchase Air, the deposit required is the full cost of the airfare plus a \$500 deposit (or \$250 with the Travel Protection Plan), all of which is non-refundable
- Instant Purchase Non-refundable Airfare includes round trip airport /hotel transfers (excluding pre or post days and extensions). Instant Purchase, Non-refundable Airfare requires full payment at the time of booking. If you purchase the waiver it does not provide a refund for the airline tickets in the event of a cancellation. Tickets will be issued immediately and, once issued are non-refundable, may only be changed for a fee up to \$300 plus any difference in airfare for travel in the following 12 months; specific fees and policies may vary by airline. These tickets include an administration fee and round trip airport to hotel transfers of which both hold no airline reissue value. Once issued, there can be no fluctuation in price due to an increase in government taxes or in airline fuel surcharges.

The balance is due 60 days before departure on all tours, except cruises, Antarctica, Galapagos and Oberammergau. The balance is due 120 days before departure for cruises, Antarctica, Galapagos and Oberammergau. Payment may be made by Direct Credit, bank account details on invoice, charging to clients' MasterCard, Visa, American Express, (card imprint and signature required) or by sending a cheque or money order. All land rates are guaranteed

TRAVEL PROFESSIONALS PLEASE CONTACT:

Retail phone: 1300 792 195 Email: AUSales@collette.com Groups phone: 1300 062 731 Email: AUGroups@collette.com

PLEASE SEND CHEQUE OR MONEY ORDER PAYMENTS TO:

Collette, Level 3, 263 Clarence Street, Sydney, NSW, 2000, Australia

THE PRICE OF YOUR HOLIDAY

The price of your travel arrangements has been calculated using exchange rates as at the date of advertisement of the holiday.

We reserve the right to amend the price of unsold holidays at any time and correct errors in the prices of confirmed holidays.

The price of your confirmed holiday is subject at all times to changes in transport costs such as fuel, scheduled airfares and any other airline cost changes which are part of our contracts with airlines (and their agents), cruise ship operators and any other transport provider; to cost changes arising from government action such as changes in GST or any other government

imposed changes; and to changes in currency exchange rates and to dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports any or all of which may result in a variation of your holiday price. We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges and/or additional services or travel arrangements. You will be charged for the amount over and above that, plus an administration charge of \$25 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements (excluding any insurance premiums, amendment charges and/or additional services or travel arrangements), you will have the options set out in section 9 below. There will be no change made to the price of your holiday within 30 days of your departure nor will refunds be paid during this period.

4. Cutting Your Holiday Short

If you are forced to return home early, we cannot refund the cost of any services you have not used. If you cut short your holiday and return home early in circumstances where you have no reasonable cause for complaint about the standard of accommodation and services provided, we will not offer you any refund for that part of your holiday not completed, or be liable for any associated costs you may incur. Depending on the circumstances, your travel insurance may offer cover for curtailment and we suggest that any claim is made directly with your insurer.

5. Changes By You

If you wish to alter your booking after your holiday has been confirmed, we will try to make the necessary arrangements provided we receive written confirmation of the change from the person who signed the booking form, or your travel agent, before the date on which the final balance of the cost of your holiday is due. If you are prevented from travelling it may be possible to transfer your booking to another suitable person provided that written notice is given no later than 28 days before you are due to depart.

Whilst we will do our best to assist, we cannot guarantee that we will be able to meet your requested change. Changes and transfers will be subject to an administrative fee as well as any applicable rate changes or extra costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible. Where we are unable to assist you and you do not wish to proceed with the original booking we will treat this as a cancellation by you. A cancellation fee may be payable.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration could incur a cancellation charge of up to 100% of that part of the arrangements.

6. Cancellation Waiver

To assist you to avoid cancellation fees, we offer an optional cancellation waiver policy. Payment of a per person waiver fee guarantees a full refund of all payments (including deposit), except for the waiver fee itself, in case of cancellation of your travel plans for any reason prior to the day of departure. Exception: If you originally purchased nonrefundable airline tickets, the cancellation waiver fee does not provide a refund for the airline tickets, taxes or fees, in the event of a cancellation. Tickets may only be changed for a fee up to \$300 plus any difference in airfare for travel in the following 12 months; specific fees and policies may vary by airline.

The cancellation waiver protects you from forfeiting payments made in advance if you cancel your entire inclusive holiday package up to the day prior to departure. The cancellation waiver does not indemnify you from penalties if you chose to cancel partial tour components or air. If you elect to partially cancel your holiday, you will be responsible for a revision fee as well as any penalties that are incurred at the time of the cancellation.

The cancellation waiver does not cover any single supplement charges which arise from an individual's travelling companion electing to cancel for any reason prior to departure. In this case, the single supplement will be deducted from the refund of the person who cancels. Division of this charge between the two passengers involved is solely their responsibility. If insufficient funds are deducted from the cancelling client, the travelling client will be charged the remaining portion of the single supplement.

Payment of the cancellation waiver fee (if chosen) must be received by us with your deposit. The cancellation waiver is non-transferable and valid for each applicant only.

The prices below include waiver and on-tour insurance; based on a basic cover, for travellers below 69 years, with a \$250 excess, \$3000 cancellation cover (outside of Collette's waiver) and do not allow for any pre-existing medical condition cover or extra item cover. Contact Collette for a full quotation.

When purchasing pre and post night accommodations, including optional extensions, the number of days will be added to the total number of tour days, and may subsequently alter your waiver fees. Please confirm with your reservation agent at time of booking.

Collette Waiver with on-tour Insurance - Land Only Clients

- \$235 adult/\$140 child for all tours up to 11 days
- \$285 adult/\$170 child for all tours up to 12-15 days
- \$345 adult/\$205 child for all tours up to 16-21 days
- \$375 adult/\$223 child for all tours up to 22-28 days

(All above rates exclude cruises, Canadian Rockies Train tours, Australia, New Zealand and Oberammergau)

- \$420 adult/\$288 child for all cruises & Canadian Rockies Train tours
- \$550 adult/child for Oberammergau (nonrefundable and must accompany 1st deposit)

Collette Waiver with on-tour Insurance - Air Inclusive Clients (Collette Flex Airfare is purchased through Collette)

- \$335 adult/\$215 child for all tours up to 11 days
- \$385 adult/\$245 child for all tours up to 12-15 days
- \$445 adult/\$277 child for all tours up to 16-21 days
- \$475 adult/\$295 child for all tours up to 22-28 days

(All above rates exclude cruises, Canadian Rockies Train tours, Australia, New Zealand and Oberammergau)

- \$520 adult/\$360 child for all cruises & Canadian Rockies Train tours
- \$650 adult/child for Oberammergau (non-refundable and must accompany 1st deposit)

Air inclusive cancellation waiver can only be purchased by individuals who have purchased Collette Flex Airfare. Instant purchase air and its associated taxes, fees and surcharges require full payment at time of reservation and are 100% non-refundable. Tickets may only be changed for a fee up to \$300 plus any difference in airfare for travel in the following 12 months; specific fees and policies may vary by airline.

Collette Waiver Only

Land Only Air-Inclusive (purchased through Collette)

• \$95 • \$195

For all cruises and the Canadian Rockies Train tours

Land Only Air-Inclusive (purchased through Collette)

Contact us for waiver only rates for Oberammergau tours.

On tour, travel protection benefits may be purchased and can provide coverage if you: must interrupt your trip or return home early for a covered reason; incur medical expenses for a covered sickness or injury; need medical assistance or evacuation; suffer a baggage loss or delay: or are delayed on tour for 12 hours or more for a covered reason

7. If You Cancel

If you or any other member of your party decides to cancel your confirmed booking you must notify us in writing. Your notice of cancellation will only take effect when it is received in writing or by email by us at our offices. Cancellation charges to compensate us for estimated losses and expenses are calculated from the date we receive your written notification of cancellation and will be payable up to the maximum shown in the tables below (assuming you did not purchase our Cancellation Waiver). The cancellation charge detailed below is calculated on the basis of the total cost payable by the person(s) cancelling excluding insurance premiums and amendment charges which are not refundable in the event of the person(s) to whom they apply cancelling:

Cancellations of confirmed bookings and transfers to new travel dates both result in penalties and fees assessed by travel suppliers. If you need to transfer or cancel for any reason prior to tour departure, the following cancellation fees will be assessed on your land or cruise product (assuming you did not purchase our Cancellation Waiver). Air is 100% non-refundable once paid in full.

More than 60 days prior to departure: a non-refundable deposit will be retained

- 60 16 days prior to departure: 30% of land or cruise price
- 15 1 day prior to departure: 50% of land or cruise price
- Day of departure and after: 100% of land or cruise price

Exceptions:

Ocean Cruises:

- More than 90 days prior to departure, a nonrefundable deposit will be retained.
- 90 61 days prior to departure: 35% of land or cruise price
- 60 31 days prior to departure: 60% of land or cruise price
- 30 0 days prior to departure: 100% of land or cruise price

River Cruises: including Europe, Russia, Egypt and China

- More than 90 days prior to departure, a nonrefundable deposit will be retained.
- 90 61 days prior to departure: 50% of land or cruise price
- 60 31 days prior to departure: 85% of land or cruise price
- \bullet 30 0 days prior to departure: 100% of land or cruise price

Galapagos & Antarctica:

- More than 120 days prior to departure: nonrefundable deposits will be retained.
- 120 90 days prior to departure: 60% of land or cruise price
- 89 0 days prior to departure: 100% of land or cruise price

Oberammergau

- More than 120 days prior to departure a nonrefundable deposit will be retained.
- 120 91 days prior to departure 75% of total price
- 90 days 0 days prior to departure -100% of total price
- * Instant Purchase air and its associated taxes, fees and surcharges are 100% nonrefundable at time of reservation.

Upon cancellation of transportation or travel services where you, the customer, are not at fault and have not cancelled in violation of the terms and conditions above, you will be refunded 100%.

Note: Certain arrangements may not be amended after they have been confirmed and any alteration or cancellation could incur a cancellation charge of up to 100% of that part of the arrangements in addition to the charge above.

You may be able to reclaim these charges (less any applicable excess) under the terms of your insurance policy. We will deduct the cancellation charge(s) from any monies you have already paid to us. If some, but not all party members cancel, additional charges may be payable by the remaining members, e.g. under occupancy charges or single supplements. No allowance or refund can be made for your meals, rooms, excursions etc., included in the price of your tour but not taken, nor can any refund be made for lost, mislaid, or destroyed travel tickets or vouchers.

If any member of your party is prevented from travelling, that person(s) may transfer their place to someone else (introduced by you and satisfying all the conditions applicable to the arrangements) providing we are notified not less than 28 days before departure and you pay an amendment fee of \$25 per person transferring, meet all costs and charges incurred by us and/ or incurred or imposed by any of our suppliers and the transferee agrees to these booking conditions and all other terms of the contract between us. If you are unable to find a replacement, cancellation charges as set out will apply in order to cover our estimated costs. Otherwise, no refunds will be given for passengers not travelling or for unused services.

8. Alterations And Cancellations By Us

Occasionally, we may have to make changes to or cancel your holiday arrangements and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you or your travel agent of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. However, we will not cancel your travel arrangements less than 60 days before your departure date, except for

reasons of force majeure (as defined in Section 14) or failure by you to pay your final balance. Most changes will be minor and we will advise you or your travel agent of them at the earliest opportunity. Your rights vary depending on whether we make a 'minor' or 'major' change.

Examples of "minor changes" include the following when made before departure. Any change in the identity of the carrier(s), flight timings, and/or aircraft type is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard. Examples of "major changes" include the following when made before departure; a change of accommodation area for the whole or a major part of your holiday, a change of accommodation to that of a lower official classification for the whole or a major part of your holiday, a change of outward departure time or overall length of your holiday of 12 or more hours, the closure of the only or all advertised swimming pool(s) at your accommodation for an extended period and, in the case of tours, a significant change of itinerary missing out one or more major destination substantially or altogether.

If we have to make a major change or cancel, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of i) (for major changes) accepting the changed arrangements ii) having a refund of all monies paid or iii) accepting an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). You must notify us of your choice within 7 days of our offer. If you fail to do so we will assume that you have chosen to accept the change or alternative booking arrangements.

If we make a major change or cancel, less than 60 days before departure, we will also pay compensation as detailed in section 9 below.

9. Compensation For Major Changes & Cancellations

We reserve the right to cancel or reschedule any holiday departure in accordance with operational requirements or circumstances beyond our control. If a holiday is cancelled prior to the scheduled departure date, our only responsibility will be to refund the amount received for the reservation. Wherever possible, we will offer the same holiday with a different departure date, or an alternative similar holiday. If there is a difference in cost, it will be your expense. For air-inclusive holidays, we will try to confirm air schedules for the selected new dates, subject to availability. We are not responsible for any additional costs or fees relating to the issuance and/ or cancellation of air tickets or other travel arrangements not made through us.

The compensation that we offer does not exclude you from claiming more if you are entitled to do so. We will not pay you compensation where we make a major change or cancel more than 60 days before departure or in the event that we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. All holidays operate subject to a minimum number of bookings. We will not, however, cancel for lack of numbers less than 60 days before departure.

Very rarely, we may be forced by "force majeure" (see section 14) to change or terminate your arrangements after departure. If this situation does occur, we regret we will be unable to make any refunds (unless we obtain any from our suppliers), pay you compensation or meet any costs or expenses you incur as a result.

10. Passports, Visas & Health Requirements

Passport and visa requirements vary depending on your destination. The information which we provide is for guidance only, and we cannot accept any liability. We recommend that you contact the relevant consulate to check any restrictions that may apply. Requirements do change and you must check the up to date position in good time before departure. Please contact your doctor for advice on health requirements. It is your responsibility to ensure that you have a proper passport and visa and that no personal circumstances such as a criminal offence or travel to another country will affect your individual visa requirements, and that you have the required vaccinations to gain entry to any country which you are visiting.

Most countries now require passports to be valid for at least 6 months after your return date. If your passport is in its final year, you should check with the Embassy of the country you are visiting. For further information contact the Australian Passport Office (www.passports.gov.au).

Special conditions apply for travel to the USA, and all passengers must have individual machine readable passports. Please check http://canberra.usembassy.gov.

Up to date travel advice can be obtained from the Department of Foreign Affairs and Trade, visit www.dfat.gov.au or smarttraveller.gov.au.

If you fail to take the necessary steps, we have no liability to you and you will have to pay us any costs which we incur through helping you because of such failure on your part. Further, we are not liable to you for any illness or discomfort you suffer through failure to have required vaccinations or to follow medical advice.

11. Single Traveller Occupancy

We levy a single traveller supplement for those travelling on their own because our contract with hotels is based on a price per room, while our holidays are sold per person including flights and other elements. Therefore, the per person price for a single traveller includes the entire room cost. It is not our intention to penalise anyone who is under occupying the accommodation we provide and we certainly do not make additional or excessive profits from these sales: the price we charge merely reflects the real cost to us. If a hotel is able to offer accommodation designed for single occupancy only, we will normally charge a reduced supplement, considerably smaller than the one we apply when a single traveller occupies a double room. Allocation of rooms is at the discretion of each individual hotel and not something that we can influence.

12. Dealing With Complaints

We will make every effort to make your holiday as enjoyable and trouble free as possible. Most problems can be sorted out straight away if we know about them. If you have a complaint, you must advise our representatives straight away and the supplier of the service(s) in question. Any verbal notification must be confirmed in writing as soon as possible. You may also contact us directly using the emergency telephone number enclosed with your travel documents. That number will put you in touch with one of our employees who will take all reasonable steps to help you.

If you feel that a complaint has not been dealt with satisfactorily, you must write within 28 days of your return from holiday to: Customer Services Department, Collette, Level 3, 263 Clarence Street, Sydney, NSW, 2000, Australia, quoting your booking reference number. We will need to investigate your complaint. An acknowledgement shall be sent no later than 14 days from the

date of receipt of correspondence. A detailed reply, or a reply containing a detailed explanation for any delay, shall be sent no later than 28 days from the date of receipt of correspondence. The final date for dealing in full with such correspondence shall be 56 days from the date of receipt of that correspondence. Failure to follow the procedure set out in this section may reduce or even extinguish any right which you may have to compensation.

13. Behaviour

You must not behave in a way which may cause distress or annoyance to others. If, in our opinion or the opinion of any airline personnel, accommodations manager or other person in authority, you are behaving in such a way as to cause danger, distress or annoyance to others or damage to property, your holiday arrangements may be terminated by us or the supplier concerned. In this situation, our liability to you and/or your party will cease and you and/or your party will be required to leave your accommodation or other service immediately. We will not be responsible for making any refunds, paying any compensation or meeting any costs or expenses you incur as a result. You and/or your party may also be required to pay for loss and/or damage caused by your actions and we will hold you and each member of your party jointly and individually liable for any damage or losses caused by you or any member of your party. Full payment for any such damage or losses must be paid directly to the hotel manager or other supplier prior to departure from the hotel. If you fail to make payment, you will be responsible for meeting any claims (including legal costs) subsequently made against us as a result of your actions together with all costs we incur in pursuing any claim against you. We cannot be held responsible for the actions or behaviour of other guests or individuals who have no connection with your booking arrangements or with us.

14. Force Majeure

Except where otherwise expressly stated in these booking conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by any event which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or avoid. These events can include, but are not limited to war, threat of war, civil strife, terrorist activity and its consequences or the threat of such activity, riot, the act of any government or other national or local authority including port or river authorities, industrial dispute, lock closure, natural or nuclear disaster, fire, chemical or biological disaster and adverse weather, sea, ice and river conditions and all similar events outside our or the relevant supplier(s) control. Advice from the Department of Foreign Affairs and Trade to avoid or leave a particular country may constitute Force Majeure. We will follow the advice given by the Department of Foreign Affairs and Trade.

15. Liability

To the fullest extent permitted by law, we exclude any liability for any loss, death, injury or damage which you may suffer (directly or indirectly) in connection with or arising out of your participation in a holiday that is caused or contributed by:

- the act(s) and/or omission(s) of the person(s) affected;
- the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable;
- unusual or unforeseeable circumstances beyond ours or our supplier(s) control, the consequences of which could not have been avoided even if all due care had been exercised; or
- an event which either ourselves, our employees, agents or suppliers and subcontractors could not, even with all due care, have foreseen or forestalled.

You release us and our officers, employees, agents and representatives from any liability and expressly waive any claims you may have against us arising out of or in connection with your participation in a holiday.

To the fullest extent permitted by law, any condition or warranty which would otherwise be implied by law into these booking conditions (Implied Warranty), is excluded. Our liability in respect of an Implied Warranty is limited to (in our absolute discretion): (i) providing you with credit for a holiday of an equivalent value; or (ii) a refund of the total amount received by us from you in connection with your booking.

16. Prompt Assistance In Resort

If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

17. Conditions Of Suppliers

Many of the services which make up your holiday are provided by independent suppliers. Those suppliers provide these services in accordance with their own terms and conditions which will form part of your contract with us. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from ourselves or the supplier concerned.

18. Delays And Other Travel Information

If you or any member of your party miss your flight or other transport arrangement, it is cancelled or you are subject to a delay of over 3 hours for any reason, you must contact us and the airline or other transport supplier concerned immediately.

Where you experience a delay which is not owing to any failure by us, we will use reasonable endeavours to assist in locating refreshments, accommodation and communications but we will not pay for them on your behalf. Any airline or other transport supplier may however pay for or provide refreshments and/or appropriate accommodation and you should make a claim directly to them

Subject to the other terms of these conditions, we will not be liable for any costs, fees or charges you incur in the above circumstances, if you fail to obtain our prior authorisation before making your own travel arrangements.

We cannot accept liability for any delay which is due to any of the reasons set out in section 14 of these booking conditions (which includes the behaviour of any passenger(s) on any flight who, for example, fails to check in or board on time).

The carrier(s), flight timings and types of aircraft shown in this brochure or on our website and detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. We shall inform you of the identity of the actual carrier(s) as soon as we become

aware of it. The latest flight timings will be shown on your tickets which will be despatched to you approximately two weeks before departure. You should check your tickets very carefully immediately on receipt to ensure you have the correct flight times. If flight times change after tickets have been dispatched we will contact you as soon as we can to let you know.

This brochure is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements.

19. Special Requests

Any special requests must be advised to us at the time of booking e.g. diet, room location, a particular facility at a hotel etc. You should then confirm your requests in writing. Whilst every effort will be made by us to try and arrange your reasonable special requests, we cannot guarantee that they will be fulfilled. We will inform the relevant supplier of such request. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met. Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed. We do not accept bookings that are conditional upon any special request being met

20. Disabilities And Medical Problems

We are not a specialist disabled holiday company, but we will do our utmost to cater for any special requirements you may have. If you or any member of your party has any medical problem or disability which may affect your stay, please provide us with full details before we confirm your booking so that we can try to advise you as to the suitability of your chosen arrangements. We may require you to produce a doctor's certificate certifying that you are fit to participate in the tour. Acting reasonably, if we are unable to properly accommodate the needs of the person(s) concerned, we will not confirm your booking or if you did not give us full details at the time of booking, we will cancel it and impose applicable cancellation charges when we become aware of these details.

21. Advance Passenger Information

A number of Governments are introducing new requirements for air carriers to provide personal information about all travellers on their aircraft before the aircraft leaves the country of origin. The data will be collected either at the airport when you check in or in some circumstances when, or after you make your booking. Accordingly, you are advised to allow extra time to check in for international flights.

22. DFAT Advice

You are responsible for making yourself aware of warnings issued by the Department of Foreign Affairs and Trade in regard to the safety of the countries and areas in which you will be travelling and to make your decisions accordingly. Advice from the Department of Foreign Affairs and Trade to avoid or leave a particular country may constitute Force Majeure (see section 14).

23. Law & Jurisdiction

These booking conditions and any agreement to which they apply are governed in all respects by the laws of New South Wales, Australia. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of New South Wales only.

24. Accuracy Of Prices & Information

We endeavour to ensure that all the information and prices both on our website and in our brochures are accurate, however occasionally changes and errors occur and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before your booking is confirmed.

25. Insurance

It is a condition of your contract with us that you have adequate insurance in place. You must be satisfied that your insurance fully covers all your personal requirements including medical expenses, repatriation, helicopter rescue and air ambulance in the event of accident or illness. The insurance cover should extend for the planned duration of the holiday and at least an additional day. Details of a policy suitable to cover the arrangements you book are available by contacting us as detailed below. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

The insurance policy and the receipt of premiums paid there under should be provided to us prior to departure. If you join the holiday without adequate insurance you may not be allowed to continue on the holiday, with no right to refund. If circumstances give rise to a claim the client will forthwith pursue his remedies under such policy(ies).

We will also ask you for details of the name, address and telephone numbers of their next of kin or persons to be notified in the event of an emergency.

26. Baggage Disclaimer

Although every effort is made to handle passengers' luggage as carefully as possible, Collette is not responsible for and does not assume liability or accept claims for loss of or damage to luggage due to breakage, theft or wear and tear through hotel and group carrier handling. It is recommended for your own self interest and protection that you have adequate insurance to cover these eventualities. Check with your sales agent for low cost insurance to cover these risks

27. Checked Baggage Charges

Some airlines may impose additional charges if you choose to check any baggage. Please contact your airline or refer to its website for detailed information regarding your airline's checked baggage policies.

28. Holiday & Museum Closures

Museum visits and personal shopping time may be disrupted due to unforeseen circumstances or many religious, state and local holidays observed throughout the world.

29. Motorcoach Washrooms

Most motorcoaches used on our tours are equipped with washrooms (except safari vehicles, exotic locations, and some of our Explorations tours). These are typically for emergency use, as we make plenty of comfort stops, allowing you the opportunity to use public restrooms and/or stretch your legs.



Booking your Collette tour is easy! Call **1300 792 195**, visit your **travel agent** and **ask for Collette**, or email **AUsales@collette.com**



Level 3, 263 Clarence Street Sydney, NSW 2000 Australia

gocollette.com.au



For reservations or more information, contact your local travel agent:

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