



Experts in Australia, New Zealand & South Pacific



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FREEPHONE 0808 250 2298*

*Calls are free from landlines, mobiles and other providers' charges may vary.

OR VISIT

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November 2018 Edition

AUSTRAVEL NEW ZEALAND GUIDE

November 2018 Edition



Experts in Australia, New Zealand & South Pacific



NEW ZEALAND GUIDE

Including South Pacific

WELCOME TO OUR NEW ZEALAND GUIDE

Experts in Australia,
New Zealand and
South Pacific

KIA ORA!

With over 40 years of creating tailor-made holidays to New Zealand under our belts, Austravel really are the experts in this field. All our specialist Travel Designers have travelled extensively around New Zealand, Australia and the South Pacific, so can genuinely tailor a holiday to suit your personal requirements.

Having visited the destinations they can offer essential tips, such as where to go and when, and most importantly, those day trips and experiences that just can't be missed. As there is so much to see and do this 'New Zealand Guide' really showcases what the 'Land of the Long White Cloud' has to offer. Although similar in size to the UK; it boasts such a wide variety of landscapes – from the beaches and bays of the Northland, to the volcanoes and geysers around Rotorua, and the snow-capped mountains and glaciers of the South Island – with a fraction of the population.

A 'must do' addition to every trip is a stay in one of the boutique lodges dotted around the country, where the hosts look after your every need. Kinross Cottages (p57) is a perfect example, and who can resist a stay on a working vineyard? Austravel also recommend the unusual all glass 'Pure Pods', located in various prime locations with breath-taking views (p22).

Throughout the brochure we have also highlighted some exceptional Austravel Unique Experiences which we feel that everyone should try and include – if you can!

For even more ideas, visit austravel.com, or speak to one of our specialist Travel Designers who are ready to help you. Enjoy your travels!

Lesley Rollo

Lesley Rollo
Managing Director



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We’re the leading Australia, New Zealand and South Pacific specialist and have been creating tailor-made holidays to these incredible countries since 1977. Here’s what you can expect when you choose to travel with us...

40 years’ experience

We don’t just go there, we really know there. Whether you’re looking to discover the iconic sights of New Zealand, taste the gourmet food and sample fine wines across famous vineyards, or escape to an exotic island in the South Pacific, we’ve been creating award-winning holidays to Australasia for over 40 years.

Your holiday’s in safe hands

We take care of everything from your flights, accommodation, car hire and tours, to visas and travel insurance, we can even book your airport hotels and parking before you go! We’re also ABTA, ATOL and IATA protected, meaning your money and booking is in safe hands when you travel with us.

Value for money

We are fully committed to keeping you up to date with our best holiday deals. Our special partner relationships give us significant buying power, enabling us to offer you exclusive discounts and great packages that you won’t find anywhere else.

Award winning

We’re ecstatic to have won the ‘Best Holiday Company to Australasia’ at the British Travel Awards five times in a row. There is no better endorsement of our passion, expertise and commitment than that.

Range of stopovers

Break up the long journey with a stopover en route. Choose from Hong Kong, Singapore, Dubai and many other unique destinations – it’s like two holidays in one! The South Pacific is also easily accessible from New Zealand, connecting directly into the west coast of the USA for the ultimate round the world trip.

Austravel.com

Make our website a must-visit destination. Not only will you discover a great range of exclusive flight and holiday offers, but you’ll learn about new places to visit and receive insider tips from our Austravel experts.

Charity Partnership

Austravel proudly supports the **Penguin Foundation**, protecting Phillip Island’s little penguin colony through conservation. Book with us and we will ask you to make a small donation of £2 which will be donated to the Penguin Foundation. Further your support by visiting Phillip Island’s conservation-based attractions – please visit **Austravel.com** for more information or talk to your Travel Designer.



Not sure when’s the best time to visit New Zealand? Want to know the best way to get around to see as much as possible? Our Travel Designers are here to help and have experienced amazing New Zealand and the South Pacific first hand so they know their stuff. With their in-depth destination knowledge, they can give you the best travel advice throughout the planning process to tailor make your perfect itinerary.



James

“The best way to see New Zealand is by car or motorhome as driving is so easy. Stop off when you want to capture that perfect photo or stumble across a quaint village and get to know the locals.”

Find out more about car hire on p.14 and motorhome hire on p.16



Matt

“I loved staying in Rotorua, as it’s the perfect place to locate yourselves for experiencing Maori culture. We watched bubbling geysers in the morning at Te Puia and enjoyed a Hangi feast in the evening at Tamaki.”

Find out more about Rotorua on p.32



Vicki

“For serious wow factor, take a scenic flight over the mammoth glaciers of Franz Joseph or Fox Glacier – the views are spectacular! The colours and shapes of the ice are like nothing I’ve ever seen before.”

Find out more about West Coast Glaciers on p.52



Sue

“For the ultimate in Polynesian luxury, stay in an Overwater Bungalow in Bora Bora for incredible views over Mount Otemanu. The perfect romantic retreat”

Find out more about The Islands of Tahiti on p.64

How we create your trip

1

Tell us your travel plans

Let us know all the places you want to visit and things you want to do (or let us inspire you). We’ll then get to work creating your perfect itinerary and finding you the best deals.

2

Book with confidence

If you’re not ready to book straight away, that’s not a problem. Once you’re 100% happy with your travel plans, simply pay your deposit and start getting excited about your trip.

3

Advice on call

If you have any questions in the lead up, during or even after your holiday, we’re always just a call away. We hope you have an amazing holiday!

Call free on 0808 250 2298



AIR NEW ZEALAND

Air New Zealand offers you more ways to New Zealand than any other airline from the UK and ensures a uniquely Kiwi experience before you touch down. Renowned for their exceptional crew and innovative onboard product, Air New Zealand fly to New Zealand daily from the United Kingdom. With a wide range of free stopover destinations between the UK and New Zealand, you can choose to travel with Air New Zealand from London to Los Angeles and onwards to Auckland or fly from London or Manchester with one of their airline partners via Asia or North America and then pick up an Air New Zealand flight onto New Zealand. Once in New Zealand, only Air New Zealand can take you to 20 domestic destinations including Auckland, Wellington, Christchurch and Queenstown.

Sit back, relax and enjoy the unique Kiwi hospitality onboard. Experience the ergonomically-designed Economy seat, stretch out on the innovative Economy Skycouch™, enjoy the luxurious leather seat in Premium Economy or unwind in their Business Premier™, home to one of the longest beds in the sky. Get a taste of modern Kiwi cuisine and tuck into delicious, celebrity-chef curated menus including locally sourced ingredients alongside free poured New Zealand wine. Plus, with over 2,000 hours of on-demand entertainment that starts from the moment you sit down, you'll have plenty to keep you entertained on your journey.



Emirates operate 19 flights per day from a choice of 8 UK airports to Dubai. Customers can then enjoy convenient connections to over 160 destinations in the Far East, Australasia, West Asia, Indian Ocean and the Middle East. On-board, passengers can enjoy world-class service, regionally inspired gourmet cuisine and over 3,500 channels of award-winning entertainment – plus phone, SMS and email connectivity from every seat. In Emirates Economy Class, enjoy ergonomically designed seats with adjustable headrest and a spacious seat pitch of up to 34-inch. Fly in style, stretch out and relax in comfort when flying Emirates Business class. Explore new worlds through global cuisine, and make new friends over canapés in the elegant A380 On-board Lounge. Arrive inspired with Emirates First Class. Unwind in your own Private Suite or rejuvenate in the A380 Shower Spa. Whichever cabin you choose, you will be sure to savour multi-course gourmet cuisine and taste your way around the world. Currently and until 24th March 2018* you can choose to fly to Auckland via Melbourne and Brisbane with Emirates as well as a daily non-stop service between Dubai and Auckland. For connections through to Christchurch Emirates offer one daily indirect service via Sydney. Travel beyond the Emirates network and go further with the Qantas partnership. You can fly internally with Qantas and Jetstar across New Zealand and Australia, with over 55 destinations available on the Explorer Pass, organising your perfect multi centre itinerary has never been so easy.



BUSINESS PREMIER™



A380 LOUNGE



Singapore Airlines named 'World's Best Airline' in the 2018 Skytrax Awards, operates four daily, non-stop flights from London Heathrow to Singapore and five direct weekly flights from Manchester. From Singapore, passengers can experience seamless, convenient onward connections to nine gateway cities in Australia and three gateway cities in New Zealand. Singapore Airlines partnership with Virgin Australia, allows you to choose from over 45 exciting destinations spanning right across Australia and those venturing to New Zealand can enjoy increased frequencies and connections with alliance carrier Air New Zealand. Singapore Airlines customers can now choose flights to over 30 destinations in the Air New Zealand network. The airline's multi award winning 5* service offers an exceptional level of comfort across all classes, including three-course gourmet cuisine and an extensive on demand in-flight entertainment, providing personal TV screens from 11.1" – 32" dependent on your cabin class.



PREMIUM ECONOMY



PREMIUM ECONOMY



With an unrivalled 53 weekly non-stop flights to Hong Kong from Heathrow Terminal 3, Gatwick South Terminal, Manchester Terminal 2 and Dublin Terminal 1, Cathay Pacific is the perfect choice and natural gateway to Australia and New Zealand.

5 daily flights from Heathrow, a daily flight from Gatwick and a daily flight from Manchester non-stop to Hong Kong bring its passengers even closer to their destination with a 50 minutes minimum connection time.

Cathay Pacific operates Economy, Premium Economy and Business cabins on all services out of the UK, with First class cabins also available on selected flights out of London Heathrow.

Flights from/to Gatwick and Manchester are operated by Airbus A350-900, the state-of-the-art and technologically-advanced aircraft.

Cathay Pacific believes that travelling well is an important part of living well. That's why it continually strives to enhance the overall travel experience, investing in developing its cabins, food and beverages and inflight entertainment.



Getting to Fiji has become a lot easier with Fiji Airways. With a network of 23 destinations in 13 countries, Fiji Airways offers unrivalled access to the Pacific. Through our hub in Nadi, Fiji, passengers reach Australia, New Zealand and exotic Pacific Islands. The connections are particularly comfortable via Asia: Hong Kong flying five times a week, Singapore twice a week and Tokyo three times a week via the brand-new Airbus 330.

Business Class

Fiji Airways' Business Class offers discerning travelers a unique and exclusive class of travel. On the ground, customers enjoy dedicated check-in, increased baggage allowance, express airport lanes and access to lounge facilities at selected airports. In the air, Business Class customers



AIRBUS A330-200

enjoy three course fine dining designed by renowned and award-winning celebrity Chef's, a range of fine wines, spirits, liqueurs and a selection of cheeses. With individual screens, Business Class customers can select from a full range of in-flight entertainment on demand.

Economy Class

Economy Class offers naturally friendly cabin

crew and elegant, yet relaxed cabin décor so guests sit back and enjoy the hospitality of one of the world's most welcoming cultures. Guests can enjoy complimentary in-flight entertainment onboard international services. From the classics to comedies, customers are offered a selection of movies and TV programs alongside a range of audio channels from Top 40 hits to Hindi hits, including a dedicated channel for children.



WORLDWIDE STOPOVERS

With a multitude of stopover options available on flights to Australasia, you can tailor make your holiday to include a whole host of experiences and it doesn't just have to be for a couple of nights either.

From the gleaming skyscrapers of Southeast Asian cities, to the deserts of the Arabian Gulf or the adventure playground that is California; the choice is yours. Join an escorted tour through Vietnam or explore volcanoes in Hawai'i. Here we've showcased some of the most popular, but contact our Travel Designers for more destinations.



1 Middle East

Home to stunning Islamic architecture, desert landscapes, immersive bazaars and modern iconic sky lines, the Middle East is like an Aladdin's cave. With flight times around 7 hours, a stopover in Dubai, Abu Dhabi and Qatar are just a few of the destinations you can choose to visit.



2 Thailand

From wandering through the busy streets of Bangkok to exploring tropical rainforests, or simply relaxing on the picturesque beaches, Thailand has lots to offer. Stop off at a street food stall for fresh fruit or local delicacies and visit ancient temples where you can immerse yourself in the country's culture.



3 Hong Kong

Explore this vibrant harbour side city where east meets west and ancient meets modern. Enjoy breathtaking harbour views after a tram ride to Victoria Peak, meander through bustling Stanley Market, and not forgetting a sunset cruise on an authentic Chinese junk.



4 USA and Canada

Why not stop half way in North America to break up your journey? Cycle the golden gate bridge in San Francisco, explore the bustling west coast seaport of Vancouver or surf the beaches of Hawaii; to name just a few of the great destinations to choose from.



5 Malaysia

With the soaring Petronas Towers in Kuala Lumpur, boasting one of the most iconic skylines in the Far East to the breathtaking views of the tea plantations in the Cameron Highlands, explore a country of beautiful architecture and fascinating history.

6 Singapore

With a lively mix of Chinese, Malay, Indian and British colonial history, Singapore is a fascinating place to break up your journey. Plus, don't forget to try a Singapore Sling at the Long Bar in Raffles Hotel, where the famous cocktail was first created.



7 Bali

Escape the throngs and head north to Ubud, where the heart of Balinese culture beats. Pass through rice terraces to the holy spring waters at Tampakiring for a taste of the real Bali or head south to see the crashing surf at Uluwatu.



8 South Pacific

Looking for that quintessential tropical island getaway? Then look no further. Choose from Fiji, The Cook Islands, Samoa, Tonga or the Islands of Tahiti with honeymoon hotspot; Bora Bora or combine a few for an even more memorable island-hopping adventure. See pages 62 – 77 for more details.



Request our Australia Guide for holidays to the Great Barrier Reef, red earth of the Outback and cosmopolitan cities. We also have great ideas for self drives, tours and unique experiences in this spectacular country; all ready for you to discover.



Explore the World

Take time out in some of the most exotic destinations en route to Australasia.



HONG KONG

Hong Kong and China

Where to stay: The Cordis, Hong Kong

Home to around 1,500 pieces of contemporary Chinese art and a stunning rooftop pool that's perfect for a sunrise swim – it even plays music underwater! Indulge in wellness and rejuvenation with signature treatments based on Chinese medicine and with the benefit of the city on your doorstep.

What to do: 360 Lantau Explorer Tour

Hop onto a cable car and be greeted with vistas of the distant South China Sea and rolling greens of North Lantau Country Park before panoramas of Hong Kong appear.

Explore more: Discover China Escorted Tour

Visiting one of the greatest sights in the world, The Great Wall of China, as well as Xi'an's Terracotta Warriors and their chariots and the Forbidden City in Beijing; this 8 day tour is the perfect introduction to China.



MALAYSIA

Malaysia

Where to stay: The Majestic Kuala Lumpur or Pangkor Laut Resort

Choose from colonial and sophistication right in the heart of the city, or for a truly private island escape, stay at the exclusive Pangkor Laut Resort in incredible villas built on stilts over the sea.

What to do: Enchanting Fireflies Tour

A half day tour out to a small village where you will see silver leaf monkeys and the wonderful phenomena of thousands of fireflies along the river front whilst enjoying a delicious seafood dinner.

Explore more: Cameron Highlands Tour

Be dazzled by emerald green valleys on this three day tour, visiting tea plantations, rose gardens and vegetable farms. Meet local Aborigine's and learn about blow pipe hunting techniques.



THAILAND

Thailand

Where to stay: Anantara Riverside Bangkok Resort or Centara Grand Beach Resort Hua Hin

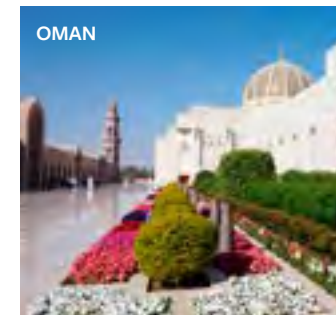
Stay on the edge of the Chao Phraya River with a handy shuttle boat to the skytrain, or, just 2 hours south, the small beach town of Hua Hin offers a property set on 7 kilometres of white, sandy beach.

What to do: Floating market in Bangkok

Visit the world famous floating market of 'Damnern Saduak', a colourful and lively yet congested canal. It might be a tourist trap, but it's worth a visit for the atmosphere.

Explore more: Elephant Hills Jungle Safari Camp

Help feed, clean and bathe Asian elephants in the Khao Sok National Park then stay in African inspired safari tents on this memorable two night experience.



OMAN



NEW YORK

Dubai and the Middle East

Where to stay: Atlantis, The Palm, Dubai

Located on the World's largest man-made island and created to suit the whole family. From water themed amusement at Aquaventure Water Park to pristine beaches and more.

What to do: Dubai Desert Safari

Take a seat in a 4x4 Jeep and experience a thrilling ride up and over the sand dunes. Let the adrenalin subside and gaze at the stars, whilst enjoying a desert barbeque and an evening cultural show.

Explore more: Highlights of Oman

Embark on a four day adventure in the Arabian Desert on a tour that's rich in culture. Visit a historical fort and one of the oldest souq's in Oman, taste delicious coffee and dates in a traditional Bedouin house and then switch the sand dunes for the coast and a visit to a turtle reserve.



INDONESIA

Singapore and Indonesia

Where to stay: Shangri-La Singapore or Samabe Bali Suites & Villas

Opt for a refined oasis in the heart of the city at the flagship property of the Shangri-La group, or head south to Bali to a tranquil, all-inclusive beach resort.

What to do: Half day city tour Singapore

The perfect introduction for those with limited time in the city, visiting Little India, bustling Chinatown and the Botanic Gardens on a 3.5 hour tour.

Explore more: Discover the Island of Flores

Head to Indonesia and the island of Flores, located around 90 minutes west of Bali for incredible scenery and a chance to see the Komodo dragons.

USA and Canada

Where to stay: The Argonaut Hotel, San Francisco

This stylish, nautically-themed, boutique hotel located on Fisherman's Wharf is the perfect spot for tasting fresh seafood, with Pier 39 and access to Alcatraz right on your doorstep.

What to do: Alcatraz Island, San Francisco

No trip to this northern Californian city is complete without a 20 minute ride in the Bay across to Alcatraz Island; one of history's most legendary prisons.

Explore more: Hawaiian Discovery Escorted Tour

If you have a little extra time, explore four of the stunning Hawaiian Islands on this 11 day escorted tour. Visit Volcanoes National Park, a Kona coffee plantation and a sunset cruise from K'anapali Beach, Maui to take in some of the beautiful scenery, culture and history these isolated islands have to offer.



INTRODUCTION TO NEW ZEALAND

ESSENTIAL INFORMATION

Currency – New Zealand Dollar (NZD)

Time difference – GMT +11 to GMT +12

Flying time – Approx. 26 hours

Climate – New Zealand's warmest months are December, January and February, where maximum temperatures can reach 30°C. With warm, sunny weather, these summer months are peak times to travel to New Zealand. Winter runs from June to August, and is the best time of year to see the snow-capped mountains in the South Island.

Visa – British citizens do not require a visa to travel to New Zealand (for a stay of less than 6 months), making it an easy destination to travel to.

A contrasting landscape of steaming volcanoes, spectacular fiordlands, magnificent mountain ranges and dense forests, there's a reason New Zealand is voted best country in the world year after year. The added bonus is that all of this is found within a country comparable in size to the UK, and with a population of only four million, it's also one of the world's least crowded places. A holiday haven for those looking for peace and rejuvenation, as well as a playground for thrill seekers and adventurers – New Zealand is in a class of its own!



TOP EXPERIENCES



Rotorua: This geothermal wonderland boasts spurring geysers, bubbling mud pools and natural hot springs.



Hawke's Bay: With a wealth of famous vineyards, no trip to New Zealand would be complete without a day of wine tasting.



Fiordland: Visit Milford or Doubtful Sound to see the breathtaking steep valleys and mighty peaks.



Kaikoura: Head off the coast to see the vast array of marine life, including sperm whales, dolphins and seals.



Queenstown: The adventure capital of New Zealand, home to a host of activities from bungee jumping to jet boating.





AVIS NEW ZEALAND

It's so easy to drive in New Zealand – good roads, clear signs and you're on the same side as the UK. With a range of cars from the compacts to a 4WD, Avis New Zealand can get you from A to B with ease – and you will see lots on the way too!

Austravel and Avis have used our specialist knowledge to create essential self drive itineraries – with all your overnight accommodation pre-booked. All these self drives come with a handy backpack containing maps, day by day driving instructions and even hints on where you should stop for photo opportunities.



Compact Toyota Corolla Hatch or similar (Group C)



Seating Capacity



Luggage



Full Size Toyota Camry or similar (Group E)



Seating Capacity



Luggage



Full Size SUV Toyota Highlander or similar (Group F)



Seating Capacity



Luggage



Compact 2WD SUV Holden Trax or similar (Group G)



Seating Capacity



Luggage



Hybrid Toyota Camry or similar (Group K)



Seating Capacity



Luggage



Premium 4WD Toyota Prado or similar (Group W)



Seating Capacity



Luggage

Standard Rates Include:-

- Unlimited miles
- Collision /Loss Damage Waiver (CDW)
- Goods & Services Tax (GST)
- Additional Driver Fee

To upgrade to inclusive insurance and for full terms and conditions see austravel.com or speak to your Travel Designer.

Excludes:- (Payable at time of pick up)

- One Way rental fees
- Refuelling Costs
- Excess Reduction (optional)
- Airport/Wharf Fee
- Optional extras (e.g child seats)

Free Backpack

Receive a free backpack with every Austravel self drive.

The backpack comes complete with maps and guide - make sure you book a night before yourself drive to plan your trip and we will deliver your backpack to your hotel. Please note for any tailor made self drives this backpack and guide is available at an additional cost – ask your Travel Designer for details.



QUEENSTOWN

TOURING

North Island Wanderer



9 Day Self Drive Itinerary ^{TU1}

Explore dramatic coastlines and visit famed Hot Water Beach, swim with dolphins and watch a traditional Maori concert in Rotorua then sip wines through Napier and Hawke's Bay before tasting your way around Wellington on a food tour.

- DAY 1:** AUCKLAND – COROMANDEL PENINSULA APPROX. 104 MILES
DAY 2: COROMANDEL PENINSULA
DAY 3: COROMANDEL PENINSULA – ROTORUA APPROX. 129 MILES
DAY 4: ROTORUA – LAKE TAUPO APPROX. 51 MILES
DAY 5: LAKE TAUPO - NAPIER APPROX. 87 MILES
DAY 6: NAPIER
DAY 7: NAPIER – MARTINBOROUGH APPROX. 169 MILES
DAY 8: MARTINBOROUGH – WELLINGTON APPROX. 49 MILES
DAY 9: WELLINGTON



NAPIER

South Island Wanderer



12 Day Self Drive Itinerary ^{TU3}

From whales to wineries and everything in between, this road trip will take you through the scenic wilderness of Haast Pass, see the impressive Franz Josef and Fox Glaciers, the stunning beauty of Milford Sound and take a thrilling jet boat adventure in Queenstown.

- DAY 1:** CHRISTCHURCH – BLENHEIM APPROX. 192 MILES
DAY 2: BLENHEIM – NELSON APPROX. 71 MILES
DAY 3: NELSON
DAY 4: NELSON – HOKITIKA APPROX. 202 MILES
DAY 5: HOKITIKA – GLACIER REGION APPROX. 83 MILES
DAY 6: GLACIER REGION – QUEENSTOWN APPROX. 219 MILES
DAY 7: QUEENSTOWN
DAY 8: QUEENSTOWN – TE ANAU APPROX. 107 MILES
DAY 9: TE ANAU
DAY 10: TE ANAU – DUNEDIN APPROX. 180 MILES
DAY 11: DUNEDIN
DAY 12: DUNEDIN – CHRISTCHURCH APPROX. 225 MILES



DUNEDIN



APOLLO NEW ZEALAND

A motorhome holiday allows you the freedom to explore New Zealand in your own time, stopping when and where you want. Driving is on the left-hand side and traffic is generally quieter than in the UK. Apollo feature one of the newest fleets of motorhomes in New Zealand and all vehicles are expertly maintained and serviced.



4 Berth - Euro Camper



2 Berth - Euro Tourer



4 Berth - Euro Star



6 Berth - Euro Deluxe



Apollo Motorhome Benefits

- Free unlimited kilometres
- 24 hour roadside assistance
- One-way rentals available (fees apply)
- Ability to combine motorhome rentals throughout Australia & New Zealand
- Branches located in Auckland and Christchurch

Apollo Motorhomes feature the following:

- Fridge/freezer
- Sink
- Gas stove
- Power supply: 12/240V
- Microwave
- Power steering
- Kitchen equipment & bedding
- Radio/CD player
- Cold water supply

Upgrade to Apollo Inclusive Package which Includes:

- 'The High Road' liability cover with zero liability
- Unlimited windscreen and tyres cover
- Undercarriage/overhead damage* (covered for accidental damage)
- Initial set of toilet chemicals
- Snow chains
- Camp chairs and table
- Baby/booster seats (on request)

Book Early and Save Up To 40% On Prices

For full Hire Conditions please refer to austravel.com

It is possible to book a campervan for any of the routes included in our self drive tours – ask your expert Travel Designer for details!

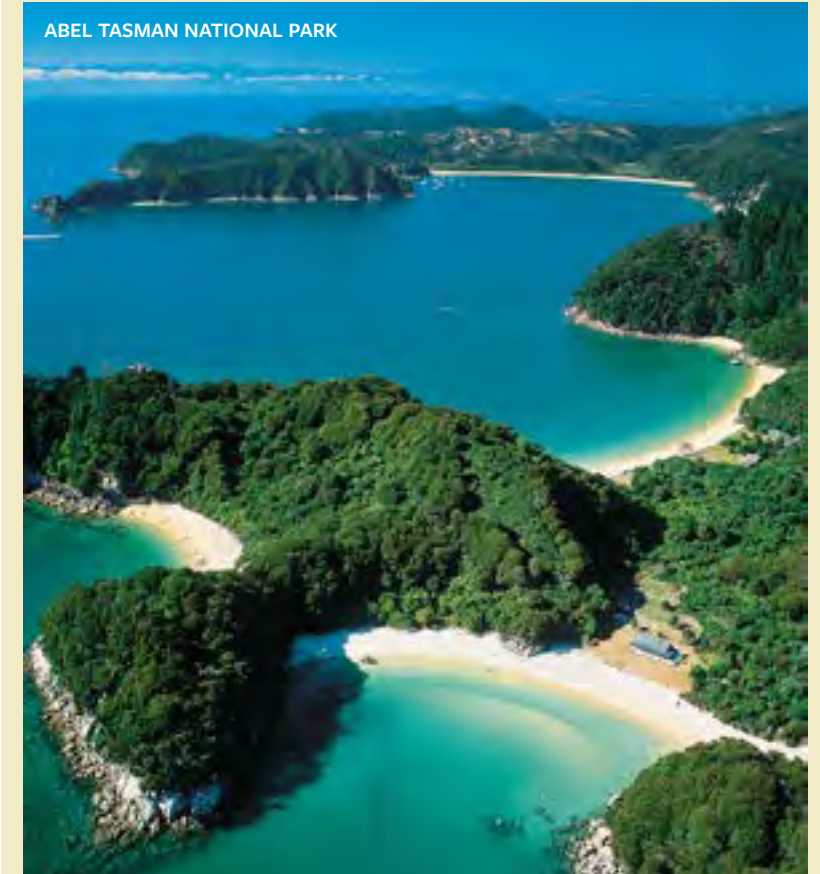
Upgrade with Star RV for a premium holiday



Explore New Zealand in style with an upgrade to a Star RV motorhome – all vans combine a spacious, modern interior with the guarantee of all premium vehicles under 12 months old. Use the priority check-in when collecting your van, and once on your road trip enjoy travelling in luxury – some vans even have electronic drop-down beds and slide out sections with outdoor BBQs.



ABEL TASMAN NATIONAL PARK



— TOURING —

Whales, Wines and Wilderness

14 Day Suggested Motorhome Itinerary

From National Parks to luxurious vineyard restaurants, a plethora of marine wildlife and mountainous landscapes, the South Island offers a wide variety of activities. Drive the coast north of Christchurch and hop aboard a cruise to spot whales at Kaikoura, before heading ashore and exploring the Ohau Stream, home to hundreds of baby seals.

Explore the Marlborough Sounds, taking a day cruise to sample local seafood, before hiking the coastline of the Abel Tasman National Park. Travel back over Arthur's Pass following the route of the famous TransAlpine train as you arrive back into Christchurch.

UNMISSABLE HIGHLIGHTS:

- Take a walk along the coastline of the Kaikoura peninsula, making sure you stop off for at the Kaikoura Seafood BBQ for a steaming mug of chowder
- Sample the famous sauvignon blancs of the Marlborough region
- Relax in Nelson, the sunniest region in NZ, with long golden beaches backed by rugged mountains
- Travel over Arthur's Pass – the highest and most spectacular pass across the Southern Alps
- Soothe aching muscles in the thermal hot pools at Hanmer Springs

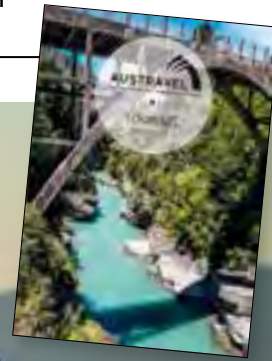
Hiring a motorhome gives you the flexibility to choose the duration that suits you. Please see austravel.com for alternative itinerary suggestions or talk to your Travel Designer for more recommendations.



ESCORTED TOURING WITH APT

APT provide a whole range of escorted touring options to help you discover the incredible delights for which New Zealand is known. Sit back, relax, and allow your expert guide to ensure that all those famous sights – plus some lesser known ones – are not missed. With two tour levels to match all budgets, there is something to suit everyone.

On these pages are a small selection of APT's escorted tours available for New Zealand, but for a full range please ask for a copy of Austravel's Essential Touring brochure, or visit Austravel.com



WHALE WATCHING IN KAIKOURA

— TOURING —

South Island Sensation

NEW 12 Day Luxury Small Group Escorted Tour NSGS12

A brand new journey to the collection. As part of an intimate group of just 20 guests, travelling from Wellington to Queenstown, you will get to stay in a luxury eco-resort surrounded by natural rainforests – the Te Waonui Forest Retreat – and sample wines in the Marlborough Region whilst enjoying a delicious dinner.

HIGHLIGHTS INCLUDE:

- Cruise across the Cook Strait from Wellington to Blenheim on the Interislander Ferry
- Embark on a whale watching cruise in Kaikoura and experience an upclose encounter with a Giant Sperm Whale
- Visit the Canterbury Museum, Cathedral Square and Riccarton House and Bush in Christchurch
- Travel across the Southern Alps on the TranzAlpine train
- Go in search of friendly dolphins on a cruise in Akaroa's harbour
- All transportation, overnight accommodation, 11 breakfasts and 9 dinners

BOOK EARLY AND SAVE UP TO £500 PER COUPLE ON SELECTED DATES



MALBOROUGH REGION

The APT Difference:

- Experienced Guides, Drivers and Tour Directors
- Two levels of guided touring – upgrade to our Luxury Touring for Freedom of Choice sightseeing and dining inclusions
- Sightseeing and more
- Hand picked accommodation
- Unique dining experiences



— TOURING —

New Zealand Getaway

16 Day Essential Escorted Tour NT16

This guided tour encompasses both the North and South Islands of New Zealand, from Auckland to Christchurch, and is the perfect option for any first time visitors who want to make sure that they don't miss a thing. Starting in Auckland the tour takes in the famed sights and sounds of the Bay of Islands, steaming geothermal Rotorua, the Glacier region, Queenstown and so much more.

HIGHLIGHTS INCLUDE:

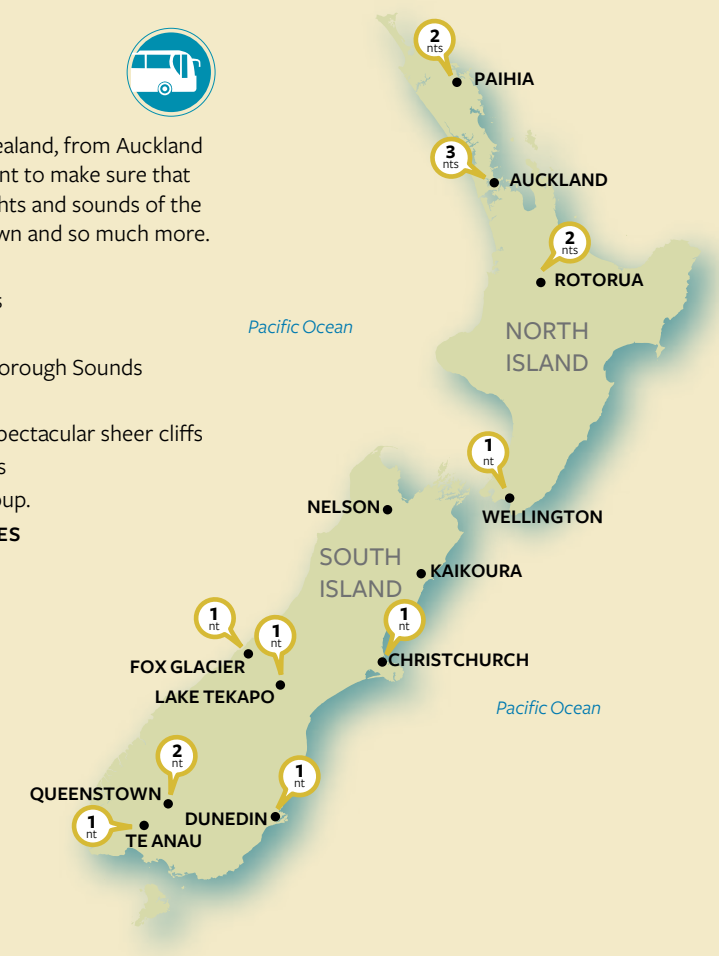
- Relaxing two night stay in the Bay of Islands, plus a cruise to spot dolphins
- Authentic Maori Hangi and Cultural performance in Rotorua
- Overnight in Wellington and Interislander Ferry Cruise through the Marlborough Sounds
- Day of leisure to explore the adrenaline capital of Queenstown
- Cruise the full length of Milford Sound viewing cascading waterfalls and spectacular sheer cliffs
- All transportation, overnight accommodation, 16 breakfasts and 9 dinners

All Essential Tours are operated by Travelmarvel, part of the APT Travel Group.

BOOK EARLY AND SAVE UP TO £400 PER COUPLE ON SELECTED DATES



KUIRAU PARK, ROTORUA



New Zealand Wonderland

18 Day Luxury Escorted Tour NCC18I

An extraordinary journey through the highlights of this unique country and explore both islands with a host of fantastic experiences included. Begin in the city of sails in Auckland and journey to Australasia's highest peak at Mount Cook before finishing in Christchurch.

HIGHLIGHTS INCLUDE:

- Visit the historic Waitangi Treaty Grounds and look out for dolphins on a magical Hole in the Rock cruise
- Immerse yourself in Maori culture at a Hangi Feast in Rotorua
- Cruise to the South Island aboard the Interislander Ferry
- Ride on the famous TranzAlpine train
- Stay at the Hermitage Mount Cook plus Te Waonui, Franz Josef
- Marvel at the impressive icy contours of Franz Josef Glacier
- Cruise the full length of Milford Sound
- All transportation, overnight accommodation, 17 breakfasts and 12 dinners

BOOK EARLY AND SAVE UP TO £500 PER COUPLE ON SELECTED DATES



TRANSALPINE TRAIN



GRAND PACIFIC TOURS

Grand Pacific Tours are market leaders and recognised as New Zealand Coach Holiday specialists. They offer five styles of touring with a range of itineraries from 8 to 23 days, and with over 200 guaranteed departures to choose from you will have peace of mind when you are booking your extended holiday.



TOURING



Highlights of New Zealand

16 Day Affordable Tour GPN16

One of our most popular tours for value for money; travelling from Christchurch to Auckland (south to north), including glaciers, Fiordland and Maori culture.

HIGHLIGHTS INCLUDE:

- Enjoy a delicious Devonshire Tea at famous Larnach Castle near Dunedin, perched high overlooking the spectacular coastline
- Cruise through glorious Milford Sound, cruise across Lake Wakatipu on the TSS Earnslaw, and visit the Lakes District Museum
- Take a journey on the TranzAlpine train across Arthur's Pass, before crossing the Cook Strait on the Interislander Ferry. In Wellington visit Te Papa, NZ's National Museum.
- Discover the sights of Rotorua at the Skyline Gondola & Luge, Agrodome, and thermal mud pools & geysers. Enjoy a traditional Maori Hangi & Concert
- In the stunning Bay of Islands cruise to the Hole in the Rock, watching out for dolphins along the way and explore the Kauri Museum
- Also includes city sights tours of Christchurch, Dunedin, Wellington & Auckland
- All transportation, experienced Tour Guide, overnight accommodation and 29 meals



Guaranteed Departures available until May 2020.

BOOK EARLY AND SAVE UP TO £200 PER PERSON ON SELECTED DATES

New Zealand Rail, Cruise & Coach

19 Day Signature Tour GPR19

Fully escorted tour starting in Auckland, featuring four breathtaking rail journeys, four cruises – including a scenic Milford Sound overnight cruise – before finishing in Christchurch.

HIGHLIGHTS INCLUDE:

- Ride the famous train journeys at Glenbrook Vintage Railway, the Coastal Pacific, TranzAlpine, and the Taieri Gorge Limited
- Explore the Waitangi Treaty Grounds in the Bay of Islands, before hopping on a cruise to the Hole in the Rock
- Explore the geothermal activity at Te Puia with thermal mud pools & geysers, before enjoying a traditional Maori Hangi & Concert
- Cruise across to the South Island on the Interislander Ferry, travelling down the coast to Christchurch. Experience the International Antarctic Centre and Christchurch Tram
- Cruise Lake Wakatipu on the TSS Earnslaw, before the tour highlight of an overnight cruise on spectacular Milford Sound
- Enjoy a Haggis Ceremony and visit Olveston Historic Home



- Also includes city sights tours of Auckland, Wellington, Christchurch & Dunedin
- All transportation, experienced Tour Guide, overnight accommodation and 34 meals

Guaranteed Departures available until May 2020

BOOK EARLY AND SAVE UP TO £200 PER PERSON ON SELECTED DATES

TOURING

ULTIMATE SMALL GROUP TOURS

16 Day Ultimate Explorer UGPEX16

19 Day Ultimate Rail, Cruise &

Coach Experience UGPRC19



Travel in style and enjoy small group touring with a maximum of only 20 travellers; complemented with a handpicked collection of 4.5 star accommodation and a number of exclusive extras. Upgrade your 16 or 19 day escorted tour by travelling on the **ULTIMATE COACH** and experience 'business class on wheels'.

THE ULTIMATE COACH FEATURES INCLUDE:-

- 20 luxury leather fully reclining seats, with panoramic viewing, air-conditioning and seat belts
- Wood grain timber tray table with built in cup holder
- Seat side personal storage area providing easy access to your travel bag
- Personal audio control unit with multiple music channels and complimentary set of headphones
- Individual USB point for charging camera or mobile phone
- Stylish centre galley area equipped with refrigerated drinking fountain and fridge units
- Complimentary daily on board WiFi allowance
- Other itineraries also available

BOOK EARLY AND SAVE UP TO £200 PER PERSON ON SELECTED DATES



The Grand Pacific Tours Difference:

- The company only sells one destination so you are dealing with a specialist
 - All departure dates are "guaranteed" to operate
 - Tours are all inclusive which saves you time and money
 - Professional crew trained to perform Grand Pacific Tours itineraries
 - Five styles of touring to choose from, something for everyone
 - Unique dining experiences
- We have featured 4 of our most popular tours, for a full range of our tours contact Austravel who can provide you with a copy of the comprehensive E-brochure.



TSS EARNSLAW CRUISE, LAKE WAKATIPU



LUXURY NEW ZEALAND

Found in some of the country's most picturesque and breathtaking surroundings, experience luxury New Zealand with our collection of boutique hotels, lodges and villas. Here are a few hand-picked properties that we feature, but speak to us for more recommendations, so you can treat yourself to the very best service and accommodation for your stay in New Zealand.



Hidden QUEENSTOWN

★★★★★

Situated on the edge of Lake Wakatipu, on a secluded hillside on the outskirts of town; Hidden boasts one of the best views in Queenstown. With only 4 luxurious suites guests can experience personal outstanding service and excellent warm hospitality. This boutique accommodation places an emphasis on being eco friendly and using fresh local produce, in fact, host Claudia's delicious home cooked breakfasts alone are a reason to stay here.

**FREE BREAKFAST AVAILABLE ON
SELECTED DATES**



PurePods

Experience the unforgettable with PurePods, scattered across 6 remote locations in the South Island. With glass walls, roof and floor, at night sleep with the constellations of the southern sky, before waking to your own private view of remote New Zealand.



Bay of Many Coves Resort MARLBOROUGH SOUNDS

★★★★★

Beginning with a 30 minute journey across a sheltered bay, this small, luxury property is nestled amid a rolling landscape with bush that extends down to the water's edge of their secluded bay. Dine at the restaurant for seasonal produce, swim in the freshwater pool, enjoy a short bush walk, or hire a sea kayak and head off to explore the coastline. Stay here for spacious hillside apartments in the unspoilt Marlborough Sounds.

**SPA CREDIT SPECIAL OFFER ON
SELECTED DATES**

The Boatshed WAIHEKE ISLAND

★★★★★

Away from the hustle and bustle of the city lies Auckland's best kept secret. Waiheke Island is truly a world away, with some of the most beautiful beaches caressing its shores. Comprising of just five guest suites and two bungalows, drop anchor in Oneroa Bay and come and enjoy a slice of island paradise at this chic, luxury and romantic accommodation sitting just above the Bay; the perfect place to catch up on a bit of "me time".

**GET HERE BY REGULAR FERRY FROM
AUCKLAND HARBOUR IN 35 MINUTES.**



The Sanctuary BAY OF ISLANDS

★★★★★

The Sanctuary is a peaceful haven just 5 minutes from the centre of Paihia, set on a private, native, bush reserve where the architecture has been specifically designed to merge seamlessly into the sloping hillside. Each of the four rooms have uninterrupted views to historic Russell and across the bay, with large private balconies.

**FREE DINNER OFFERED ON
SELECTED DATES**





WALKS, WILDLIFE AND ADVENTURE

New Zealand is known as a country bursting with nature and wildlife, and offers an incredibly diverse indigenous range, from the flightless Kiwi to a bounty of marine life. And when it comes to adventure, New Zealanders are passionate about hiking. Not surprising when the country offers some of the finest scenery in the world, with well cared for tracks and highly knowledgeable guides. There are plenty of day hike options, but to really experience the wilderness a multi-night hike is a must.



1 Dolphins in the Bay of Islands

Travel north to the Bay of Islands in search of playful bottlenose dolphins. The best way to catch a glimpse of these creatures in their natural habitat is to take a cruise to Cape Brett and the Hole in the Rock, before going ashore to one of the most beautiful islands in the area to explore scenic walking tracks. Take your swimmers for the opportunity to swim with these magnificent mammals!



2 Hike the Tongariro Crossing

The Tongariro Crossing is renowned as one of the world's finest day walks and, although steep in places, it is well worth the effort. The trail leads you past volcanic craters, lava flows, thermal vents and colourful lakes, offering unsurpassable views over central North Island. Your expert guide will ensure you are safe at all times and will provide detailed information on both the geology and the legends that surround Tongariro National Park. You can also explore further by embarking on a 3 day walk staying in purpose built huts.



3 Spot Kiwi at Zealandia in Wellington

This unique eco-sanctuary is located in a 225 hectare site on the outskirts of Wellington. Over 40 different species of birds can be found within the sanctuary and 24 of these species can only be found in New Zealand. One of these species is the flightless Kiwi. Make sure you book the Zealandia after dark tour for the best chance of spotting the nocturnal New Zealand mascot!



4 Kayak with seals at Abel Tasman

Paddle through the coastal paradise of Abel Tasman National Park, heading out by kayak from Torrent Bay to the seal colony at Tonga Island. Combine your trip with lunch on a golden sandy beach, plus a walk along the coastline back to Kaiteriteri.



5 Spot Whales in Kaikoura

Travel to Kaikoura to one of New Zealand's leading eco-tourism destinations, renowned for its variety of marine mammals. Spot sperm & humpback whales, dolphins and seals which are all attracted by the rich feeding grounds.



6 Fox Glacier Half Day Walk

Combine the excitement of walking on the ice at Fox Glacier with a spectacular heli flight. Departing from Fox Glacier, circle the upper icefall before landing on a remote part of a glacier. Your experienced guide will lead you past crevasses and ice ridges and into the middle of the glacier for incredible views of this glacial wonderland.



7 The Milford Track

Whilst 'Milford' may be synonymous with the famous Fiord, the track of the same name is commonly thought of as one of the finest walks in the world. Taking 4 days to complete, glacial valleys, ancient rainforests and cascading waterfalls are around almost every corner, with the climb to McKinnon Pass on your third day providing jaw-dropping scenery. If you are short on time you can still experience the Milford Track with a 4-5 hour leisurely day walk on the initial section of the track.

8 Monarch Wildlife Cruises of Dunedin

Cruise the length of the beautiful Otago Harbour; enjoy the wildlife cruise of spectacular Taiaroa Head and a scenic Otago Peninsula bus tour. Also included is a guided tour of the award-winning Yellow Eyed Penguin Reserve, home to the world's rarest penguin. Your guide will lead you on foot through a unique system of covered trenches into viewing hides where you can observe this shy breed at a close range.





NORTH ISLAND

TOP EXPERIENCES

- Cruise from Auckland Harbour to Waiheke Island and discover the ultimate island retreat – and the great wine!
- Immerse yourself in the Maori culture with a traditional Hangi feast and show.
- Enjoy a natural spa bath on Coromandel Peninsula's Hot Water Beach.
- Explore the geothermal mud pools, geysers and volcanic crater lakes of Rotorua.

FACT FILE

Climate: The North Island enjoys a subtropical climate with seasons opposite to those of the UK. Summer is from December to February with temperatures ranging from 20 - 30°C and winter is from June to August with lows of 10 - 15°C.

Flying time to Auckland: 27 hours + 1 stop

Driving times:

Auckland to Rotorua – 3 hours 30 minutes

Auckland to Bay of Islands – 4 hours 30 minutes

Auckland to Coromandel Peninsula – 2 hours 30 minutes

GMT: +12 hours (Apr - Sep) or +13 hours (Sep - Apr)

New Zealand's North Island is home to vibrant cities, rolling hills, sprawling forests and rich Maori influences, creating a fascinating tapestry of landscape and culture. From the beaches of the Bay of Islands, to the mud pools, geysers and Maori heritage of Rotorua. The deserted bays and Kauri forests of the Coromandel Peninsula, to the world-class wines of Hawke's Bay, all accessed by the exciting cities of Auckland and the country's capital, Wellington. You're sure to be impressed by this captivating and varied island.





— DAY TOURS —



Wine on Waiheke

Head out of the city and cruise over to Waiheke Island where you will enjoy premium wine tastings at Mudbrick Vineyard. Next stop is The Goldie Room, Waiheke's first and most established vineyard. You may choose to extend your stay and take advantage of the complimentary all day bus pass, allowing you to discover the island further.



Wilderness Experience: Bush and Beach

Explore both the city and the countryside surrounding Auckland in just one day. Spend the morning visiting Auckland's most spectacular sights, before crossing the Harbour Bridge to Auckland's North Shore. In the afternoon continue to the Waitakere Ranges, just 30km from downtown Auckland. At the Arataki Centre admire the magnificent Maori carvings, before exploring the rugged west coast, home to giant tree ferns and native birds.

AUCKLAND

Known as the 'City of Sails' for its love of the water, Auckland's urbanites are extremely lucky – they live just half an hour from beautiful beaches, hiking trails and holiday islands. The city itself is a hive of activity. Head to the top of the Sky Tower for panoramic city views, lunch with the locals in popular Ponsonby, and admire the superyachts along Viaduct Harbour. Then hop over to Waiheke Island for its excellent wineries and secluded beaches – the perfect place to relax.



M Social Auckland

★★★★★

Situated on the waterfront close to Viaduct Harbour, this chic hotel offers a fabulous location, overlooking the vibrant Princes Wharf, contemporary rooms and one of Auckland's coolest bars.

FREE F&B CREDIT AVAILABLE ON SELECTED DATES



Adina Apartment Hotel Auckland Britomart

★★★★★

Close to the harbour and the trendy Britomart Precinct, this hotel boasts modern and spacious apartments in a great location.

FREE NIGHTS AVAILABLE ON SELECTED DATES



Hotel DeBrett ★★★★★

A small luxury boutique hotel located in downtown Auckland, the Hotel DeBrett is only a short walk from the Viaduct harbour and the famous Sky Tower and each room is individually designed.

FREE BREAKFAST AVAILABLE ON SELECTED DATES



Marino Ridge Lodge, Waiheke ★★★★★

Overlooking one of the most picturesque bays on the island, the Lodge has been designed with home comforts in mind while providing personalised touches that you would expect from a luxury retreat.

FREE BREAKFAST AVAILABLE ON SELECTED DATES



WHAT OUR EXPERTS SAY...



"Auckland is built around the water so there are plenty of options to explore Auckland's two beautiful harbours, the Manuaka harbour to the west and the Waitamata harbour on the east coast."

PAUL – TRAVEL DESIGNER





BAY OF ISLANDS

To the north of Auckland lies the beautiful Bay of Islands – an aquatic playground of adventures. With over 140 islands and countless secluded bays and coves, much of its extensive coastline remains untouched. Waitangi, on the mainland, is the seat of Maori culture where New Zealand's founding document was signed. Take the time to cruise around these stunning islands before heading back to the mainland where you can venture into Opua Forest to stand in awe of the huge kauri trees.



CAPE REINGA LIGHTHOUSE



RUSSELL WHARF



URUPUKAPUKA ISLAND

Scenic Hotel Bay of Islands ★★★★★

A short stroll from the main wharf at the seaside town of Paihia, this resort-style retreat is the ideal base from which to explore the area with modern, spacious rooms.

FREE BREAKFAST AVAILABLE ON SELECTED DATES



Edgewater Palms Apartments ★★★★★

Set in a truly superb location opposite the main beach with safe harbour swimming and surrounded by the local restaurants, cafés and bars of Paihia town, you can enjoy a slice of paradise in one or two bedroom apartments.



— DAY TOURS —



Island Adventurer Cliffs and Caves

Take to the waters and discover the rugged seaward side of the Bay of Islands. Cruise past the majestic black rocks, so rare they only feature in 3 locations worldwide, also visit Marsden Cross - the site of New Zealand's first missionary settlement. The Island Adventurer can get you closer to the islands and even land you on the beach for a truly unique experience.



Hole in the Rock Cruise

Cruise along the picturesque coastline to Cape Brett to sail through the famous 'Hole in the Rock' natural stone archway. Ask your Travel Designer for prices to upgrade to swim with the dolphins. This cruise is also available as a day tour from Auckland travelling up the Hibiscus Coast past uncrowded beaches and native forests.



— DAY TOURS —

ROTORUA

Rotorua is the heartland of New Zealand's Maori culture and an astonishing place of spouting geysers, bubbling mud pools and steam vents. With a backdrop of volcanic mountains and crater lakes, this thermal wonderland is one of the most popular Kiwi attractions. Take part in a traditional Maori Hangi feast and watch the Haka, or enjoy a soothing natural mud bath.



POHUTU GEYSER AT TE PUIA

Novotel Rotorua Lakeside ★★★★★

With commanding views over the lake and surrounding hinterland, the Novotel is just a short stroll to the city centre and to the restaurant hub of 'Eat Street'.

FREE BREAKFAST AVAILABLE ON SELECTED DATES



Solitaire Lodge ★★★★★

Solitaire Lodge offers secluded luxury accommodation on a spectacular lakeside location. All 9 suites feature panoramic views of the glassy lake through grand windows, located just 30 minutes from Rotorua.

FREE BREAKFAST AVAILABLE ON SELECTED DATES



Hobbiton Movie Set

Perfect not just for fans of the movie trilogy, but also for those who've never set foot on a film set before. Based on some of New Zealand's most picturesque farmland, take a 2 hour guided tour to learn the tricks of the camera, secrets of Hollywood, explore the Hobbit holes, and finish with food and drink in the Shires Rest Café.

WHAT OUR EXPERTS SAY...



"When visiting Te Puia make sure you stay to see the largest active geyser in the southern hemisphere. Pohutu Geyser erupts once or twice every hour and can reach heights of 100 feet, a truly stunning sight."

LAURA - DESTINATION EXECUTIVE



Floatplane to Mt Tarawera Volcano

From Lake Rotorua take to the skies in a floatplane and see the area from a different perspective. Head towards the Crater Lakes district, and wonder at Mount Tarawera, where a massive volcanic eruption changed the landscape in 1886. Continue south past the steaming cliffs and hot lakes of the Waimangu Volcanic Valley, before returning to Rotorua over the Blue and Green Lakes and the geysers of Whakarewarewa.



Te Puia

Situated in Whakarewarewa Thermal Reserve just five minutes' drive from central Rotorua, watch the famous Pohutu Geyser as it bubbles and shoots water high into the sky, it is the star of the show. View native kiwi (New Zealand's national icon) in a nocturnal enclosure, learn about the Maori cultures and traditions and then hand pick your own lunch; which is then cooked in a traditional steam vent in the geothermal area.

**Tamaki Tours Hangi & Concert**

Enjoy a night of truly authentic, traditional Maori culture and entertainment, where you'll be introduced to a world of ancient Maori and proud warriors. Journey back in time through the Maori village of 'Te Tawa Ngahere Pa' and experience pre-European lifestyle and customs with tribal songs, dances and activities. As the night unfolds share a Hangi feast, cooked the traditional way on hot stones in an earthen oven.

COROMANDEL PENINSULA

The Coromandel Peninsula is one of New Zealand's best-loved holiday destinations. It's a dramatic combination of rainforest, volcanic hills and beaches, while further down the coast you'll find the Bay of Plenty, home to beautiful harbours, excellent surf and an easy-going lifestyle.



North Island | New Zealand



TAUPO AND TONGARIRO

Located in the centre of the North Island, Lake Taupo is an adrenaline hub. The list of activities is endless, from jet boating to skydiving and geothermal hikes, to the more relaxed trout fishing and exciting kayak expeditions where ancient rock carvings can be spotted. Slightly south, you'll find World Heritage-listed Tongariro National Park with its three mighty volcanoes; it hosts one of the finest day walks in the world.



Marina Park Apartments

★★★★★

All one, two and three bedroom apartments are of a modern design with spacious open plan living and fully equipped kitchen. With just 5 minutes to the ferry and a few minutes' walk to local shopping, this place makes for the perfect stay in the Coromandel region.



Grand Mercure Puka Park

★★★★★

Guests are accommodated in elegant and luxurious chalets, each with private balcony. Superb dining and a spectacular beach all add up to a very special experience.

FREE NIGHTS AVAILABLE ON SELECTED DATES



— DAY TOUR —



Glass Bottom Boat Whitianga

Explore the breathtaking volcanic coastline of the Coromandel and watch the amazing marine life up close as your skipper takes you on an adventure through the Marine Reserve. Including a fun commentary enriched with local history and culture, spot dolphins, seals and penguins – with equipment provided if you fancy snorkelling!

Millennium Hotel

★★★★★

Located on the shores of Lake Taupo, offering stunning views of the lake and mountains and just minutes away from Taupo's famous attractions. The lakefront rooms are tastefully decorated in French provincial style.

FREE NIGHTS AVAILABLE ON SELECTED DATES



Château Tongariro Hotel

★★★★★

Situated at the foot of Mount Ruapehu and surrounded by stunning diverse landscapes. This hotel has many original features dating back to 1929 and is the perfect retreat following a day in the Tongariro National Park.

FREE BREAKFAST AVAILABLE ON SELECTED DATES



— DAY TOUR —



HukaFalls Jet Boat

Travel past native bush and natural hot springs as you speed towards the impressive Huka Falls at up to 50 miles an hour along the Waikato River. Test your nerve with 360° spins on a 30 minute adrenaline rush. Ask your Travel Designer for details of combo packages which include heli flights over this destinations spectacular scenery.



— TOURING —



NAPIER



WELLINGTON

Follow The Grapevine

6 Day Self Drive Itinerary TU2

AVIS



From bubbling mud pools, sipping wine amongst rolling hills and of course the incredible scenery, you will be sure to enjoy this self drive itinerary through New Zealand's north island.

DAY 1: AUCKLAND - TAUPO APPROX. 173 MILES

Drive via the geothermal region of Rotorua, famous for its mud pools and geysers before arriving at Taupo, the main centre of the region.

DAY 2: TAUPO - NAPIER APPROX. 88 MILES

Continue on your gourmet trail to the Hawke's Bay region, renowned for its vineyards and orchards. Today you'll take part in the Twilight Odyssey wine tasting and dinner.

DAY 3: NAPIER

Spend the day at leisure in Napier enjoying the many vineyards and wonderful restaurants in the area.

DAY 4: NAPIER - MARTINBOROUGH APPROX. 168 MILES

Travel south to the picturesque village of Martinborough, via the small country towns of Carterton, Greytown and Featherston. Here you can walk or cycle to the numerous vineyards nearby and enjoy fine dining in what has become an increasingly popular gourmet destination.

DAY 5: MARTINBOROUGH AT LEISURE

With a day free why not join a Gourmet Wine Escape Tour, where you can enjoy tastings at four Martinborough vineyards and lunch in a vineyard café, with sample tastings of the world famous pinot noir.

DAY 6: MARTINBOROUGH - WELLINGTON APPROX. 50 MILES

Drive to the capital city Wellington through beautiful rolling hills; head up to the botanical gardens via the cable car or join a gourmet walking tour where you will visit a boutique coffee roaster and food stores.

Please see [austravel.com](https://www.austravel.com) for full details of accommodation options and talk to your Travel Designer about including this as part of a longer itinerary.

— DAY TOURS —



Takaro Trails – Cycle the Vineyards

With routes catering for all levels of fitness, cycling the Havelock and Cape Coast Wineries is really easy - cycling is on trails rather than roads, and trails are predominantly flat. There are plenty of self-guided options to choose from catering for all ages, or you can upgrade your tour to include a private guide to show you the best of the local area and also include all wine tastings throughout the tour.



Twilight Odyssey Tour

Experience Hawke's Bay at its best with this progressive three course meal across some of New Zealand's top winery restaurants. Start your evening at a boutique brewery before participating in a wine tasting, indulge in gourmet platters and enjoy a Champagne sunset on Te Mata Peak. Complete your meal at New Zealand's oldest winery, the Mission Estate.

Scenic Hotel Te Pania

★★★★★

The hotel enjoys a desirable, central waterfront location on Marine Parade, just two minutes from Napier's famous art deco style main street.

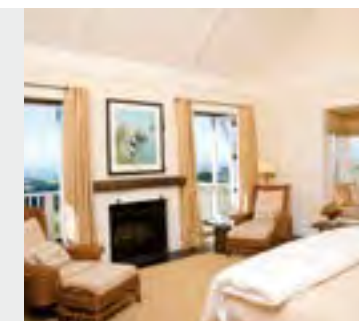
**FREE ROOM UPGRADES
AVAILABLE ON SELECTED DATES**



The Farm at Cape Kidnappers ★★★★★

The boutique luxury lodge is a combination of rustic materials and luxurious style. Located on the breathtaking coastline of Hawke's Bay.

**FREE BREAKFAST AND DINNER
AVAILABLE ON SELECTED DATES**

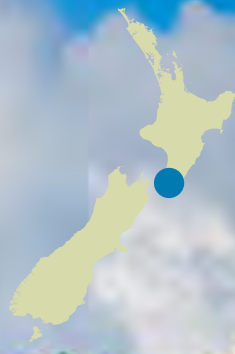


RERE FALLS, WHAREKOPAE RIVER



WELLINGTON

New Zealand's compact capital city boasts a chic, creative atmosphere and vibrant café culture. A visit to Te Papa – the national museum – is a must. And for stunning views over the city and harbour, head to Mount Victoria Lookout in the east. Within an easy drive of the city you'll also find Martinborough, home to numerous vineyards and further along the coast the beautiful wilderness of Palliser Bay.



— DAY TOURS —



Visit Zealandia

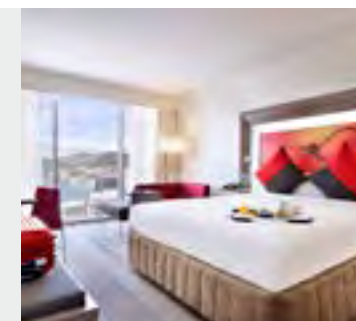
This unique eco-sanctuary is located in a 225 hectare site on the outskirts of Wellington. Take the day to explore, with guided tours around the sanctuary, spot native plants and wildlife, and hike to the upper reservoir – where you'll find yourself a world away from the city! For those keen on extending their day, book Zealandia by Night as you endeavour to seek out the elusive nocturnal New Zealand mascot, the kiwi.

Novotel Wellington

★★★★★

In a fantastic central location close to many of the city's main attractions including Te Papa Museum. Rooms are modern and spacious and have either a city or harbour view.

FREE BREAKFAST AVAILABLE ON SELECTED DATES



Zest Walking Food Tours

If you are looking for a small, personal introduction to Wellington city and love the sound of sampling food and drink from New Zealand's 'culinary, cafe and coffee capital, then this is the perfect tour for you. Choices of half and full day tours with tastings at a range of specialty stores and artisan businesses, as well as information about the city's history, art and culture as you move around.

QT Wellington ★★★★★

Located on Wellington's waterfront, opposite Te Papa Museum. Eccentric creativity and luxury style is the order of the day at this design driven boutique hotel. Rooms are spacious, individually designed and full of quirky little extras.





THE GREAT JOURNEYS OF NEW ZEALAND

Interislander Ferry

Whatever time of day you choose to cross the Cook Strait, you'll experience one of New Zealand's finest journeys. The Interislander offers a convenient daily service across the twelve mile Strait separating the North and South Islands. In three hours, you'll cruise across Wellington's stunning harbour, around the remote North Island coastline and into the peaceful Marlborough Sounds; the breathtaking entrance to the South Island at Picton.

Kiwi Rail

From the fertile farmlands of Waikato in the North Island to the Southern Alps and the ice-fed Waimakariri River on the South Island, experience incredible train journeys that will showcase the striking beauty of the countries untouched landscapes, native bush and charming coastal towns. Choose from the Northern Explorer's for rugged terrain, the Coastal Pacific for Mountains and Sea or the TranzAlpine for coast to coast alpine landscape.



SOUTH ISLAND

TOP EXPERIENCES

- Stay in the adventure capital of Queenstown, home to jet boats, 4x4 safaris and spectacular walking tracks.
- Swim with dolphins and go whale watching in Kaikoura.
- Experience one of the world's most scenic rail journeys, the TranzAlpine, from Christchurch to Greymouth.
- Discover New Zealand's most stunning natural attraction – Milford Sound in Fiordland National Park.

FACT FILE

Climate: South Island is temperate with seasons opposite to those of the UK. Summer is from December to February with temperatures ranging from 12 - 22°C and winter is from June to August with lows of 2 - 12°C.

Flying time to Christchurch: 27 hours + 1 stop

Driving times:

Christchurch to Kaikoura – 3 hours

Christchurch to Nelson – 5 hours 30 minutes

Queenstown to Te Anau – 2 hours 30 minutes

Queenstown to Dunedin – 4 hours

Soaring snow-capped mountains, spectacular coastline, tumbling glaciers and tranquil Fiordland are but a few of the attractions of New Zealand's South Island. Experience the thrill of swimming with dolphins or whale watching in Kaikoura, heli-hiking a glacier on the west coast, kayaking with seals in Abel Tasman National Park or cruising the breathtaking Milford or Doubtful Sound – the list is endless.





PICTON AND MARLBOROUGH

With year-round sunshine, stay in the picturesque port town of Picton and explore the sunken river valleys of Marlborough Sounds. Choose to discover these ancient waterways by kayak or take in the wonderful views by walking the Queen Charlotte Track. Journey inland and you'll find the world-class wineries of New Zealand's largest wine region producing 90% of New Zealand sauvignon blanc.



Marlborough Lodge

★★★★☆

This small boutique hotel nestled in the heart of Marlborough's scenic vineyards offers accommodation in a former convent heritage building. With just 10 rooms this is the perfect retreat from which to explore new Zealand's gourmet province.



Raetihi Lodge ★★☆☆★

Catch a water taxi from Picton out to Raetihi Lodge, nestled in the Marlborough Sounds. The elegant interior and warm hospitality makes this a great base from which to explore the walking trails of the Queen Charlotte Track.



Scenic Hotel, Marlborough

★★★★☆

Boasting contemporary rooms the Scenic Hotel is conveniently located just a few minutes' walk from the centre of Blenheim, meaning you have some of New Zealand's finest food and wine on your doorstep to discover.

FREE BREAKFAST ON SELECTED DATES



— DAY TOURS —



Marlborough Wine Tours

Experience the magic of Marlborough with a visit to a world famous winery on a small group or private wine tour. Taste the delicious wines, olive oils and the foods that make this region a gourmet province. Travel through the iconic vineyards such as Cloudy Bay, Villa Maria and Brancott Estate, while your knowledgeable guide gives you an insight into how these great wines are crafted.



Seafood Odyssey Cruise

A must for any seafood lovers! Cruise into the Marlborough Sounds, taking in the natural beauty and tranquillity of this picturesque area. Visit a King Salmon farm with the opportunity to hand feed and learn of the fascinating farming process. After seeing oysters and mussels growing in the fresh waters, it's of course time to taste a selection of beautiful seafood, complete with a glass of sauvignon blanc.

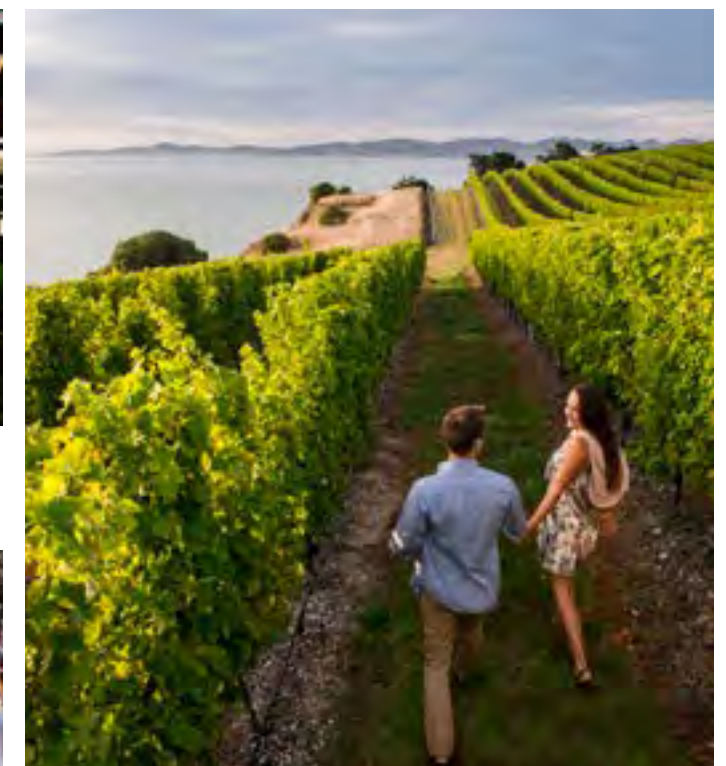


WHAT OUR EXPERTS SAY...



"With over 30 cellar doors in Marlborough, there are plenty of opportunities to taste the local sauvignon blanc. Make sure you join a guided tour of the vineyards and let someone else do the driving"

LAURA, DESTINATION EXECUTIVE





— TOURING —



Abel Tasman Kayaking & Walking Adventure

3 Day Package 3DKWH

DAY 1: NELSON/MOTUEKA - AWAROA

Begin with a cruise from Kaiteriteri along the coastline of the Abel Tasman National Park, disembarking at Totaranui for a two hour walk through mature forests and along secluded golden beaches. Walk or cruise across the scenic expanse at Awaroa Inlet – depending on the tides. Stay the night at the Meadowbank Homestead with pre dinner drinks and fine food.

DAY 2: AWAROA – TORRENT BAY

After a hearty breakfast, walk over to Tonga Saddle where you'll settle into your kayaks – with a full training session this is perfect for all abilities. Visit the Seal Colony on Tonga Island, and paddle through the clear waters of the National Park before lunch at sheltered Bark Bay. After lunch and a swim continue to Falls River, beach hopping until you reach Torrent Bay for a hot shower and dinner.

DAY 3: TORRENT BAY - KAITERITERI

This morning paddle along the coast to pristine bays and beaches for a 4.5 hour kayak, visiting Te Pukatea and Appletree Bay stopping for lunch along the way. At Kaiteriteri board the coach for a return trip to Nelson.

Please Note: Package includes 2 nights' accommodation, day pack, return transfers, 2 breakfasts, 2 lunches and 2 dinners.



NELSON AND ABEL TASMAN

Located at the top of the South Island, Abel Tasman National Park basks under the most sunshine hours in the country. With scenery ranging from golden beaches to forests and valleys, you can go hiking, sailing, kayaking and much more. The park is rife with adventure and one of the best ways to experience Abel Tasman National Park is by a multi-day guided kayaking trip so you can witness New Zealand fur seal colonies, little blue penguins and bottlenose dolphins. Abel Tasman is an absolute must on any South Island itinerary.



Hotel Grand Mercure Nelson Monaco Apartments ★★★★★

Located across from Waimea Inlet, this resort offers an old-world feel with a selection of hotel rooms, suites and fully self-contained summerhouse cottages, overlooking gardens and the village green.

FREE NIGHTS ON SELECTED DATES



The Resurgence, Motueka ★★★★★

This eco lodge is situated on the edge of two national parks, with luxury rooms in the main lodge or in bush chalets tucked away in the forest. This adult's only resort is ideal for honeymooners, nature lovers and foodies.

INCLUDES BREAKFAST AND DINNER ON SELECTED DATES



Awaroa Lodge ★★★★★

Close to one of the best coastal walks in New Zealand and located in the Abel Tasman National Park, stay in one of the 26 villa rooms – all boasting private outdoor decks. Explore the National Park with sea kayaking, estuary walks and sailing all close by.



Stonefly Lodge ★★★★★

Surrounded by 150 acres of private forest this luxury boutique accommodation offers guests a stunning remote location, close to three national parks, ideal for exploring the wilderness of the Abel Tasman.

INCLUDES FULL BREAKFAST DAILY ON SELECTED DATES



— DAY TOURS —



Abel Tasman: Kayak, Seals and Walking

After a scenic boat trip to Torrent Bay, paddle to Split Apple Rock, followed by lunch on a golden sandy beach. Watch out for the resident Blue Penguins and other sea birds along the coast during your two hour paddle. After a cruise to Onetahuti, passing the seal colony on Tonga Island, you will disembark and enjoy a two hour coastline walk before returning to Kaiteriteri.



Farewell Spit Eco Tour

After joining your guide you will spend the day exploring the northern most point of New Zealand's South Island. Stops include Cape Farewell where you can watch the fur seals and their pups basking on the rocks below, also visit the Lighthouse Reserve where you will enjoy some refreshments in the lighthouse keeper's cottage, whilst soaking up some local history in this nature lover's paradise.



Hapuku Lodge & Tree Houses ★★★★★

Nestled between the Kaikoura seaward mountain range and the Pacific Ocean, the contemporary Hapuku Lodge is just a 10 minute drive north of Kaikoura. Hapuku Lodge features five luxury tree houses plus lodge rooms.



The George, Christchurch ★★★★★

Overlooking the picturesque Hagley Park, this boutique hotel is renowned for its luxurious style, warm personalised service and attention to detail. Also noted for its award winning cuisine offered in both restaurants.



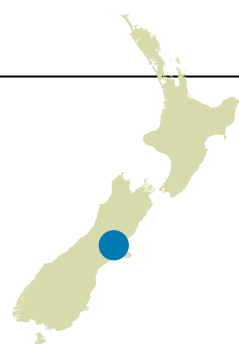
The Hermitage Hotel, Mount Cook ★★★★★

Lying deep within the national park, rooms offer breathtaking views of Aoraki Mount Cook, and the hotel has some of the finest dining options in the South Island. Join a star gazing tour at the hotel, the darkness of the night sky around Mount Cook is unbeatable.



CHRISTCHURCH AND CANTERBURY

Stretching from Kaikoura on the east coast, the region of Canterbury encompasses Christchurch and the surrounding mountains of Mount Cook National Park. Christchurch is a vibrant, ever-evolving city which still retains its English heritage as seen within the beautiful Hagley Park or the Botanic Gardens. Further afield lies the seaside retreat of Akaroa where you can swim with dolphins, or head inland to soak in the natural thermal spas of Hanmer Springs.



— DAY TOURS —



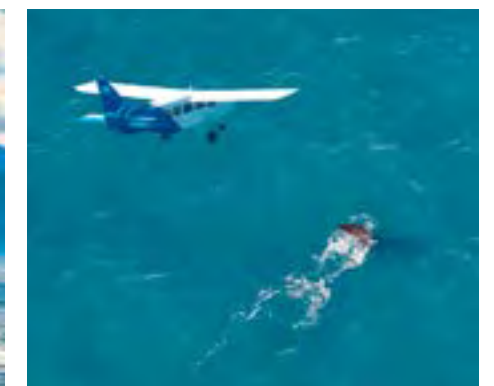
Dolphin Swim Akaroa

On arrival in Akaroa join Black Cat 2 for a cruise on the harbour, sighting dolphins, penguins and seals en route. On spotting the dolphins, you will join them in their natural habitat and swim with the rare and endangered Hector's Dolphin in the open sea, truly a once in a lifetime experience.



Whale Watch Kaikoura

One of New Zealand's leading eco-tourism destinations, Kaikoura is renowned for its variety of marine mammals. Spot sperm and humpback whales, dolphins and seals (weather permitting) which are all attracted by the rich feeding grounds. Ask your Travel Designer for details to upgrade to a scenic flight.



Wings Over Whales

A 30 minute flight allows a birds eye view of the sperm whales and other marine life, along with spectacular coastline and mountains. Experienced pilots will also provide an informative commentary, and you'll spot Maori fortifications (Pa sites) as you fly over the township.



WEST COAST AND GLACIERS

Head on over to the South Island's west coast and you'll find some of the most beautiful, rugged coastline in the world. Witness Punakaiki's unique rock formations to the north and explore the majestic glacier region of Franz Josef and Fox Glacier in the south. Take a scenic flight to see the full magnitude of these spectacular glaciers, or for the more adventurous; book an ice landing to hike through ice ridges and crevasses.

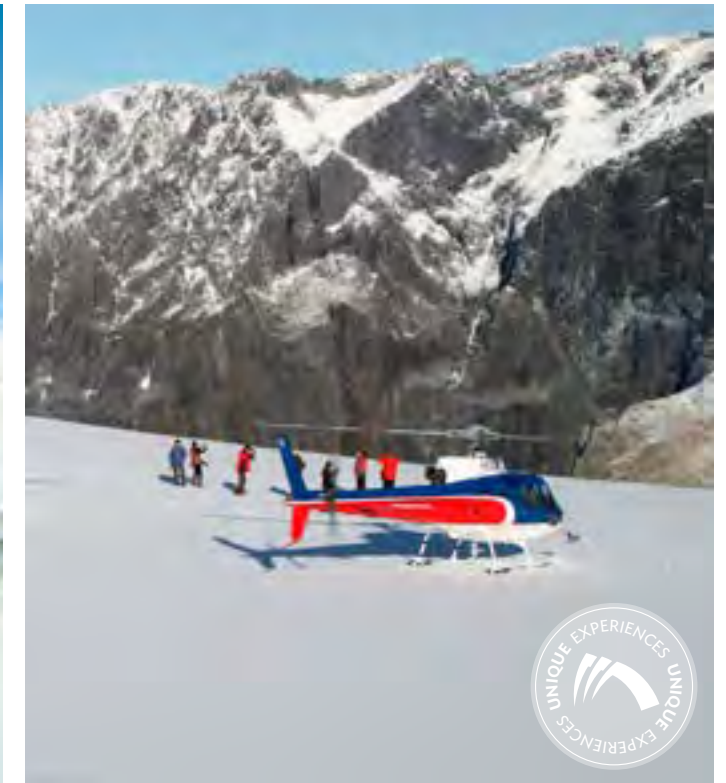


— DAY TOURS —



Fox Glacier Heli Hike

Combine the excitement of walking on the ice at Fox Glacier with a spectacular heli flight. Departing from Fox Glacier, circle the upper icefall before landing on a remote part of the glacier. Your experienced guide will lead you past crevasses and ice ridges and into the middle of the glacier for incredible views of this glacier wonderland.



Twin Glacier Heli Flight

Take a scenic helicopter from sea level, rising up through the heart of either Franz Josef, Fox Glacier or both! These mammoth glaciers offer you jaw-dropping scenery below as they slowly carve their way down through the spectacular mountain range. The flight includes a snow landing for you to jump out, breath in the clean, alpine air and of course, take some unforgettable photos!

Punga Grove, Franz Josef

★★★★☆

Set amidst the native Franz Josef rainforest, offering a selection of warm studios and one and two bedroom motel units. Also available are Executive Studios featuring a luxurious spa bath & underfloor heating.



Distinction Te Weheka, Fox Glacier

★★★★★
This is a friendly and welcoming hotel with a relaxed atmosphere. The hotel is surrounded by a mountainous backdrop with magnificent views.

FREE BREAKFAST ON SELECTED DATES



Glenfern Villas

★★★★☆
Just a few kilometres north of the township of Franz Josef, Glenfern has a choice of spacious, chalet style villas for a home from home stay. Enjoy some of the west coast's biggest attractions by exploring the glaciers, surrounding lakes and cycle tracks.



Te Waonui Forest Retreat

★★★★★
This unique lodge-style hotel is surrounded by fine natural wonders. Enhanced by soft timbered detailing and natural colour schemes, this hotel is at one with its surroundings.

FREE BREAKFAST ON SELECTED DATES





WANAKA

Sitting on the lakefront with the Southern Alps as a backdrop, Wanaka is one of the most scenic towns in New Zealand. Go for a relaxing stroll along the shores of Lake Wanaka, fly high above the surrounding mountains by helicopter or enjoy an exhilarating jet boat ride on the Clutha River. Take advantage of the adventures on Wanaka's doorstep or simply sit back and absorb the tranquil surrounds.



Oakridge Resort, Wanaka

★★★★☆

Offering spectacular views of New Zealand's Southern Alps, this resort features hotel rooms and apartments, a superb restaurant and swimming pool with pool bar. Relax and rejuvenate with some time out in the Sanctuary day spa or the outdoor hot pools after a day up the mountain.



Edgewater Resort

★★★★☆

The only hotel located directly on the shores of Lake Wanaka, choose from hotel and studio rooms, plus large apartments; all facing the crystal clear lake with fantastic views of the Southern Alps.

FREE NIGHTS ON SELECTED DATES



Tin Tub Luxury Lodge

★★★★☆

This elegant luxury lodge is set high on a ridge overlooking Wanaka, all rooms have king-size beds, unique spa baths and private outdoor tubs from which you can admire the stunning alpine scenery.

FREE BREAKFAST DAILY ON SELECTED DATES



Maple Lodge ★★★★★

With stunning views across the surrounding mountain ranges, this boutique and secluded lodge with luxurious guest rooms is just 5 minutes from beautiful Lake Wanaka. Enjoy the outdoors in the Lodge's expansive gardens or unwind in the outdoor hot tub.

FREE BREAKFAST ON SELECTED DATES



— DAY TOURS —



Jet Boat and Wilderness Walk

Join Wanaka River Journeys for this half day Jet Boating adventure along the Matukituki River. Take in the spectacular scenery of the Glaciers and many of the filming locations used in The Lord of the Rings. After your Jet Boat tour, disembark to enjoy a 50 minute wilderness walk where you will get off the beaten track and explore moss covered forest, waterfalls and glacier fed streams.



Boutique Wine Trail

Discover some of the best vineyards and scenery Wanaka has to offer with Wanaka Wine Tours. This half day tour includes tastings at four vineyards, a delicious, gourmet food and wine match and a friendly knowledgeable guide. With a maximum of eight guests this small group tour will take you to the hidden gems making a big name for themselves in wine production.



QUEENSTOWN

Renowned for its epic scenery, Queenstown is the ‘Adventure Capital of New Zealand’. It’s a lively town situated on the shores of Lake Wakatipu where you can choose to throw yourself into high-energy activities from 4x4 safaris into The Remarkables mountain range, jet boating on the Dart River to helicopter landings in Mount Aspiring National Park. Alternatively, opt for a slower pace with gentle bike rides around the lake’s tranquil shores or a cruise on a restored steamship. Either way, Queenstown will take your breath away.



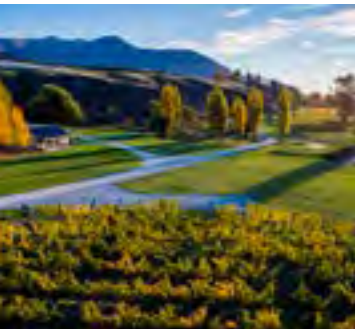
The Rees Hotel, Luxury Apartments & Lakeside Residences ★★★★★
This luxurious hotel situated on the shores of Lake Wakatipu is home to a fine dining restaurant, private wharf, and sophisticated rooms and apartments. Be sure to book a room with stunning views over the lake and Remarkables mountain range.



Novotel Queenstown Lakeside ★★★★★
This lakeside hotel is in the perfect location to discover the town; with plenty of shops, bars and restaurants on your doorstep. Upgrade to a Lake View Room for stunning views from your balcony. **FREE NIGHTS ON SELECTED DATES**



Kinross Cottages Queenstown ★★★★★
On a working vineyard in the Gibbston Valley, just 30 minutes from central Queenstown. Kinross is a small, self-contained, boutique accommodation offering peace, tranquillity and a back garden second to none. **FREE BREAKFAST DAILY ON SELECTED DATES**



— DAY TOURS —



Safari of the Scenes by 4WD
This scenic 4WD tour gives a spectacular look at the diversity of the local scenery, including several of the sites where filming took place for the Lord of the Rings. These are real places, not just film sets. They are areas of outstanding natural beauty, such as the panoramic views over the Wakatipu Basin. On this tour, it is possible to experience the magical atmosphere captured in Peter Jackson’s Trilogy.



Queenstown Helicopter Flight
Take to the skies with The Helicopter Line on their 30 minute Grand Circle tour and discover the beauty of the Wakatipu Basin from the air. Fly over the mouth of the Shotover River and beyond Coronet Peak and discover the amazing scenery of this stunning alpine setting. This flight also includes a landing on the Remarkables mountain range for a bird’s eye view of Queenstown below.



TSS Earnslaw Lake Cruise
Cruise across Lake Wakatipu on a coal fired, vintage steamship – the only way to truly see just how spectacular Queenstown and its surrounding landscape really is! Disembark at Walter Peak country homestead for a hearty BBQ lunch before time to explore and see the working farm before returning back to Queenstown.



Dart River Wilderness Jet Boat
Travel from Queenstown into the heart of the river and forests of the Dart River Valley, through backroad country and past scenes from the Lord of the Rings, and walk in the ancient forest. Board a high-speed wilderness jetboat and skim the clear glacial waters on your journey back home on this full day adventure.



— TOURING —



Milford Sound Overnight Cruise

An overnight stay in the long southern twilight on board the Milford Mariner provides a very special experience in magnificent surroundings. Available from a range of departure points, including Queenstown and Te Anau, the Sounds are best explored on an overnight cruise but for those short on time we can also arrange day tours.

DAY 1: Board the coach in either Queenstown or Te Anau and travel through the rolling countryside before arriving at Milford where you will board the Milford Mariner. At a leisurely pace, the vessel explores points of interest, with time to view waterfalls, mountains

and wildlife with an experienced nature guide. Once you reach the open sea, the vessel will hoist the sails (subject to weather conditions), and later you will return to the fiord and anchor at Harrison Cove. Take this opportunity to enjoy kayaking and explore the shoreline on the tender craft before a delicious buffet evening meal.

DAY 2: After a hearty cooked breakfast, continue cruising this stunning water arena before returning to Milford Wharf. After disembarking, return to Queenstown or Te Anau by coach, or alternatively why not upgrade to a return flight over spectacular Fiordland.

Please Note: Cruise does not operate between May and mid Sept. Includes breakfast, dinner and guided touring.

Doubtful Sound Overnight Cruise

Cruise on board the Fiordland Navigator combining overnight comfort with a great opportunity to explore this beautiful fiord once the day-trippers have gone home.

DAY 1: Travel by coach to your departure wharf at Manapouri for a short launch transfer to West Arm and coach over Wilmot Pass. Board the Fiordland Navigator, with spacious decks which allow great viewing of the wilderness scenery and wildlife. Spot fur seals, dolphins, and in season, rare penguins. Once the crew drop anchor in one of Doubtful's hidden arms, take to the waters in a kayak or small tender and explore the coastline. After a buffet-style dinner retire to your en-suite cabin.

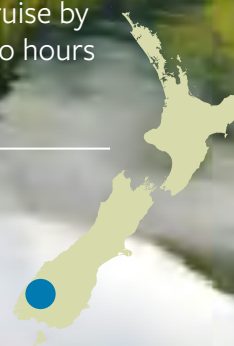
DAY 2: Wake up to a full breakfast before continuing to Deep Cove for the trip back to Manapouri and your onward journey.

Please Note: Cruise does not operate between mid May and mid Sept. Includes breakfast, dinner and guided touring. Day tours are also available



FIORDLAND AND TE ANAU

The Fiordland National Park is a World Heritage Site and home to Milford and Doubtful Sound. Put simply, it is absolutely breathtaking! In these sublime fiords you will cruise by waterfalls, ancient rainforests, towering mountains and shimmering lakes. Just two hours drive from Queenstown, Te Anau is the gateway to Fiordland.



Fiordland Lodge ★★★★★

Tucked away on the road to Milford Sound and just a 10 minute walk from Lake Te Anau, this peaceful retreat can accommodate just 27 guests. Stylish lodge rooms have picture windows framing the lake, an ideal base from which to explore Fiordland National Park.

FREE BREAKFAST AND DINNER DAILY ON SELECTED DATES



Distinction Te Anau Hotel & Villas ★★★★★

Just a short stroll from the town centre on the lakefront and surrounded by extensive, colourful gardens. This hotel is perfectly placed to allow full exploration of this beautiful area. Upgrade to a villa for a spacious lounge area.



— DAY TOUR —



Faith in Fiordland

Guided by an authentic Kiwi crew, sit back and relax whilst you take to the waters of Lake Te Anau aboard a historic 1930s sailing ship. Explore the beautiful Fiordland National Park before stopping to take in the peaceful surroundings and sample fresh local cuisine.



— DAY TOURS —



Peninsula Cruise and Penguins

Cruise the length of the beautiful Otago Harbour with Monarch Wildlife Cruises of Dunedin. Get close to southern ocean wildlife on a choice of cruises of spectacular Taiaoroa Head and scenic Otago Peninsula bus tours. Visit the Royal Albatross Centre, Blue Penguins Pukekura, Larnach Castle and Penguins Place as well as a guided tour of the award-winning Yellow Eyed Penguin Reserve.



Ulva Island Bird Sanctuary

With over 6 miles of coastline, Ulva is a unique predator-free environment and a real nature sanctuary – a must for anyone interested in New Zealand birds and flora. Travel by a short watertaxi ride from Golden Bay on Stewart Island, before taking a guided walk to discover rare and endangered birds and plants, including saddleback, Stewart Island Robins, bellbird and tui.



DUNEDIN AND SOUTHLAND

Dunedin is the main town of the Otago region, renowned for having the world's only mainland albatross breeding colony. This area is superb for wildlife spotting including ocean birdlife, seals and the yellow-eyed penguin. Further down the coast Invercargill is New Zealand's most southerly town and an ideal base to explore the spectacular Catlins Coast and Stewart Island.

This wild island offers unique accommodation and amazing walks to discover the kiwi and other endemic species.



WHAT OUR EXPERTS SAY...

"Make sure you visit Lanarch Castle where they serve high tea at 3pm every day. Its New Zealand's only castle and a much loved piece of Dunedin history."

STEVEN, SENIOR AFTERSALES ADVISOR



Scenic Hotel Southern Cross ★★★★★
Enjoying a premium location in the heart of Dunedin city centre, close to the Octagon, theatres and shops. The Scenic offers spacious guestrooms and modern facilities.
FREE BREAKFAST DAILY ON SELECTED DATES



Stewart Island Lodge ★★★★★
Stewart Island Lodge is a retreat nestled in a bush setting in Halfmoon Bay, with unsurpassed views of the bay and surrounding hills. The ferry crossing from Bluff on the mainland takes around one hour and you can walk to the village in approx. 5 minutes.
BREAKFAST DAILY





SOUTH PACIFIC

Discover a tropical island getaway with picture perfect, idyllic beaches and landscapes and a friendly local culture.

You can get married under the swaying palm trees with the sand in your toes in **Fiji** and stay in honeymoon hotspot **Bora Bora** in a luxurious overwater bungalow where you can enter the crystal clear waters from your own private deck. Immerse yourself in the **Cook Islands** local culture or sail away aboard a luxurious catamaran for an island-hopping dream holiday around **The Islands of Tahiti**.

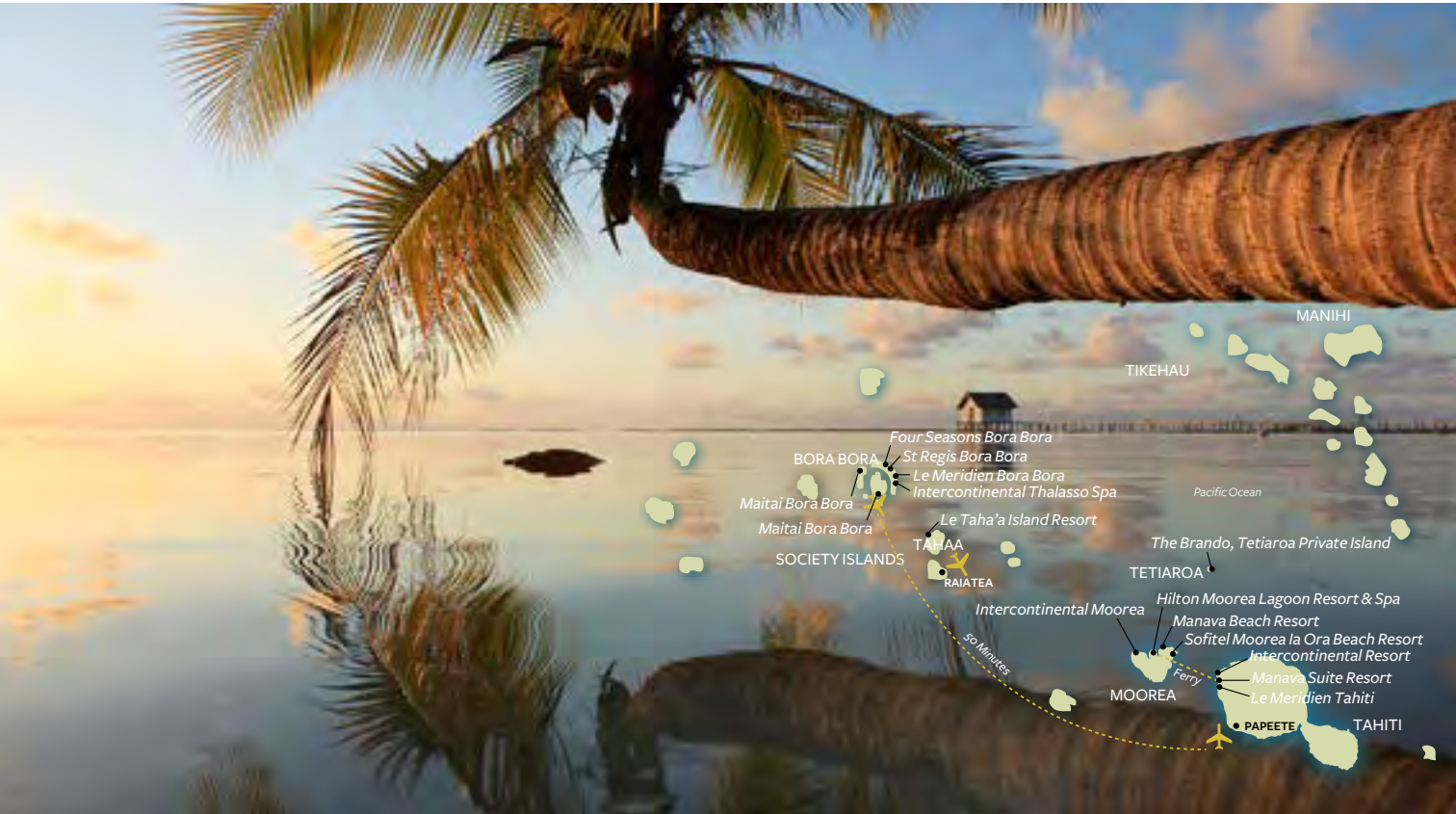
Talk to your Travel Designer to help create your perfect trip.





THE ISLANDS OF TAHITI

With just over a hundred islands and atolls to discover in this Pacific gem; island hopping is a must. There are five groups of islands to explore; the Austral, Gambier, Marquesas, Society and Tuamotu archipelagos. The capital city and international gateway is Papeete, found on the largest island; Tahiti, but we recommend travelling to the Society Islands. Pick between Moorea with its dramatic volcanic landscape and Bora Bora with its secluded beaches and overwater bungalows floating above turquoise waters – truly a couple’s paradise and the ultimate romantic retreat.



Manava Suite Resort ★★★★★
With one of the largest infinity swimming pool on the island and 120 luxury rooms and suites, relax before travelling to another island. Upgrade to a lagoon suite for a spacious terrace and beautiful views across the lagoon and Moorea.
REDUCED RATES ON SELECTED DATES



Intercontinental Resort ★★★★★
A Polynesian style resort with its own spectacular sand pool offers views of unforgettable sunsets over the volcanic peaks of sister island Moorea.
REDUCED RATES ON SELECTED DATES



Le Meridien Tahiti ★★★★★
A modern and luxurious luxury resort on the edge of the lagoon on one of Tahiti’s most beautiful beaches. Each room captures a view of the turquoise waters.
REDUCED RATES ON SELECTED DATES

MOOREA

Just off the coast of Tahiti, Moorea sits in a shallow lagoon surrounded by coral reefs and translucent waters. Dominated by eight mountain peaks where waterfalls tumble down fern-softened cliffs and pastel-coloured houses nestle in tranquil meadows, Moorea – meaning ‘yellow lizard’ – is said to be the inspiration behind the award-winning book Tales of the South Pacific.



Manava Beach Resort

★★★★★

Nestled on the Island shore on 21-acres of white sand beach, two miles from Cook’s Bay. Choose between Overwater Bungalows, Beach Bungalows or Garden Rooms.

FREE HALF BOARD ON SELECTED DATES



Hilton Moorea Lagoon Resort & Spa ★★★★★

Nestled between two bays on the heart shaped island of Moorea. For the ultimate indulgence stay in an overwater bungalow, with direct access to the crystal clear lagoon.

REDUCED RATES ON SELECTED DATES



Intercontinental Moorea

★★★★★

An idyllic location from which to experience authentic French Polynesia, set within tropical gardens. Dive the turquoise waters or relax with a bespoke spa treatment.

FREE NIGHTS ON SELECTED DATES



Sofitel Moorea la Ora Beach Resort ★★★★★

Located on a picturesque white sand beach with spectacular views. The resort offers 112 luxurious bungalows built over the water, on the beachfront or surrounded by landscaped gardens.

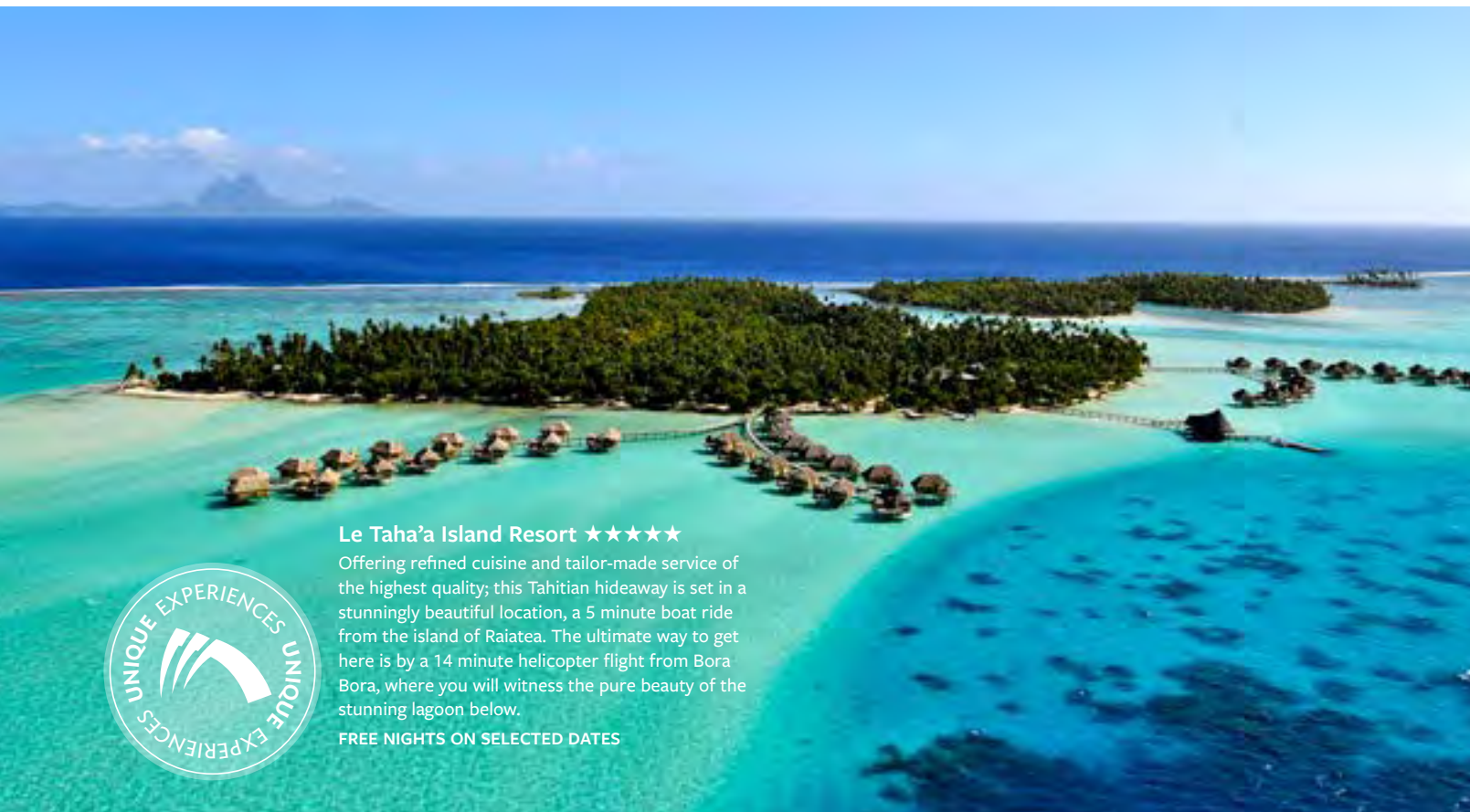
REDUCED RATES ON SELECTED DATES





BORA BORA

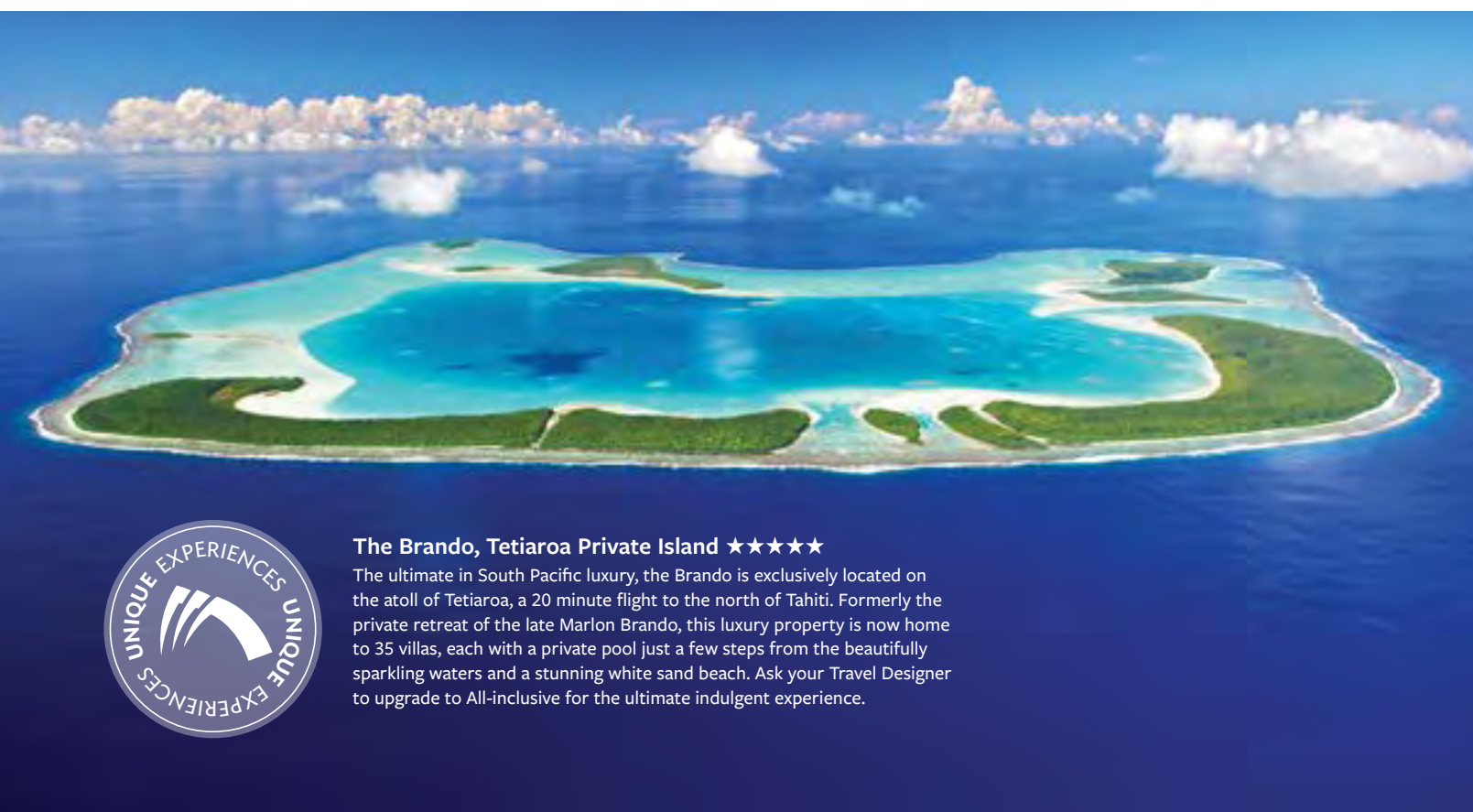
Taking its name from the ancient phrase Pora Pora, meaning 'first born', Bora Bora is said to be the first of the French Polynesian islands to be discovered. An island that can only be described as paradise on Earth, where Mount Otemanu overlooks the inviting lagoon and the cascading green vegetation contrasts perfectly with the cobalt sea. Imagine brilliant white beaches, a profusion of marine life and intricate coral reefs, and you'll be somewhat close to picturing this idyllic island.



Le Taha'a Island Resort ★★★★★

Offering refined cuisine and tailor-made service of the highest quality; this Tahitian hideaway is set in a stunningly beautiful location, a 5 minute boat ride from the island of Raiatea. The ultimate way to get here is by a 14 minute helicopter flight from Bora Bora, where you will witness the pure beauty of the stunning lagoon below.

FREE NIGHTS ON SELECTED DATES



The Brando, Tetiaroa Private Island ★★★★★

The ultimate in South Pacific luxury, the Brando is exclusively located on the atoll of Tetiaroa, a 20 minute flight to the north of Tahiti. Formerly the private retreat of the late Marlon Brando, this luxury property is now home to 35 villas, each with a private pool just a few steps from the beautifully sparkling waters and a stunning white sand beach. Ask your Travel Designer to upgrade to All-inclusive for the ultimate indulgent experience.



Bora Bora Pearl Beach Resort & Spa ★★★★★

Located on a small islet just ten minutes from the main island. For that extra special stay, the Overwater Bungalows are a must!

FREE NIGHTS ON SELECTED DATES

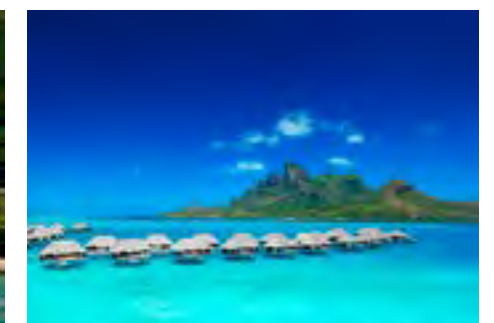


Maitai Bora Bora

★★★★★

Located in lush tropical gardens, this friendly hotel is the perfect destination for an affordable beachfront stay.

FREE NIGHTS ON SELECTED DATES



Four Seasons Bora Bora ★★★★★

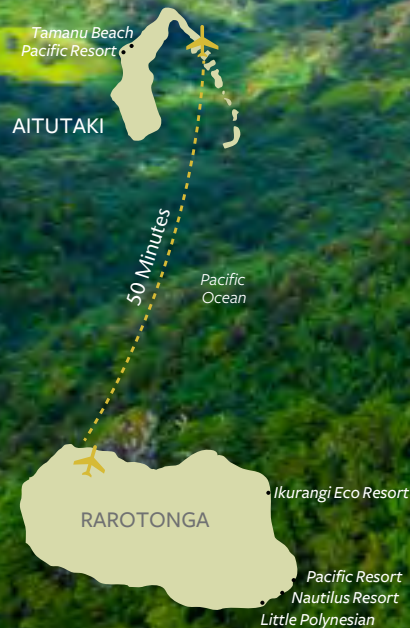
Wrapped by majestic views, this is surrounded by sand-fringed islets on an outer coral reef that enclose a turquoise lagoon. Steep yourself in the island's traditions, activities, and authentic cuisine.

FREE NIGHTS ON SELECTED DATES



COOK ISLANDS

A place of warm smiles and friendly locals, the atmosphere and glorious beaches of the Cook Islands are unforgettable. Combine the idyllic islands of Rarotonga and Aitutaki for a taste of traditional Polynesian culture and some of the best island hopping in the South Pacific.



Ikurangi Eco Retreat ★★☆☆★

Nestled inland in Matavera amongst lush tropical gardens sits the Cook Islands' first purpose-built eco tents and glamping site. All rooms feature a balcony with either mountain or garden views.

FREE NIGHTS ON SELECTED DATES

— DAY TOURS —



Captain Tama's Lagoon Cruise

Join a tour of the inner lagoon of Rarotonga with Captain Tama's, where you will be snorkelling with thousands of colourful reef fish and viewing magnificent coral. Head to the island of Koromiri for a BBQ fish lunch on the beach and plenty of time to relax on the beautiful white sands!



Te Vara Nui Cultural Village

Enjoy a full tour of the cultural village before the overwater show with dinner where Rarotonga's finest dancers and musicians perform to 'The Legend of Tongaiti' – learning about the culture, history and local traditions of the Cook Islands.



Nautilus Resort Rarotonga ★★★★★

Set in beautiful gardens on Muri Beach, Rarotonga's finest white-sand beach, all villas at this luxury resort boasts an individual plunge pool.

FREE NIGHTS ON SELECTED DATES



Pacific Resort Rarotonga ★★★★★

Superbly situated on over 5 acres of manicured beachfront. An ideal option for those travelling with younger families due to a kids' club.

FREE NIGHTS ON SELECTED DATES



Little Polynesian ★★★★★

With just 14 well-appointed Are's, this private resort boasts individual verandahs and facilities that offers views of romance and untouched horizons.

FREE NIGHTS ON SELECTED DATES



AITUTAKI

Surrounded by powder-white sands and the bluest lagoon you'll ever see, this island is a breathtaking holiday haven. First discovered by Captain Bligh on 11 April 1789, this exquisite atoll is arguably the most beautiful in the world.



Tamanu Beach Village ★★★★★

Located on the western coast of Aitutaki, with stunning sunset views. This family operated hotel features 23 traditional Cook Island style thatched roofs and each bungalow is just steps from the stunning lagoon. Enjoy free use of paddle boards, kayaks and snorkel gear and enjoy a traditional fire and dance show 'Takurua', performed once a week.

FREE NIGHTS AND RESORT CREDIT ON SELECTED DATES



Pacific Resort, Aitutaki ★★★★★

The resort is home to only 27 rooms, all units are individual buildings conveniently located to maximise privacy and the best views. The spacious rooms are colonial in ambience with polished wooden floors, thatched roofs and expansive cool verandas.

FREE NIGHTS ON SELECTED DATES

— TOURING —



Island Hopping Essentials

8 Day Suggested Itinerary

DAY 1: Transfer from the airport to your chosen Rarotonga hotel. Watch out for Papa Jake who serenades all arriving flights with his local songs!

DAYS 2 AND 3: Explore the island of Rarotonga. Spend the day relaxing on the beach, cruise around the lagoon with Captain Tama or discover more of Rarotonga with a scenic 4WD tour. Alternatively jump on the clockwise or anti-clockwise bus to see the island with the locals, we recommend jumping off at the Punanga Nui Cultural market which runs from Monday to Friday to pick up some souvenirs.

DAY 4: Catch a flight to Aitutaki and enjoy a panoramic view over the island (flight cost additional). Check in at your chosen hotel.

DAYS 5 - 7: Now you've really found paradise. With 3 whole days, there is plenty of time for a lagoon cruise – which includes lunch at famous One Foot Island, fabulous fresh food, and snorkelling in the clear, warm waters. Choose to 'while away your time' on the beach, or head inland on a cultural tour to discover some of the ancient cultures and traditions of the Cook Islanders.

DAY 8: Fly back to Rarotonga – if time permits why not head to the cultural evening show and dinner at Te Vara Nui before your onward flight.

Talk to your Travel Designer for more island hopping suggestions.

— DAY TOUR —



Aitutaki Lagoon Cruise

Cruise one of the world's most beautiful lagoons with the crew from The Vaka Cruise who know the history of this unspoilt wonder and are happy to share it with you. Journey on a Polynesian style vessel – known as a *Vaka Titi ai Tonga* – then snorkel and swim in the clear turquoise waters looking for rays, bonefish and turtles beneath. Relax on the idyllic sands and soak up the gorgeous sunshine; before a fresh BBQ lunch of ocean seafood.



YASAWA ISLANDS AND NORTHERN FIJI

Best reached by seaplane, the Yasawa Islands are an ultimate Robinson Crusoe experience. For remote resorts with untouched beaches, abundant wildlife and eco-friendly nature reserves, head to Vanua Levu and Taveuni in northern Fiji, where the diving and snorkeling is world famous.



Bula, welcome to Fiji. With over 300 tropical islands to discover, Fiji is the ideal island-hopping destination. The main island of Viti Levu offers a combination of beach resorts surrounded by lush mountain scenery. Or for a true ‘cast away’ experience, head to one of the outer islands of the Mamanucas or Yasawas to enjoy some of the best snorkelling and diving in the world.



WHAT OUR EXPERTS SAY...



“Learn traditional techniques, using freshly bought produce to recreate tasty and authentic Fijian dishes at the Flavours of Fiji Cookery School. This is a must do experience.”

AMBER, SALES MANAGER



Softel Fiji Resort and Spa ★★★★★

Set on 10 acres of beachfront at Denarau Marina adjacent to the Golf Club, just 25 minutes from Nadi, with every room and suite facing the ocean. Austravel recommends an upgrade to rooms with Beach Club access for pool butler service and sunset cocktails. **FREE BREAKFAST AVAILABLE ON SELECTED DATES**



First Landing Beach Resort & Villas ★★★★★

Just 15 minutes from the airport, First Landing Resort is the perfect choice for your stay before hopping out to one of Fiji's paradise islands. Upgrade to a Beachfront Spa Bure for a private front row to the evenings sunsets. **FREE NIGHTS AVAILABLE ON SELECTED DATES**



Nanuya Island Resort ★★★★★

Nestled in the pristine Yasawa Group, with a laid-back island feel, fringed by palms and azure waters. Stay in Tree Top bures up on the hillside with bay views of the beautiful blue lagoon or Deluxe Villas dotted through the tropical gardens.



Jean-Michel Cousteau ★★★★★

An oasis of clear water, unspoilt reef and tropical gardens alongside the calm waters of Savusavu Bay. Renowned for gourmet cuisine and first class diving. **COMPLIMENTARY BOARD UPGRADE ON SELECTED DATES.**



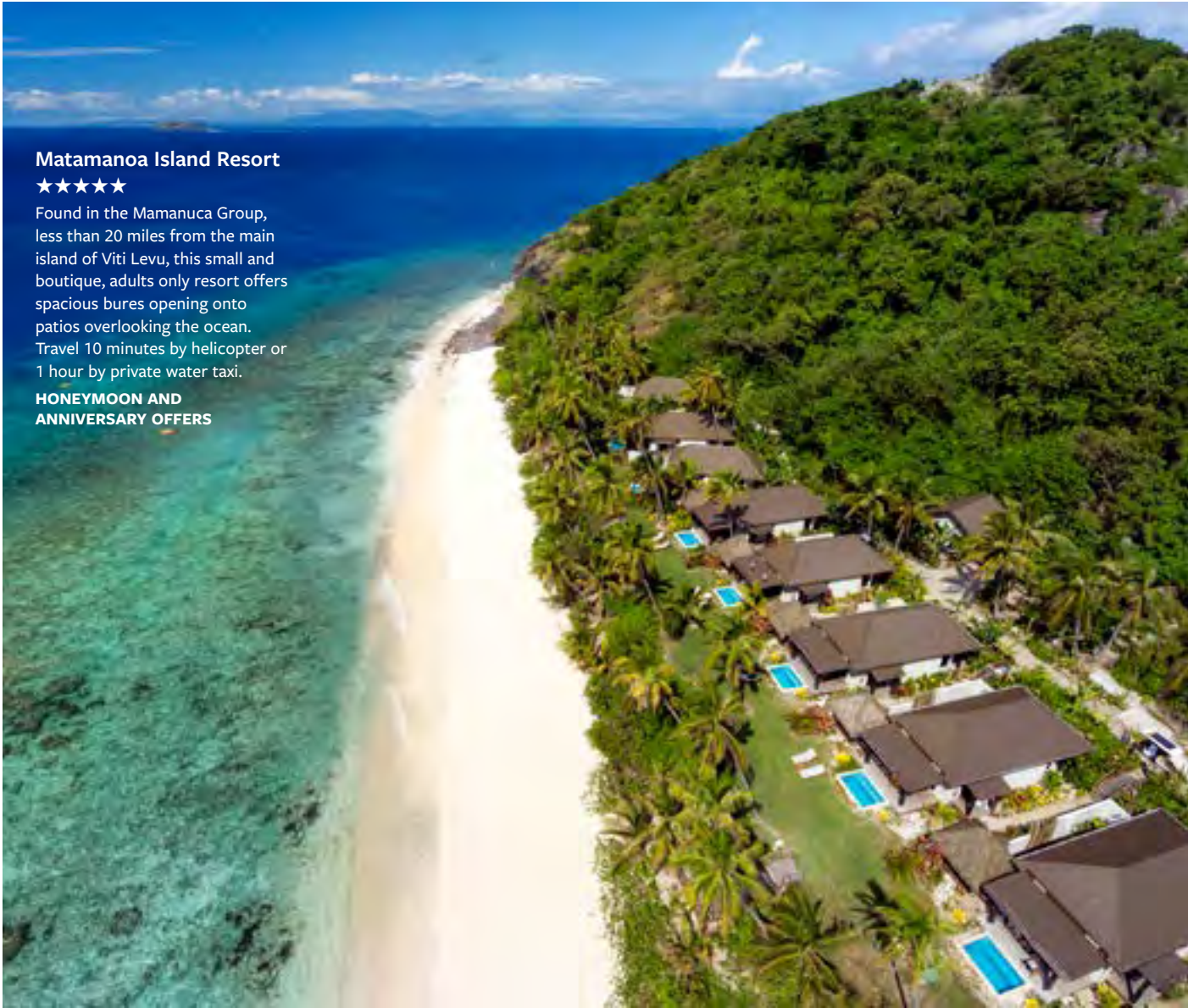
Paradise Taveuni ★★★★★

A 90 minute flight from Nadi will take you to the island of Taveuni, accommodation is in bures plus new Oceanfront vales with outdoor showers and Jacuzzis. **BONUS AND HONEYMOON OFFERS AVAILABLE ON SELECTED DATES INCLUDING FREE SPA TREATMENTS**



MAMANUCA ISLANDS

Fiji’s main island of Viti Levu is home to lush rainforest and home to beautiful Coral Coast. However, to truly experience the magic of Fiji, combine your stay with a visit to the paradise islands of the Mamanucas. With porcelain-white beaches and stunning reefs just offshore, these are a must-visit and easily accessible from the main island.



Matamanoa Island Resort

★★★★★

Found in the Mamanuca Group, less than 20 miles from the main island of Viti Levu, this small and boutique, adults only resort offers spacious bures opening onto patios overlooking the ocean. Travel 10 minutes by helicopter or 1 hour by private water taxi.

HONEYMOON AND ANNIVERSARY OFFERS



Malolo Island Resort ★★★★★

An idyllic island where you can escape the stress of modern living and bask in total peace and serenity on your own rustic island paradise. Stay in plantation-style duplex bures, have fun with the array of water sports, indulge in the rainforest spa or simply unwind and do nothing at all.

FREE NIGHTS AVAILABLE ON SELECTED DATES



Musket Cove Island Resort ★★★★★

This island sanctuary is just 50 minutes from Viti Levu, all spacious rooms have spectacular ocean views, and private balcony overlooking tropical gardens.

FREE NIGHTS AVAILABLE ON SELECTED DATES



Tokoriki Island Resort ★★★★★☆

A boutique resort on the most northern of the Mamanuca Islands. All rooms are ‘stand alone’ ocean-facing, with private outdoor decks.

FREE RESORT CREDIT AVAILABLE ON SELECTED DATES



Likuliku Lagoon Resort ★★★★★

Offering Fiji’s first over-water bures whilst capturing the true essence of the ancient culture. Choose to relax in the Spa or snorkel from the beach.

FREE NIGHTS AVAILABLE ON SELECTED DATES



CRUISE THE SOUTH PACIFIC

With hundreds of islands and beaches to explore, you may feel spoilt for choice in the South Pacific. Make the most of your time with a cruise, hopping from island to atoll via vibrant coral reefs and palm fringed bays. From small ship cruising, sailing around on a luxury catamaran or staying aboard an upscale cargo-combined-passenger vessel to venture off the beaten path. Talk to your Travel Designer today to help you choose the right journey for you.



Paul Gauguin Cruises

Designed specifically to sail the shallow seas of the Islands of Tahiti visiting small ports and beautiful beaches, Paul Gauguin offers a range of destinations. Cruise around the Cook Islands and visit Tonga or even sail from Fiji to Bali on a choice of durations from seven to fourteen nights.



Aranui Cruises

For a unique experience like no other, stay aboard a custom built cargo vessel, known as the ‘Freighter to Paradise’ – with a limited number of passengers – to travel to the remote Marquesas Islands, located nearly 1,000 miles to the Northeast of Tahiti.



Archipel Cruises, Dream Yacht Charters

Cruise through the glistening waters and lagoons of the Islands of Tahiti aboard a luxury catamaran. Designed to accommodate up to eight guests, you will be able to sail closer to the shore than on larger vessels. You can also opt for a private yacht, complete with your own crew.



Blue Lagoon Cruises

Specialising in small ship sailing with 100% Fijian crew, choose from 3, 4 and 7 night cruise itineraries and discover the magical Fijian islands in a wonderfully relaxed style with Blue Lagoon Cruises. With a maximum of 4 hours cruising per day and a range of complimentary activities, there is more time for exploring onshore.

EXPLORE MORE OF THE SOUTH PACIFIC

Say a warm *Malo e lelei, talofa* and *halo* (hello) to Tonga, Samoa and Vanuatu and sidestep flashy resorts for a more unpolished, yet fantastically authentic, South Pacific island paradise. Life here ticks along at its own pace.

Visit cascading waterfalls and jade jungles, kayak above fringed reefs, snorkel or dive amongst the colourful corals, be in awe at active volcanoes amidst the Asia Pacific ‘Ring of Fire’ or simply relax on gorgeous, untouched beaches. Talk to your Travel Designer about accommodation options and how you can visit these magical islands.



VANUATU



SAMOA



VAVA’U ISLAND, TONGA

Please read these booking conditions, and the additional information on our website carefully, they form an important part of the contract for your holiday.

All holidays are advertised in our brochures and on our website are operated by Travelmood Limited trading as Austravel, registered number 1934932 (hereinafter called 'the Company, 'we', 'us' or 'our'), a member of the Travelopia Group of Companies, of Origin One, 108 High Street, Crawley, West Sussex RH10 1BD, and are sold subject to the following conditions:

Insurance:

Please Note: Adequate and valid travel insurance is compulsory for all our travellers and it is a condition of accepting your booking that you agree you will have obtained adequate and valid travel insurance. We recommend you take out insurance as soon as your booking is confirmed.

1. Your Financial Protection

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from us and for your repatriation in the event of our insolvency.

We will provide you with financial protection for any ATOL protected flight or flight inclusive holiday that you buy from us by way of our Air Travel Organiser's Licence number 3355, administered by the Civil Aviation Authority ('CAA'). When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL Certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claim which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

The price of your holiday includes the amount of £250 per person as part of the ATOL Protection Contribution (APC) we pay to the CAA. This charge is included in our advertised prices. When you buy an ATOL protected flight or flight inclusive holiday, all money accepted from you by a travel agent acting as our agent is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times, but subject to the agent's obligation to pay it to us for so long as we do not fail. If we do fail, any money held at that time by the agent, or subsequently accepted by you from the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

When you buy arrangements other than an ATOL protected flight or flight inclusive holiday, all money accepted from you by a travel agent acting as our agent is held by that agent on our behalf at all times. We will provide you with financial protection for package holidays you buy from us that do not include travel by air by way of a bond held by ABTA. For further information, visit the ABTA website at www.abta.co.uk. If you book arrangements other than an ATOL protected flight or a package holiday, the financial protection referred to above does not apply.

We are a Member of ABTA, membership number W0656. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct.

2. How to Book

To make a booking you can contact us in several ways, directly over the telephone, via our website at www.austravel.com, through an approved Travel Agent or by email at travelagents@austravel.com. The person making the booking (the 'lead name') must be 18 years old or over and possess the legal capacity and authority to make the booking and accepts these booking conditions on behalf of everyone in their party. Whether you book alone or as a group, we will only deal with the lead name in all subsequent correspondence, including changes, amendments and cancellations. The lead name is responsible for ensuring the accuracy of the personal details and any other information supplied in respect of yourself and any other person travelling on the booking and for passing on any information regarding the booking or any changes made in relation thereto, to all persons travelling on such booking, including but not limited to information on schedule changes or copies of booking confirmations. You will need to pay a deposit at the time of booking in the amount notified to you at the time of booking. You may also be required to pay for any non-transferable and non-refundable items such as special air fares, theatre tickets, attraction tickets or entry permits and any other applicable supplements due at the time of booking, for example, including without limitation "Accommodation Only", "Late Bookings" and "Weddings". Some airfares are booked at especially competitive rates to which airlines may attach severe restrictions. You may be asked to pay for these in full at the time of booking and they will be non-refundable in the event of cancellation. Details will be given at the time of booking. Please note that cheques require 5 working days to clear. Cheques that will not clear by the balance due date cannot be accepted. We only accept card payments from passengers travelling on the booking. We will then invoice you for the remainder of the cost due before you travel, which you must pay not later than 69 days before departure for bookings made via an agent, or no later than 83 days before departure for bookings made directly with us. To pay your final balance, amend your booking or discuss any other aspect of your holiday booked directly with us, call our Customer Services team. When you book your holiday through an approved travel agent, all communication between you and us will be made through that agent, as such please contact your agent in the first instance, as no changes can be made to your booking unless they are done through your agent.

If you book less than 69 days before departure for bookings made via an agent, or less than 83 days before departure for bookings made directly with us, full payment (less any payment which must be paid locally) must be made on booking by credit or debit card. If you do not pay the balance by the due date your booking will be cancelled and you will forfeit your deposit plus any other relevant charges. If you do not pay the local payment on the due date your booking will be cancelled (and we shall have no further liability to you) and cancellation charges will be levied as appropriate.

If we accept your booking, we will issue a Booking Confirmation and Invoice. A contract will exist between us from the date we issue the Booking Confirmation and Invoice or if you book within 7 days of departure the contract will exist when we accept your deposit payment. When you receive the Booking Confirmation and Invoice and your Departure Documents please check the details carefully and inform us immediately if anything is incorrect. Names on travel documents must exactly match those in your passports. Unless we are responsible for the mistake, we will not accept liability if an airline or other supplier refuses boarding because the name(s) shown in your passport differ from those on your ticket. If there is an obvious error on the Confirmation Invoice, we reserve the right to correct it as soon as we become aware of it, but will do this within 7 days of issuing the Confirmation Invoice or, if your departure is within 7 days, no later than 24 hours before you go, if any of these changes are not acceptable then you will be entitled to a full refund. Travel documents will be sent or emailed to you (to the address given to us by the lead name at the time of booking) approximately 2 weeks before your departure, and will not be issued unless payment of the due balance has been received and any cheques have cleared. Bookings made 14 days or less before departure incur a £15 per person administration charge and tickets will not be sent out by post but will more than likely have to be collected at the airport on the day of departure. It is essential that you ascertain whether or not you can obtain relevant visas and inoculations before making your booking. We cannot accept any liability for tickets lost in the post. Departure Documents may be in paper or email form depending on your chosen holiday. If requested in the Departure Documents or locally provided holiday information, you must reconfirm the reservations, timings and check-in details of your flight with the airline concerned at least 72 hours before departure. This applies to your outward flight and to your return flight. If you miss a flight or suffer any disruption as a result of not following our instructions as to reconfirmation we will have no liability to you. For those holidays where an additional local payment is required this will be confirmed to you. A local payment is a portion of the holiday cost which must be paid directly to the local representative as instructed. If the price of your holiday includes a local payment this must be paid in the currency specified. Please note that your tour price will not be considered to have been paid in full until the local payment has been made. Tourist taxes, resort fees or similar that are charged locally may be implemented or changed without prior warning. We do not accept responsibility for these costs, which must be paid by you and are not included within your holiday price.

Your personal safety is of paramount importance to us and therefore it is imperative that you advise us at the time of booking of any condition, medical or otherwise, that might affect your or other people's enjoyment of the trip.

It is a condition of your booking that you and all members of your party provide certain information that may be sent to governmental authorities and border control and security agencies for the purpose of security and counter terrorism. This is known as Passenger Name Records (PNR) or Advanced Passenger Information, sometimes known as APIS. For the United Kingdom, it may be referred to as E-Borders. The information you must provide will include, but not be limited to, full name - as shown in your passport or travel document, gender, date of birth, travel document type, number, country of issue and expiry date, and for travel to the U.S., your country of residence and the address for your first night's stay. You must provide this information to the airline between 6 months and 24 hours before departure.

We may transfer your booking to another company within our group, but this will have no effect on your holiday arrangements.

3. Prices, Surcharging, and Air Passenger Duty

All guide prices we advertise are accurate at the date published, but we reserve the right to change any of those prices from time to time. Prices include a cost for fuel that was estimated at the date of this publication. Prices on our website are updated regularly in the unlikely event of an administrative error leading to an incorrect price being displayed, we reserve the right to correct it. Offers are not combinable unless expressly stated and may be withdrawn at any time. All quotations are provisional until confirmed in writing on your Booking Confirmation and Invoice. Before you make a booking we will give you the up-to-date price of your chosen holiday including the cost of any supplements, upgrades or additional facilities which you have requested.

Changes in transportation costs, including without limitation the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports mean that the price of your travel arrangements may change after you have booked. However, there will be no change within 30 days of your departure. Any changes in taxes, entry fees and/or charges that we collect at net cost on behalf of local and government bodies will be passed on to you if you full or refunded to you in full (Net Cost Charges). 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, Net Cost Charges and any amendment charges. You will be charged for the amount over and above that, plus an administration charge of £1.00 per person together with an amount to cover agents' commission. This means that you have to pay an increase of more than 10% of the price of your travel arrangements, you may either accept a replacement holiday from us of equivalent or similar standard and price (at the date of the change) if we are able to offer you one or you may cancel your holiday booking and receive a full refund, except for any amendment charges. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. If any change in our costs would cause a reduction in your holiday price, we will not make refunds of amounts less than 2% of the price of your travel arrangements, which excludes insurance premiums, Net Cost Charges and any amendment charges, but will refund in full amounts exceeding such 2%, after deducting an administration charge of £1.00 per person. However, please note that holiday arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protections in place.

In all cases, we will only consider an appropriate refund of insurance premiums paid if you can show that you are unable to travel or reuse your policy.

Dates and itineraries shown for tours are indicative only and subject to change.

Air Passenger Duty "APD", which is payable by all passengers departing from UK airports, is included in the price of your holiday/flight ticket. Children under 12 on the date of travel (under 16 from March 2016) are exempt from APD when travelling in economy class. The price of your holiday will include APD for an economy seat. If you upgrade to a premium cabin this will be included in the upgrade cost. In view of the current volatility of world oil prices, a fuel supplement may be added to the price of your holiday at the time of booking.

4. Insurance

Adequate and valid travel insurance for your chosen itinerary is compulsory for all travellers and it is a condition of accepting your booking that you agree you will have obtained adequate and valid travel insurance. We recommend you take out insurance as soon as your booking is confirmed. You are strongly advised to insure yourself against any possible risk that may occur and in particular to ensure that you have sufficient insurance in respect of dependent relatives and force majeure events. You are required to carry proof of insurance with you and produce it if reasonably requested by Company employees or suppliers. You must ensure that there are no exclusion clauses which limit cover for the type of activities included, or the altitudes attained, in your holiday. Furthermore, you must advise us of the details of your own insurance including the name of the insurer and the policy number as soon as possible. Our representative abroad has the right to see the policy so that appropriate advice and assistance can be given. Clients in breach of this condition will be deemed to have indemnified the Company for any loss incurred by the Company as a result of such breach and such costs will be recoverable from them.

5. If You Change or Cancel Your Holiday

5.1 If, after our Booking Confirmation has been issued, you (i) make a change to your existing booking, we will charge an amendment fee of £35 per change (ii) or wish to change to another holiday or change departure date, we will try to make the changes subject to availability, provided that notification is received in writing at our offices from the lead name at least 69 days before departure for bookings made via an agent, or at least 83 days before departure for bookings made directly with us and you pay £35 per person to cover our administration costs.

5.2 In addition to the fee we charge, any alteration, whether a change to an existing booking or a change to another holiday or departure date, will also be subject to payment by you of any costs imposed by any of the suppliers providing the component parts of the booking, if the holiday to which you transfer is more expensive than the one you originally booked, a further deposit will also be payable. Any alteration by you within 69 days of departure for bookings made via an agent, or within 83 days of departure for bookings made directly with us will be treated as a cancellation of the original booking and will be subject to cancellation charges.

5.3 Subject to section 5.4, where you are unable to travel you can transfer your booking to another person, providing the following conditions are met:

- a) you must notify us in writing at least 69 days before departure for bookings made via an agent, or at least 83 days before departure for bookings made directly with us and give us authority to make the transfer; and
- b) your request is accompanied by all original travel documents which you have received and the full name and address of the person to whom you wish to transfer your holiday booking ("transferee"); and
- c) the transferee is acceptable to us, accepts the transfer and these Booking Conditions and fulfils any conditions that apply to the booking; and
- d) payment is made of any administrative charge of a minimum of £35 per person plus payment of all costs charged or levied by those supplying your travel arrangements.

Both the transferor and transferee will be jointly and severally liable for payment of the holiday price and other associated expenses.

5.4 Some airline carriers and other transport providers track name and departure detail changes, such as date and time changes, as a cancellation. If you miss a portion of your flight journey, some airline carriers and other transport providers track this as a cancellation and may cancel the rest of your flights. It is your responsibility to check with the relevant airline to ensure the subsequent journeys have not been cancelled, as if this does happen, you may be charged again for the missed flight and any subsequent journeys. Accordingly you may have to pay for the cancelled ticket and be required to pay for the full cost of a new ticket. Once airline tickets have been issued, all changes are likely to incur the cost of a new ticket.

5.5 When the price per person is dependent on the number of people in the accommodation and the number of people changes, the price will be recalculated based on the new party size. Any increase in price payable is not a cancellation charge. A separate cancellation charge will be levied in respect of bookings cancelled. A new confirmation invoice will be issued as appropriate on which the cancellation charge will be shown.

5.6 You, or any member of your party, may cancel your booking at any time providing that the cancellation is made by the lead name in writing. Notice of cancellation will be effective upon receipt by us of your written communication. As we start to incur costs from the time the contract is confirmed we will retain your deposit and in addition will apply other cancellation charges as shown below. These charges are based on how many days before your booked departure we received your cancellation notice. These charges are a percentage of the total cost of your booking, not including your insurance premium. If you want to cancel one or more passengers on the booking you will have to pay a proportion of the applicable cancellation charge based on the number of passengers you wish to cancel from the booking.

Period before departure when written notice of cancellation is received by us	*Cancellation charge as a % of total holiday cost (excluding any insurance premiums and any amendment fees already paid to us)	
Bookings made via Agent	Direct Bookings	
More than 69 days	More than 83 days	Loss of deposit
56-69 days (inclusive)	56-83 days (inclusive)	30%
36-55 days (inclusive)	36-55 days (inclusive)	50%
22-35 days (inclusive)	22-35 days (inclusive)	70%
11-21 days (inclusive)	11-21 days (inclusive)	90%
0-10 days (inclusive)	0-10 days (inclusive)	100%

* Please note that for certain travel arrangements e.g. many scheduled transport or cruise providers, the cancellation charge may be higher than those shown. In certain cases a 100% cancellation fee applies as soon as the booking is made and the ticket is issued. Please ask for full details of cancellation charges at time of booking. We strongly recommend you to take out insurance that includes cover against irrecoverable cancellation costs. Additionally, you will remain responsible for the full amount of your insurance premium and this will not be refunded in the event of your cancellation. You may however be able to transfer this cover to another holiday. If you are travelling on a scheduled flight, we cannot give you any refund until we have received your old travel documents, including tickets.

5.7 All communications relating to this contract (in particular any requests to cancel or amend your holiday arrangements) must be from the Lead Name in writing and in English and delivered by hand or email customerservices@austravel.com. (please call also to ensure your email has been received) or sent by recorded delivery post to Travelmood Limited, The Atrium, London Road, Crawley, West Sussex, RH10 9SR.

6. If We Change or Cancel Your Holiday

We reserve the right to cancel your booking or change any of the facilities, services or prices described in our brochures or website. We will endeavour to advise you of any changes known at the time of booking. We plan the arrangements for your holiday many months in advance and may occasionally have to cancel your holiday or make changes, most of which are minor. Flight timings and carriers shown in the brochure are for guidance only and are subject to change. Your Booking Confirmation will show the latest planned timings. Your actual flight timings will be shown on your ticket (including any e-ticket itinerary) which you should check carefully as soon as you receive it. A change of carrier or type of aircraft will not be considered a major change. If a major change becomes necessary, we will advise you of the change as soon as reasonably possible. Whether a change is 'major' depends on the nature of the holiday and may include a significant change of destination, a change in accommodation to that of a lower category, a change in time of your scheduled departure or return flight by more than 12 hours (but not a flight delay); or a change of UK departure airport (excluding changes between London airports, London, Ebbsfleet and Ashford stations and between Dover, Folkestone and ports). A delay to your flight that we need to make within 24 hours before you are due to depart will not be considered a major change unless the change is for more than 24 hours. These changes are only examples and there may be other significant changes which constitute major changes. When a major change occurs, you will have the choice of either:

- accepting the change, or
 - accepting a replacement holiday from us of equivalent or similar standard and price (at the date of the change), if we are able to offer you one, or
 - cancelling your holiday, in which case you shall receive a full refund of all monies paid.
- We may also have to cancel your travel arrangements. Operation of some holidays are dependent on a minimum number of persons booking the holiday. If that number is not achieved, we reserve the right to cancel the holiday. However we will not cancel your booking less than 4 weeks before the scheduled departure date except for reasons of force majeure (as defined below), or failure on your part to pay the deposit and/or final balance, or any other reason beyond our control. If we are forced to cancel your holiday after departure we will, wherever possible, make suitable alternative arrangements. If we are unable to make such alternative arrangements, or you reject these for good reason then we will return you to your point of departure and refund you for any unused services, if appropriate.

Where we make a major change to or cancel your holiday, except where a major change or cancellation arises from circumstances amounting to force majeure, consolidation due to minimum numbers not being attained, flight schedule changes, third party resort development, failure on our part to pay the deposit and/or final balance or for any other reason beyond our control, we will pay you, as a minimum, compensation as detailed below. Any compensation payable will be on these scales, based on how many days before your booked holiday departure we tell you of a major change:

Period before departure when we notify you of a major change	Compensation payable per person*
Before balance due date	
Between balance due date and 29 days (inclusive) before departure	£10.00
Between 28 and 15 days (inclusive) before departure	£20.00
Between 14 and 8 days (inclusive) before departure	£30.00
7 days or less before departure	£40.00

This standard compensation payment will not affect your statutory or other legal rights. We will only make one compensation payment for each full-fare-paying adult in the holiday booking. Any children not paying the full adult fare will receive compensation on a pro rata basis of the adult fare. Children using a free child place will not receive any standard compensation payment.

We strongly recommend that you make no travel arrangements to your point of departure, make any connecting travel that is non-refundable or non-changeable or incurs penalties or incur any costs in respect of visas or vaccinations until such time as your travel itinerary has been confirmed on your Departure Documents. If you make such arrangements, which you are then unable to use due to a change in your itinerary, we shall not be liable to you for the cost of those arrangements.

Circumstances amounting to "force majeure" include any event which we or the supplier of the service(s) in question could not even with all due care, foresee or forestall such as (by way of example and not by way of limitation) war, threat of war, riots, civil disturbances, industrial disputes, actual or threatened terrorist activity and its consequences, natural or nuclear disasters, fire, acts of God, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers, closed or congested airports or ports, hurricanes and other actual or potential adverse weather conditions, flood, epidemics, health risks or pandemics illness and any other similar events.

In the unlikely event that there are any changes made to other holiday arrangements, we will try to tell you before you go, although we are not obliged to do so, nor are we obliged to compensate you. If your booking for other holiday arrangements are cancelled we will do our utmost to ensure you receive a full and prompt refund of the price of these arrangements.

Tour, Safari and Excursions: Some are dependent on minimum numbers, others will operate with one booking. In the case of insufficient demand we reserve the right to consolidate or cancel. If this is required you will be offered a full refund. We will not make any such changes within 69 days (for agent bookings) and 83 days (for direct bookings) of departure. We reserve the right to make changes such as dates, itineraries (those shown are indicative only, are subject to change and may be affected by local conditions), accommodation, cruise ship, boat. Changes to that of a similar standard will not be considered a major change. Should there be a discrepancy between the itinerary or additional information in the brochure or website and the Departure Documents, the latter information will be considered the most up-to-date and accurate.

7. Our Liability, Conditions of Carriage and Limitations

Our obligations, and those of our suppliers providing any service or facility included in your holiday, are to take reasonable skill and care to arrange for the provision of such services and facilities. You must show that reasonable skill and care has not been used by you if you wish to make any claim. Standards of, for example, safety, hygiene and quality vary throughout the transport and destinations that your holiday may involve. Sometimes these standards will be lower than those which would be expected in the UK. The suppliers of the services and facilities included in your holiday should comply with local standards where they are provided. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 3 times the cost of your travel arrangements. Our liability in all cases will be limited in accordance with and/or in an identical manner to the contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and any relevant international convention as detailed below. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions. You can ask for copies of the transport companies' contractual terms, or the international conventions, from our offices at Travelmood Limited, Legal Department, Origin One, 108 High Street, Crawley, West Sussex RH10 1BD.

We shall have no liability where the cause of the failure to provide, or failure in, your holiday or any death or personal injury you may suffer is not due to any fault on our part or that of our agents or suppliers, because it is either attributable to you, or attributable to someone unconnected with your holiday and is unforeseeable

or unavoidable, or is attributable to our employees, agents, subcontractors and suppliers and their staff whilst acting outside the scope of their employment, or is due to information, however obtained, from outside sources such as independent third party websites, or is due to unusual or 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 neither we, nor our agents or suppliers could have foreseen or forestalled, or related to any consequential loss not directly connected to the contract with us.

If any international convention applies to, or governs, any of the services or facilities included in your holiday arranged or provided by us, or provided by any of our suppliers, and you make a claim against us of any nature arising out of death, injury, loss or damage suffered during or as a result of the provision of those services or facilities, our liability to pay you compensation and/or the amount (if any) of compensation payable to you by us will be limited in accordance with and/or in an identical manner to that provided for by the international convention concerned (in each case including in respect of the conditions of liability, the time for bringing any claim and the type and amount of any damages that can be awarded), International Conventions which may apply include, without limitation: in respect of international air travel, the Warsaw Convention 1929 (as amended) or the Montreal Convention 1999; in respect of rail travel, the Berne Convention 1961; in respect of carriage by sea, the Athens Convention 1974; in respect of carriage by road, the Geneva Convention 1973; and, in respect of hotels, the Paris Convention 1962. For the avoidance of doubt, this means that we are to be regarded as having all benefit of any limitations of compensation contained in any of these Conventions or any other international conventions applicable to your holiday. Other than as set out above, and as is detailed elsewhere in these booking conditions, we shall have no legal liability whatsoever to you for any loss or damage.

Under EU law, European Community Regulation (EC) No. 261/2004, you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation of or delay to flights. Full details of these rights will be published at EU airports and will also be available from airlines. However, you should note that reimbursement of the cost of a flight that forms part of your holiday is the responsibility of your holiday airline and will not automatically entitle you to reimbursement of the cost of your travel arrangement from us. Your right to a refund and/or compensation from us is set out in these Booking Conditions. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the Aviation Consumer Advocacy Panel on 020 7240 6061 or at www.caa.co.uk.

If you purchase any optional activities that are not part of your pre-booked itinerary, the contract for the provision of that activity will be between you and the activity provider. The decision to partake in any such activity is entirely at your own discretion and risk. If you do have any complaint about, or problem with, any optional activity purchased in resort your claim should be directed to the activity provider and not to us. However, should you or any member of your party by misadventure suffer illness, injury or death during the period of your holiday from an activity which does not form part of the arrangements made by us or an excursion purchased through us, we shall, where appropriate and subject to our absolute discretion, try to help if we can. We may help everyone on your booking up to a total cost of £5,000, as long as the following conditions are met:

- (i) you must ask us for such assistance within 90 days of the misadventure;
- (j) you must make a claim under your insurance policy's legal expenses or other appropriate section. You must show us proof that your insurance company has received your claim; and
- (k) in the event of there being a successful claim for costs against a third party or a suitable insurance policy if you are policies being in force, you must repay us the costs actually incurred by us in giving this assistance.

We may operate holidays in regions where standards of accommodation, transport, safety, hygiene, medical facilities and other infrastructure may, at times, be lower than those you normally expect. The outline itineraries given for each holiday must be taken as an indication of what should be accomplished, and not as a contractual obligation on our part. Changes in itinerary may be caused by local political conditions, flight cancellations, mechanical breakdown, weather, border restrictions, sickness, or other unforeseeable circumstances. Pro rata refunds will be given for services not utilised wherever possible.

Please note that the timings of air, sea, road or rail departures are estimates only. These timings may be affected by operational difficulties, weather conditions or failure of passengers to check in on time. Orient Express Bookings making any bookings for any rail travel (including but not limited to travel by the Orient Express) then your contract also incorporates the train owner's / carriers (collectively, the "Carrier") terms and conditions (the "Passenger Conditions of Carriage") which shall govern the relationship, responsibilities and liabilities as between you, the passenger, and the Carrier. A copy of the Passenger Conditions of Carriage can be provided on request. By making your booking and accepting these terms you also agree to these Passenger Conditions of Carriage and accept the conditions therein, you agree that any dispute or claim that you raise with us will be subject to this Agreement and not the Passenger Conditions of Carriage and to the extent there is a conflict between this Agreement and the provisions of the Passenger Conditions of Carriage as they relate to you and us, this Agreement shall prevail and supersede the provisions of the Passenger Conditions of Carriage.

8. Air Carrier Liability for Passengers and their Baggage

Flight notice, flight information and EU blacklist. This is a notice required by European Community Regulation (EC) No. 889/2002. This notice cannot be used as a basis for a claim for compensation, nor to interpret the provisions of European Community legislation or the Montreal Convention, and it does not form part of the contract between the air carrier(s), us and you. No representation is made by the air carrier(s) or us as to the accuracy of the contents of this notice.

This information notice summarises the liability rules applied by European Community air carriers as required by European Community legislation and the Montreal Convention.

Compensation in the case of death or injury. There are no financial limits to the liability for passenger injury or death. For damages up to approximately 113,100 Special Drawing Rights ("SDRs") the air carrier cannot contest claims for compensation. Above that amount, the air carrier can defend itself against a claim by proving that it was not negligent or otherwise at fault.

Advance payments. If a passenger is killed or injured, the air carrier must make an advanced payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than 16,000 SDRs.

Passenger delays. In case of passenger delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to 4,694 SDRs.

Baggage delays. In case of baggage delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for baggage delay is limited to 1,131 SDRs.

Destruction, loss or damage to baggage. The air carrier is liable for destruction, loss or damage to baggage up to 1,131 SDRs. In the case of checked baggage, it is liable even if not at fault, unless the baggage was defective. In the case of unchecked baggage, the carrier is liable only if at fault.

Higher limits for baggage. A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee.

Complaints on baggage. If the baggage is damaged, delayed, lost or destroyed, the passenger must write and complain to the air carrier as soon as possible. In the case of damage to checked baggage, the passenger must write and complain within seven days, and in the case of a delay within 72 days, in both cases from the date on which the baggage was placed at the passenger's disposal. Liability of contracting and actual carriers. If the air carrier actually performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier.

Time limit for action. Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

Basis for the information. The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the European Community by European Community Regulation (EC) No. 2027/97 (as amended by European Community Regulation (EC) No. 889/2002) and national legislation of the Member States.

In accordance with European Community Regulation (EC) No. 2111/2005, Article 9, we are required to bring to your attention the existence of a 'Community list' which contains details of air carriers that are subject to an operating ban within the European Community. The Community list is available for inspection at www.air-europa.eu.

In accordance with European Community Regulation (EC) No. 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer if your booking includes flight(s). We do this by listing carriers to be used or likely to be used on the Flights information section of our FAQs at www.austravel.com.

The airline may use wide and narrow-body jets. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change 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. Some flights may need to stop en route. If we know about this in advance we will tell you. Flight times shown in the brochure, on the website and on your booking confirmation are not guaranteed. Actual flight times are shown on your tickets. Flight times are local time based on the 24-hr system. Please check with the airline regarding luggage allowance limits and the maximum allowable single item baggage weight. If you have a medical condition, serious illness, recently undergone surgery, or have suffered a recent accident, you must advise us and your airline and you may need to be cleared for travel by the airline which will involve obtaining a Fitness to Fly Certificate from your GP.

9. Complaints

If you have a complaint about your holiday whilst away, you must immediately notify our Service Representative and the relevant supplier of the service and contact us in the UK if further action is required by us. If you are not happy with their action taken in response please follow this up within 35 days of your return from holiday by writing to our Customer Relations Department at Travelmood Limited, The Atrium, London Road, Crawley, West Sussex, RH10 9SR or emailing us at customerrelations@austravel.com, giving your booking reference and all relevant information. We will acknowledge your written notification within 7 days and aim to provide a full response within 28 days. We can also offer you ABTA's scheme for the resolution of disputes, which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com. You can also access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of registering your complaint with us; it will not remove your complaint should be resolved. If you prefer, you can take your complaint to the County Court or another suitable court. Information regarding complaints may be shared with other tour operators.

10. Behaviour

On tours, safaris and excursions provided by us, it is necessary that you abide by the authority of the leader, who represents the Company. If you commit any illegal act on the holiday or if in our reasonable opinion or the reasonable opinion of the Company representative or another person in authority your behaviour is disruptive, threatening or abusive, causes unnecessary inconvenience or is causing or likely to cause danger, damage, distress or upset, disturbance or annoyance to others or others' property, or puts any other traveller or our staff or agents in the UK or in resort in any risk of danger, on the telephone, in writing or in person, we may terminate your travel arrangements without any liability on our part.

If the Captain of your flight or ferry or any of our overseas staff or agents believes that you could be disruptive or that you are suffering from a contagious disease, they can also refuse to let you proceed with your travel arrangements, restrict your movements on board, disembark from the ferry or aircraft, or remove you from your accommodation or excursion. If this means you are not allowed to board the flight outbound from the UK, we will treat your baggage as cancelled by you from that moment, and you will have to pay full cancellation charges, if this occurs overseas then you will become responsible for your own return home and any other members of your group who cannot or will not travel without you. In any of these circumstances no refunds or compensation will be paid to you and we will not be liable for any costs or expenses you incur.

If you are refused carriage because of your behaviour, or you are under the influence of alcohol or drugs, your airline may pass on your details and date of refusal of carriage to other airlines for their information. This turn may make it difficult for you to book other airline tickets. In any of these circumstances no refunds or compensation will be paid to you and we may make a claim against you for any damages, costs and expenses (including legal expenses) incurred