



**RUGBY LEAGUE
WORLD CUP 2017**

**Australia & New Zealand
Package Tours**



Millshaw | Leeds | West Yorkshire | LS11 8EG
Telephone 0113 242 2202

Official sub-agent



WELCOME

For the fifth time in the past decade, sports travel specialists Traveleads and vastly-experienced Rugby League personality David Howes are in partnership to offer a high quality England supporters tour for the discerning International Rugby League aficionado.

The Rugby League World Cup is the pinnacle of the 13-a-side code's event calendar on a four-year cycle, the 2017 tournament being staged in Australia, New Zealand and Papua New Guinea.



YOUR HOSTS



Traveleads, the UK's top sports travel company, currently assists over 40 national governing bodies of sport and professional athletes.

Our history with Rugby League and the RFL, (to whom we are still the appointed travel management company), dates back 32 years to the 1984 Great Britain Tour Down Under. Our remit also includes arranging the travel for the Super League and League One teams travelling to France for their away fixtures against Catalan Dragons and Toulouse Olympique.

For company information please visit our website - www.traveleads.co.uk.

Traveleads is working as a sub-agent of RLWC2017 Official Travel Agent, Glory Days UK. - see page 6 for more information



Howes Etc was formed in the autumn of 2002 by Managing Director David Howes, who recently celebrated 40 years of top flight Rugby League management. David has the unique track record of performing with a national governing body, The Rugby Football League, from 1974 to 1994; a leading UK Rugby League club, St Helens, from 1995 to 1998; and one of the world's heritage sporting venues, Headingley Stadium in Leeds, from 1998 to 2002.

More than three decades of experience at International level have been highlighted by appointment as Co-Manager for the 1988 Great Britain Tour of Australia, New Zealand and Papua New Guinea and Manager of England in the 2000 World Cup staged in the UK.

Company profile at www.howesetc.co.uk.

Our Previous Tour Experience

Traveleads and Howes Etc have staged four previous OZ supporters tours Down Under:

- OZ06 - Tri-Nations
- OZ08 - World Cup
- OZ10 - Four Nations
- OZ12 - State of Origin



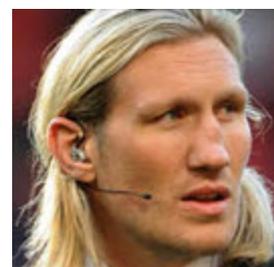
Visit www.howesetc.co.uk and click on 'Events' for a review and photo gallery of the well-received quartet of supporters tours.

OZ17 Staff & Ambassadors

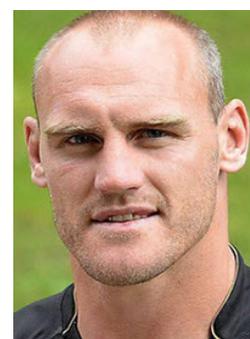
Once again our OZ17 tours will be led by David Howes, utilising his vast experience as Rugby League administrator, company director and public speaker/compere. The vital hands-on management of the five tours will be handled by an experienced Traveleads tour manager who will be on duty throughout the six weeks, co-ordinating your travel arrangements including flights, accommodation, coach transfers, events and excursions.

Our OZ17 tours will be accompanied at various stages by three Tour Ambassadors.

Eorl Crabtree is the longest-serving player at his native Huddersfield Giants, his England honours including the 2010 Four Nations tournament in Australia and New Zealand. The nephew of the legendary wrestler Shirley "Big Daddy" Crabtree, Eorl is a BBC television and radio rugby league pundit and one of the game's modern day personalities.



Gareth Ellis has earned a stellar reputation on both sides of the world at International and Club level. The current skipper of Hull FC has earned 41 Great Britain and England caps, taking part in the 2006 Tri-Nations, 2008 World Cup and 2010 Four Nations tourneys down under. At club level he captained Wakefield Trinity Wildcats before four trophy-laden years with Leeds Rhinos, moving to the NRL with Wests Tigers where he was voted Player of the Year three out of four seasons, before joining Hull FC as captain in 2013 where he is under contract until the end of 2017.



Shaun McRae will join the OZ17 tour in Brisbane for the build up to the Final, having been an Ambassador on both the OZ08 and OZ10 tours. Shaun is a former Head Coach of St Helens, Gateshead Thunder, Salford City Reds, Hull FC and South Sydney in the NRL, plus he's held International coaching roles with Australia, Great Britain, New Zealand and Scotland.



The OZ17 PHILOSOPHY



The prime aim is to provide you with a first class service recognising your investment in valuable time and money for a “trip of a lifetime”.

The well tested philosophy practised by Traveleads and Howes Etc. features:

All OZ17 tours are operated from the UK and protected under the Traveleads ATOL licence (number 3221) guaranteeing complete financial protection.

Traveleads are licensed with the tournament organisers as an official sub-agent of Glory Days UK. This is purely a licensing agreement and our tour is fully independent and operated by Traveleads. As a ‘RLWC2017’ licensed sub-agent we guarantee top category ‘A+’ match tickets throughout the tournament, plus exclusive Rugby League World Cup 2017 events and merchandise.

OZ17 is one master tour operated throughout the six weeks of the Rugby League World Cup 2017, with each of the five tours of on offer - for six, five, four and three weeks each – dovetailing into the six-week master framework.

Quality airlines engaged for all International and domestic flights, utilising travel-friendly daytime schedules, where possible. Plus four and five star hotels, centrally located in each city with full breakfast included. Past experience proves that this extra inclusive cost has the dual benefit of providing a substantial, healthy and convenient start to the day plus bringing together the full OZ17 tour party on a daily basis.

A daily breakfast time OZ17 office, manned by the Tour Leader and Traveleads Tour Manager to handle any queries regarding the travel itinerary and the events and excursions programme.

All International flights to and from Australia as part of the tour will depart from and return to Manchester Airport. However please let us know if you would prefer to depart from and return to another UK airport.

All OZ17 tours depart the day following a World Cup fixture, thus allowing a full week’s build up to the forthcoming match in the next destination.

Places on our tour are limited and a 20% deposit is required to secure your place. Details of any interim payments and your final balance due will be detailed on your confirmation invoice.

The OZ17 tour packages can be varied at the client’s request to create a tailor-made package, which may include alternative UK departure airport, stopovers to and from Australia, plus upgrading of flight seats and/or hotel accommodation (subject to revised costing available upon request). Tour costs includes the processing of Australian ETA visas, (subject to eligibility). Please note that all passengers travelling as part of the OZ17 tour must hold fully comprehensive travel insurance. Details of your cover must be supplied at the time of booking. All meals, with the exception of breakfast, and items of a personal nature are at the passengers own expense.

OZ17 SOCIAL DIARY

To complement the basic OZ17 tour package of flights, hotels, match tickets and coach transfer, an optional Events and Excursions programme at an extra cost will be devised.



A hallmark of the previous four OZ supporters tours, the OZ17 Social Diary will be designed to offer pre-booked events and excursions to maximise leisure time Down Under in between World Cup fixtures. Special Rugby League guests are an added bonus.

The optional OZ17 Social Diary will offer a wide range of tour experiences, many of them “must do’s” on the tourism agenda. Plus specially tailored events and excursions with Rugby League content, both aspects engendering that special tour comradeship with fellow England supporters. The OZ17 Social Diary will be presented around the end of 2016.

OZ17 PARTNER PROGRAMME

Accommodation is charged on a ‘per room basis’ and due to the length of the tours the single room supplements are high. Sharing a twin room is the most cost effective option, and therefore if you’re a solo traveller who does not wish to incur the single occupancy supplement, please ask to join the OZ17 Partner Programme. Solo travellers will be put in touch with each other to team up and share a twin room, thus potentially saving thousands of pounds.

OZ17 Gifts and Tour Inclusions

The official RLWC2017 Welcome Function will be included for all passengers travelling as part of the OZ17 tour itineraries 1 & 2 and attending the opening match in Melbourne . This exclusive function, just hours before the start of the RLWC2017 offers entertainment, panel discussions with coaches and key rugby league personalities, 4-course premium dinner and drinks, all within walking distance of the stadium.

The official RLWC2017 Grand Final Festival VIP ticket will be included for all passengers travelling as part of the OZ17 tour itineraries 1, 3, 4 & 5 and attending the final in Brisbane. The Rugby League World Cup 2017 Finals Festival will become the pinnacle out of stadium event during the Rugby League World Cup. Held over three days, including the RLWC2017 final on Saturday 2nd December, the finals festival will become the official site for the official closing party and team parades. The tickets include access to VIP areas and food and beverage.

All OZ17 passengers will be provided with an official RLWC2017 AU\$100.00 merchandise voucher. The vouchers are redeemable online for collection at the event. Please note that some range items are excluded for voucher redemption.

In addition all passengers travelling as part of the OZ17 tour will be provided with two complimentary items, a backpack and T-shirt, both branded with the exclusive OZ17 logo.

England World Cup Match Schedule



Friday 27th October 2017 - Opening fixture

England vs Australia

Rectangular Stadium, Melbourne



Saturday 4th November 2017

England vs Lebanon

Football Ground, Sydney



Sunday 12th November 2017

England vs France

Rectangular Stadium, Perth



Sunday 19th November 2017

England Quarter Final

Rectangular Stadium, Melbourne

Saturday 25th November 2017

Semi Final**

Mount Smart Stadium, Auckland

Saturday 2nd December 2017 - Final

RLWC2017 Final

Brisbane Stadium, Brisbane

** Should England progress to the Semi-Final with results as anticipated by the tournament organisers, their semi-final match will be played in Auckland. However should England finish top of group 'A', their Semi-Final match will be played in Brisbane. OZ17, along with many other supporter tour operators will be committed to the Auckland Semi-Final by flight, hotel and ticket contracts.

The OZ17 Tour

The OZ17 tour will follow England's match itinerary. There are three pool games being played in Melbourne, Sydney and Perth. Our tour then returns to Melbourne for the Quarter-Final match.

We then head to New Zealand, Following arrival in Auckland, we first head to Rotorua by coach for a three night stay to experience the history of the native Maoris and the unique geographical features of New Zealand, before returning to Auckland by coach for the build up to the Semi-Final.

Upon departing New Zealand, OZ17 guests have the choice of travelling to Cairns or Sydney for a four night stay. Guests choosing to travelling to Cairns have the opportunity to take optional (additional cost) tours to Kuranda Rainforest Village, travelling by historic train and returning via cable-car, and the Great Barrier Reef. Those passengers choosing to travel to Sydney will have a stay centred upon the tourist haven of Darling Harbour and will have optional (additional cost) tours and excursions available to book.

We then travel to Brisbane for the Final. Our plan (subject to continued flight operation and group booking ability) is for both groups to arrive and meet at Coolangata Airport on the Gold Coast, visiting Tweeds Heads and Surfers Paradise before our arrival in Brisbane in the early evening, and the build up to the climax of the competition.

We depart for the UK on Sunday 3rd December (arriving 4th).

Our flights will be operated by major scheduled airlines and our hotels have been carefully selected and are all of four and five star rating.

Melbourne	Rydges Hotel (4-star). Central business district area and a previous OZ tour hotel.
Sydney	ParkRoyal Hotel Darling Harbour (4-star)
Perth	Duxton Hotel (5-star)
Melbourne	Rydges Hotel (4-star). Central business district area and a previous OZ tour hotel.
Rotorua	Millennium Hotel Rotorua & Spa (4-star)
Auckland	Pullman Hotel (5-star)
Sydney	ParkRoyal Hotel Darling Harbour (4-star)
Cairns	Novotel Cairns Oasis Resort (4-star) A previous OZ tour hotel.
Brisbane	Rydges Southbank Hotel (4-star). A previous OZ tour hotel

We're offering a total of five itineraries covering all or part of the tour. These are detailed on the following pages.

OZ17

Tour itinerary 1

The full RLWC2017!

Departing Manchester Sunday 22nd October 2017

The package includes:

Economy class flights throughout
Airport and match transfers in all destinations
Tour hosted by David Howes for the full duration
Tour 1 Ambassadors Eorl Crabtree, Gareth Ellis & Shaun McRae
Services of a Traveleads Tour Manager

Four nights stay at the Rydges Hotel, Melbourne, including breakfast
Category 'A+' match ticket for the opening match of the RLWC2017, Australia vs England

Nine nights stay at the Parkroyal Hotel Darling Harbour, Sydney, including breakfast
Category 'A+' match ticket for the second pool match, England vs Lebanon

Seven nights stay at the Duxton Hotel, Perth, including breakfast
Category 'A+' match ticket for the third and final pool match, England vs France

Seven nights stay at the Rydges Hotel ,Melbourne, including breakfast
Category 'A+' match tickets for the Quarter-Final match

Three nights stay at the Millennium Hotel, Rotorua, including breakfast

Three nights stay at the Pullman Hotel, Auckland including breakfast
Category 'A+' match ticket for the Semi-Final match

Leisure time - choose your stay!

Either return to Sydney for a further four nights stay, including breakfast

*** OR ***

Head to Cairns in tropical Queensland for a four night stay at the Novotel Oasis Resort,
including breakfast

Three nights stay at the Rydges Hotel Southbank, including breakfast
Category 'A+' match ticket for the RLWC2017 Final

Arrival back in the UK on Monday 4th December 2017

Tour cost - £8450.00

Price per person based upon shared twin/double room occupancy
Single room supplement - £3800.00 (Sydney) or £3600.00 (Cairns)

Optional excursions at additional cost will be available in all destinations

Please see tour terms and conditions

OZ17

Tour itinerary 2

The RLWC2017 England Pool Matches

Departing Manchester Sunday 22nd October 2017

The package includes:

Economy class flights throughout
Airport and match transfers in all destinations
Tour hosted by David Howes for the full duration
Tour 2 Ambassadors Eorl Crabtree & Gareth Ellis
Services of a Traveleads Tour Manager

Four nights stay at the Rydges Hotel, Melbourne, including breakfast
Category 'A+' match ticket for the opening match of the RLWC2017, Australia vs England

Nine nights stay at the Parkroyal Hotel Darling Harbour, Sydney, including breakfast
Category 'A+' match ticket for the second pool match, England vs Lebanon

Seven nights stay at the Duxton Hotel, Perth, including breakfast
Category 'A+' match ticket for the third and final pool match, England vs France

Arrival back in Manchester on Tuesday 14th November 2017

Tour cost - £5250.00

Price per person based upon shared twin/double room occupancy
Single room supplement - £1885.00

Optional excursions at additional cost will be available in all destinations

Please see tour terms and conditions

OZ17

Tour itinerary 3

Two England pool matches and the RLWC2017 finals

Departing Manchester Saturday 28th October 2017

The package includes:

Economy class flights throughout
Airport and match transfers in all destinations
Tour hosted by David Howes for the full duration
Tour 3 Ambassadors Eorl Crabtree, Gareth Ellis & Shaun McRae
Services of a Traveleads Tour Manager

Eight nights stay at the ParkRoyal Hotel Darling Harbour, Sydney, including breakfast
Category 'A+' match ticket for the second pool match, England vs Lebanon

Seven nights stay at the Duxton Hotel, Perth, including breakfast
Category 'A+' match ticket for the third and final pool match, England vs France

Seven nights stay at the Rydges Hotel ,Melbourne, including breakfast
Category 'A+' match tickets for the Quarter-Final match

Three nights stay at the Millennium Hotel, Rotorua, including breakfast

Three nights stay at the Pullman Hotel, Auckland including breakfast
Category 'A+' match ticket for the Semi-Final match

Leisure time - choose your stay!

Either return to Sydney for a further four nights stay, including breakfast

*** OR ***

Head to Cairns in tropical Queensland for a four night stay at the Novotel Oasis Resort,
including breakfast

Three nights stay at the Rydges Hotel Southbank, including breakfast
Category 'A+' match ticket for the RLWC2017 Final

Arrival back in Manchester on Monday 4th December 2017

Tour cost - £7495.00

Price per person based upon shared twin/double room occupancy
Single room supplement - £3370.00 (Sydney) or £3125.00 (Cairns)
Optional excursions at additional cost will be available in all destinations

Please see tour terms and conditions

OZ17

Tour itinerary 4

One England pool match and the RLWC2017 finals

Departing Manchester Sunday 5th November 2017

The package includes:

Economy class flights throughout
Airport and match transfers in all destinations
Tour hosted by David Howes for the full duration
Tour 4 Ambassadors Earl Crabtree, Gareth Ellis & Shaun McRae
Services of a Traveleads Tour Manager

Seven nights stay at the Duxton Hotel, Perth, including breakfast
Category 'A+' match ticket for the third and final pool match, England vs France

Seven nights stay at the Rydges Hotel ,Melbourne, including breakfast
Category 'A+' match tickets for the Quarter-Final match

Three nights stay at the Millennium Hotel, Rotorua, including breakfast

Three nights stay at the Pullman Hotel, Auckland including breakfast
Category 'A+' match ticket for the Semi-Final match

Leisure time - choose your stay!

Either return to Sydney for a further four nights stay, including breakfast

*** OR ***

Head to Cairns in tropical Queensland for a four night stay at the Novotel Oasis Resort,
including breakfast

Three nights stay at the Rydges Hotel Southbank, including breakfast
Category 'A+' match ticket for the RLWC2017 Final

Arrival back in the UK on Monday 4th December 2017

Tour cost - £6250.00

Price per person based upon shared twin/double room occupancy
Single room supplement - £2400.00 (Sydney) or £2155.00(Cairns)

Optional excursions at additional cost will be available in all destinations

Please see tour terms and conditions

OZ17

Tour itinerary 5 The RLWC 2017 finals

Departing Manchester Sunday 12th November 2017

The package includes:

Economy class flights throughout
Airport and match transfers in all destinations
Tour hosted by Mr David Howes for the full duration
Tour 5 Ambassadors, Earl Crabtree, Gareth Ellis & Shaun McRae
Services of a Traveleads Tour Manager

Seven nights stay at the Rydges Hotel ,Melbourne, including breakfast
Category 'A+' match tickets for the Quarter-Final match

Three nights stay at the Millennium Hotel, Rotorua, including breakfast

Three nights stay at the Pullman Hotel, Auckland including breakfast
Category 'A+' match ticket for the Semi-Final match

Leisure time - choose your stay!

Either return to Sydney for a further four nights stay, including breakfast

***** OR *****

Head to Cairns in tropical Queensland for a four night stay at the Novotel Oasis Resort,
including breakfast

Three nights stay at the Rydges Hotel Southbank, including breakfast
Category 'A+' match ticket for the RLWC2017 Final

Arrival back in Manchester on Monday 4th December 2017

Tour cost - £5750.00

Price per person based upon shared twin/double room occupancy
Single room supplement - £1925.00 (Sydney) or £1765.00 (Cairns)

Optional excursions at additional cost will be available in all destinations

Please see tour terms and conditions

OZ17 Package Terms & Conditions

The following conditions form the basis of your contract with Traveleads, a fully bonded member of ABTA, and also licensed by and bonded to IATA and the Civil Aviation Authority. These conditions set out our respective rights and obligations under law, therefore please read them carefully.

1. YOUR CONTRACT

- a) At the time of confirming your travel reservations you must sign a Booking Form in acceptance of the terms and conditions. The contract and all matters arising out of it are governed by English law and subject to the exclusive jurisdiction of the courts of England and Wales.
- b) OZ17 Tour itineraries 1-5 as detailed in this brochure are operated by Deehurst Ltd, T/A Traveleads and financially protected under our ATOL licence number 3221.
- c) Bookings made via a third party tour Operator will be subject to the booking conditions of that operator. In such instances Traveleads will act as an agent on behalf of the Operator, and you will be asked to accept the Operator's booking conditions and your contract will be with the tour operator, not with Traveleads.

2. PAYMENT OF YOUR BOOKING

The applicable deposit/full payment must be paid at the time of booking. All interim payments and your outstanding balance payment must be made by the date specified on your confirmation otherwise we will treat your booking as cancelled by you.

3. PRICE INCREASES

- a) Scheduled Airfares - In the case of scheduled airfares these may increase after your booking has been confirmed. If they do we regret that we must pass on any such increase in full. There will be no increase after the ticket has been issued. The airlines reserve the right to pass on fuel cost increases should this be deemed necessary.
- b) Overseas supplier costs - Prices are calculated using foreign exchange rates and these may vary from the time of quotation to the time of payment of your reservation. At the time of calculation hotel and transfer costs are based upon the rate of exchange of AU\$1.67 and NZ\$1.87 to £1.00 sterling. We reserve the right to pass on any increases resulting from changes in the rate of exchange.

4. TAXES

You will be responsible for payment of any taxes levied locally by airports and/or local authorities. It must be remembered that such taxes can on occasion be introduced suddenly and without prior notice. Where prices are quoted to include tax, the current tax content is included in the package cost.

5. CHANGES TO/CANCELLATION OF YOUR TRAVEL ARRANGEMENTS

- a) Changes or cancellation by you;
Should you or any member of your party wish to change or cancel your travel reservations after they have been confirmed you should advise us in writing as soon as possible. The following cancellation charges will apply to Traveleads OZ17 Tour packages under ATOL licence 3221:-

After confirmation of booking to final balance due date - Loss of deposit and any interim payments only

From the final balance due date to date of travel - 100% of the total holiday price

As this booking forms part of a group contract, your cost contribution goes towards ensuring that all members of the group can benefit from group purchasing, therefore the cancellation penalties are more stringent to protect other members of the group from having to bear increased costs should you cancel. It is vital that you have insurance cover, which will protect you and all members of your party against financial loss in the event of cancellation for unforeseen circumstances, such as a medical emergency or accident.

- b) Minor changes by us

Our packages are planned many months ahead and therefore we may need to make minor changes to your package. We reserve the right to do this at any time. Flight timings detailed in our brochure and on your confirmation invoice may be changed and are to be used for guidance only. Your confirmed flight timings will be notified on your travel documents, which you should check carefully when you receive them.

- c) Cancellation by us

We aim to provide your package as booked. But if for example there are not enough passengers to viably operate your package we reserve the right to cancel it. If we cancel your package you may either choose to accept a refund or accept another package of equivalent standard and price (if one is available). No compensation will be payable.

6. YOUR ACCOMMODATION

Any accommodation we arrange for you must only be used by those people named on your confirmation invoice (or any amendment invoice issued). You are not allowed to share the accommodation or let anyone else stay with you. You are responsible for the cost of any incidental charges and/or damage caused to your accommodation or its contents during your stay. These charges must be met by you and may be payable locally before you checkout of the hotel.

7. OUR LIABILITY

We make every effort to ensure that arrangements are made correctly and efficiently. We further accept responsibility for proven negligent acts and/or omissions of our employees and agents except where these result in death, personal injury or illness, which is dealt with separately below. In all cases except where personal injury, illness or death results, our liability is limited to the refund of the cost involved excluding any insurance premiums or amendment charges. In all cases our liability is subject to an overall limit of £1,000.00 per person. We accept responsibility should any member of your party suffer death, personal injury or illness as a result of any failure to perform or improper performance of any part of our contract with you by any of our employees, providing they were at the time acting within the course of their employment except where the failure to perform or improper performance was in any way due to:

- a) your own acts and/or omissions,
- b) those of a third party not connected with the provision of your holiday arrangements,
- c) Force Majeure which either ourselves or the supplier of the services in question could not have foreseen or forestalled even with all due care

It is a condition of the acceptance of this liability that you notify us in writing of any potential claim within 21 days of your return and where any payment is made that you will assign to ourselves or our insurers any rights you may have to pursue any third party. You must further co-operate with us and our insurers in any subsequent legal action. In respect of carriage by air, sea and rail and the provision of accommodation, our liability will be limited in accordance with the appropriate international conventions. Please further note that, by entering into this contract with you we do not enter into an agreement for provision of carriage, but rather we undertake to reserve accommodation with the operator of the services requested in your booking.

8. CONDUCT WHILE TRAVELLING

We reserve the right to refuse to accept you as a customer or continue dealing with you if your behavior is disruptive, affects other passengers or is threatening or abusive to our staff, agents in the UK or resort, on the telephone, in writing or in person. If the captain of your flight or our agents and staff believe 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 or restrict your movements on board or disembark you from the aircraft. If you are disruptive and this means you are not allowed to board your outbound flight from the UK, we will treat your booking as cancelled by you from that moment, and you will have to pay full cancellation charges as set out in section 5. If this occurs whilst abroad then you will be responsible for your own return home and any other members of your party who cannot or will not travel without you. In any of these circumstances no refunds or compensation will be payable and we, our agents or our selected airline(s) may make a claim against you for any costs and expenses incurred as a result of your behavior e.g. the cost of diverting the aircraft to remove you.

9. FORCE MAJEURE

Circumstances amounting to 'Force Majeure' include war or threat of war, riots, civil strife, terrorist activity, industrial disputes, governmental action, natural or nuclear disaster, adverse weather conditions, fire, acts of God, technical problems with transport, closure or congestion of airports or ports, cancellation or changes by scheduled airlines and all similar events outside our control. In these circumstances Traveleads will not be responsible and no compensation will be payable if we are forced as a result to cancel, delay, curtail or in any way change your booking or if the performance or prompt performance or our contractual obligations is prevented or affected.

10. COMPLAINTS

In the unlikely event that you have reason to complain whilst abroad you must immediately notify our courier or the supplier of the service in question. If they are unable to resolve the problem immediately you should, in addition, contact us without delay and we will endeavor to assist. If the problem is still not resolved to your satisfaction on your return home you must write to us with full details of your complaint within 21 days. We regret we cannot accept any liability in relation to any complaints of which we are not notified in accordance with this clause and will not take action in respect of any post-travel claim of which we have not been made aware in writing at the time of the problem occurring. We will endeavor to deal with any continuing complaint as quickly and amicably as possible. If it is not possible to reach a satisfactory resolution you may if you wish refer the matter to arbitration under a special scheme which, although devised by arrangements with the Association of British Travel Agents, is administered independently by the Chartered Institute of Arbitrators. This scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. Full details are available on request. This scheme does not apply to claims for amounts greater than £1,500.00 per person and there is also a limit of £7,500.00 per booking form. Neither does it apply to claims which are solely or mainly in respect of physical injury or illness or the consequences of such illness or injury. The rules of the scheme provide that the application for arbitration must be made within nine months of the date of return from abroad, but in special circumstances it may, on a discretionary basis, still be offered outside that period. Nothing in this contract confers or is intended to confer any benefit or other enforceable right in favour of any person who is not party to this contract.

11. INSURANCE

We believe it is essential that you take out insurance when you travel abroad therefore we make it a condition of your booking that you confirm to us that you have insurance cover in place. It is your responsibility to ensure that the cover you purchase is adequate for your personal needs. You should read your policy details carefully to ensure that the policy you have chosen is adequate for your needs. Traveleads are unable to provide you with travel insurance, however we recommend ABTA Sure Travel Insurance (www.abtasure.co.uk). Referral code A413X should be entered in order to obtain a 10% discount from the standard premiums.

12. SPECIAL REQUESTS

If you have any special requests please inform us at the time of booking and ensure that these are also noted on the booking form. Any subsequent requests must be made in writing. Although we will endeavour to meet any such request we regret that we cannot guarantee to do so.

13. CONFIDENTIALITY

All quotations and presentations issued by Traveleads are subject to copyright and must not be copied or divulged to any other person or organisation without our permission.

OZ17 SUPPORTER TOURS BOOKING FORM

Travelleads
Millshaw
Leeds
LS11 8EG
Tel: 0113 242 2202



Title	First Names (in full)	Surname	Date of birth	Age	Passport number	Place of issue	Expiry date	Nationality	Country of birth

***Age at travel date if under 18/over 70**

Address for lead passenger (please include postcode)

Telephone

Email address

Mobile

Please give details of any passengers with a disability, who may require special arrangements to be made

Which tour itinerary would you like to book?

1 | 2 | 3 | 4 | 5
Sydney | Cairns

Please indicate which of the optional stays you wish to book (circle)

Number and type of rooms required Twin Double

** Please note that family rooms and package costs are subject to request*

Single Family*

Do you have any special requests that you would like us to investigate for you - for example upgrades to business class on international flights, extension of stay post-tour?

An initial non-refundable deposit payment of 20% of your tour cost is required with this booking form

Deposit (per person) Payment method Cheque/Credit card */Debit card / Bank transfer (pls indicate)

Total deposit costs Card number Name on card

Dated Expiry date Card type

Signed **Credit card payments incur a 1.95% surcharge* 3-digit code on reverse

BOOKING DECLARATION (Please read/sign)
"On behalf of all the named passengers, I hereby confirm that I/we have read and understand the terms and conditions of booking. I am aware of the payment terms and details of cancellation penalties. I confirm that all passengers are fully insured"