

# MELBOURNE & THE GREAT OCEAN ROAD at the Mercure Melbourne

from **\$1175**  
per person twin share



## YOUR PACKAGE INCLUDES

- 5 nights accommodation
- Full buffet breakfast daily
- 3 Hotel dinners
- Dinner at the Santé at the Crown Casino
- Melbourne City tour
- Puffing Billy & Blue Dandenongs tour
- Great Ocean Road Adventure tour
- Choice of one of the following tours:
  - » Sovereign Hill & Ballarat
  - » Penguin Parade
- Return airport shuttle transfers

### Need more pricing combinations?



Simply call our friendly staff on **1300 30 55 33** between 8:30am and 10:00pm Victorian time 7 days a week



or visit our website  
[www.holidayspecialpackages.com.au](http://www.holidayspecialpackages.com.au) any time!

2010-2011 Season: 1 Apr 10 to 31 Mar 11

Room Type	Adults	Price Per Person	Extra Nights
Standard Room	1	\$1,600	\$176
Standard Room	2	\$1,175	\$100
Superior Room	1	\$1,700	\$196
Superior Room	2	\$1,225	\$110

**Special Event Season Dates:** 24 Sep 2010 to 25 Sep 2010, 29 Oct 2010 to 4 Nov 2010, 26 Dec 2010 to 30 Dec 2010, 17 Jan 2011 to 30 Jan 2011, 11 Mar 2011 to 14 Mar 2011. Please enquire for prices and availability during these times.

### Optional Add-on tour

#### Yarra Valley Wineries (344)

\$145 per adult

A delightful afternoon tour through the Blue Dandenongs and the Yarra Valley.

Travel to Melbourne not included. All prices are per person in \$AUD and include GST. Children under 4: Free in existing bedding or cot/bed hire payable direct. Packages can start any day of the week (subject to availability). Extra nights include breakfast.



Mercure

### Hotel Accommodation

**Mercure Melbourne Spring Street** provides accommodation in Melbourne's CBD. Some rooms have balconies providing sweeping views of Melbourne's Treasury Gardens.

Located at 13 Spring Street in the South Eastern part of the main city block and closest to the Melbourne Cricket Ground, Rod Laver Arena, Vodafone Arena and Olympic Park.

The free city circle tram stops at the front door.

### Standard Rooms

- 1 Queen Bed, 2 Single Beds or 2 Double Beds

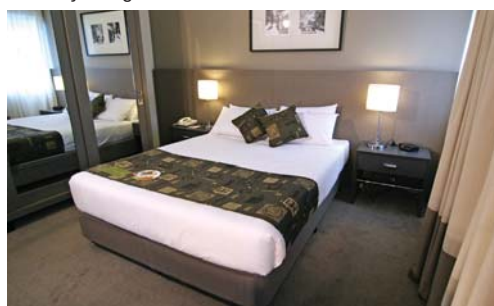
Your room features air conditioning, fridge, coffee/tea making facilities, iron/ ironing board, colour television and ensuite bathroom.

### Meals

Two dinners and daily buffet breakfast are at **Lime Café & Bar**. The executive chef brings flair and creativity to the menu featuring a fine selection of a la carte dishes prepared from the best ingredients available.

Enjoy a main course meal in the comfort of your own room with a **Dinner at Home** evening.

Your fourth dinner is at **Santé International Buffet** at the Crown Casino. This restaurant features Carvery, Mediterranean, Asian, Salads and an array of tempting Desserts to suit most every imaginable taste.



### Premium Tours

#### The Great Ocean Road Adventure (396)

The Twelve Apostles, Island Arch, Razorback, Loch Ard Gorge and the spectacular coastline never fail to impress. Visit Bells Beach, Apollo Bay and Lorne.

Includes: National Park fees, on-coach video, Billy tea, tour pick-up and return.

#### Melbourne City Tour (381)

This tour takes you past highlights including Federation Square, Bourke Street Mall, Town Hall, Queen Victoria Market, Fitzroy Gardens, MCG, National Tennis Centre, Southbank and Telstra Dome.

Includes: Tour Pick-up.

#### Puffing Billy with Blue Dandenongs (322)

Travel to the Dandenong Ranges National Park and visit Sherbrook Forest with opportunity feed Rosellas & King Parrots. Enjoy a morning tea of scones, jam & cream with tea or coffee. Ride through the forest aboard Puffing Billy, an original steam locomotive.

Includes: Train ride, Devonshire Tea, tour pick-up.

### Plus one of the following

#### Sovereign Hill & Ballarat (380)

See and experience gold panning, take a guided tour of an underground mine (own expense), view blacksmiths & traditional craftsmen at work and explore original shops & villages.

Includes: Sovereign Hill & Gold Museum entry, on-coach introductory video, tour pick-up and return.

#### Penguin Parade (384)

Every evening at dusk the Little Penguins return to Phillip Island. The nightly ritual of these flightless birds will enthral you as you observe from the beach and the elevated boardwalk.

Includes: Entrance to Penguin Parade, on-coach videos and Koala Conservation Centre. **13**

# Booking Terms and Conditions

## Enquiries & Bookings

Local call within Australia

# 1300 30 55 33

8:30am to 10:00pm Victorian time 7 days a week

FREEPHONE within New Zealand

# 0800 009 929

11.00am to 12.30am New Zealand time 7 days a week

[www.holidayspecialpackages.com.au](http://www.holidayspecialpackages.com.au)

FAX 61 (0)3 9538 9690

E-MAIL [info@holidayspecialpackages.com.au](mailto:info@holidayspecialpackages.com.au)

ADDRESS PO Box 1008, Mt Waverley VIC 3149

WEB [www.holidayspecialpackages.com.au](http://www.holidayspecialpackages.com.au)



## How To Book with Holiday Special Packages

1. **ENQUIRE:** Call HSP to check that your preferred dates are available - we'll make you a Tentative\* Booking holding your dates for up to 7 days while arranging your Travel.

\*Only applicable for bookings made more than 30 days in advance.

2. **TRAVEL:** Make your travel arrangements to coincide with your proposed Arrival & Departure dates.

3. **CONFIRM:** Pay HSP your booking deposit of AU\$200 per person within 7 days to confirm your booking (and pay us the balance within 30 days prior to your Arrival date). (Bank/Personal Cheques payable to 'Holiday Special Packages' & all major Credit Cards accepted - Amex Card surcharge applies).

Please note - if you choose to book this Holiday Package via a Travel Agent, an additional Travel Agent Booking Fee may be payable on top of the published Holiday Package price.



## Holiday Special Packages

Australia's Best Value Holidays

ABN: 80 107 199 191

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**Terms and Conditions** These terms and conditions are important and should be read in full. They represent the agreement between you and Holiday Special Packages Pty Ltd ABN 80 107 199 191 ("HSP", "we" or "us"). HSP is a supplier of holiday packages and is a reseller of accommodation services, regular passenger services, meals, day tours and tickets for attractions and theme parks. HSP is not a licensed travel agent or a member of the Travel Compensation Fund. All travel components of a holiday (other than regular passenger services and round day trips) must be booked through a travel agent or other external service provider.

**Legal Contract** When you book a holiday package with HSP, whether directly or through a travel agent, legal obligations arise and your right to a refund of monies charged to your credit card or paid in any other way agreed by us, is limited by our terms and conditions and by the terms and conditions of the particular third party supplier of products and/or services acquired. You must not make any booking, whether directly or through a travel agent, unless you understand and agree to all our terms and conditions. Once payment is made for the booking, it is deemed that you have read and understood these terms and conditions and agree to be bound by them.

**Agency** HSP is a reseller of products and services supplied by third parties. Products and services are sold by HSP as an agent for suppliers of products and services, including (but not limited to) accommodation, regular passenger services, meals, day tours and tickets for attractions and theme parks. HSP is not a travel agent and cannot arrange the travel components of your holiday. HSP is not a direct provider of these services and has no responsibility for services provided or not provided by any party. We give and make no warranty or representation regarding the standard of any service or product to be supplied. All tickets, coupons, exchange orders, vouchers and receipts are issued subject to the appropriate tariffs and terms and conditions of sale of third party suppliers and these Terms and Conditions. We have no responsibility, and extend no guarantees in relation to discontinued promotions, regular passenger services, day tours or specific holiday products.

**Liability** HSP excludes all liability for any act, omission or default, whether negligent or otherwise, of providers of accommodation, day tour operators and other suppliers providing products and services pursuant to our holiday packages, including (but not limited to) accommodation, regular passenger services, meals, day tours, tickets for attractions and theme parks. We exclude all liability for any loss or damage, delay or injury occasioned by the negligence, act or omission of any supplier of products and/or services pursuant to our holiday packages or other third party including (but not limited to) for the provision or non-provision of accommodation, regular passenger services, meals, day tours or other products and/or services. We shall not be responsible, and accept no liability, for dissatisfaction arising from the standard of service provided by any supplier of products and/or services pursuant to our holiday packages or any other third party. In circumstances where the liability of HSP cannot be excluded, such liability is limited to the value of the purchased holiday packages. HSP reserves the right to decline any booking for any individual on any day tour or other service.

**Illustrations** Photographs, illustrations and other promotional material used by HSP are for promotion and information purposes only. They do not represent any benefit that will be included in any arrangements made by you.

**Booking Confirmations** A \$200 security deposit per person, per holiday package is required at the time of booking. The balance for the holiday package must be paid not less than 30 days before departure. Twin share prices are per person unless otherwise stated.

Credit card surcharges apply and will be added to the price of your holiday package. HSP reserves the right to cancel any ticket or booking or to refuse to carry any passenger where payment has not been received by HSP within the specified time.

**Insurance** HSP does not provide nor arrange travel insurance. However, we strongly recommend that all clients that book a holiday package with HSP take out comprehensive travel insurance when making a booking from an appropriate third party supplier. We recommend that insurance covers loss of deposit and other monies through cancellation, loss or damage to personal baggage and loss of money, medical expenses, additional expenses to cover hotel accommodation and repatriation costs. Please note that restrictions on the time to effect insurance apply to some services.

**Cancellation and Refund Policy** Any notice of cancellation, postponement of your accommodation, passenger services, meals, day tours, attractions and theme park arrangements or alterations you make to them must be in writing and received by us to be effective. If effective notice is received by us then the following will apply:

1. No refunds will be given for holiday package inclusions that are not utilised. (Only day tours cancelled by the operator due to weather, etc. may be refunded upon receipt of a valid voucher and letter of request, but no guarantee is given by us that the operator will provide a refund).
2. If we receive your cancellation less than 15 days prior to the date of commencement of your holiday, or if you should not depart at all then we will not refund any money paid by you.
3. If we receive your cancellation between 15 to 21 days prior to the date of commencement of your holiday, then we will refund to you 80% of the holiday package cost.
4. If we receive your cancellation more than 21 days prior to the date of commencement of your holiday, then we will refund to you the cost of your holiday package, after deducting \$100 per person administration fee.
5. Postponement of a holiday package may be permitted at Holiday Special Packages' discretion, however, we will charge you an additional \$50 administration fee per person. If you postpone your holiday and any third party supplier charges additional fees, for example, because they deem that postponement to be a cancellation, then those fees will be passed on to you for payment, in addition to the administration fee charged by us. If you postpone your holiday to a time of different seasonal demand and/or there is an intervening price increase by us or by our third party suppliers, then the cost of your holiday package will be increased to meet any price increases due to seasonal charges as well any charges of third party suppliers. Any subsequent cancellation will incur the cancellation fees applicable in accordance with paragraphs 1 to 4 above at the time of the original postponement.
6. Any amendment to a confirmed booking is subject to availability and any cancellation due to amendment will incur the above cancellation fees.

**Alterations to Tour Itineraries by Suppliers** In the event of material alterations by a supplier to a proposed day tour booked by you, you may be given the option of cancelling the tour without penalty but this is not guaranteed. The right to cancel is subject to the conditions of the supplier.

**Itineraries** Itineraries are subject to alteration without notice and intended as a guide only. We reserve the right to cancel or alter itineraries or bookings where circumstances require. These circumstances include, but are not limited to, situations in which your health or personal safety may be at risk. Alterations may come about due to road, weather or tidal conditions, strikes, public holidays, or other reasons. These and other things such as the nature of the terrain, the remoteness of a holiday destination, weather fluctuations, and other matters beyond the control of the suppliers of products and services may necessitate alterations to itineraries with little or no notice. Any additional expense incurred by you is not HSP's responsibility. HSP can give no guarantee as to the exact arrival and departure times for carriers and operators whose products or services are incorporated in HSP holiday packages or day tours. HSP will not be liable for failure to make connections with any other services or attractions beyond its control.

**Rates and Price Variations** Considerable information used by us to compile our holiday packages, including price information, is derived from external sources including suppliers of accommodation, regular passenger services, meals, day tours and tickets for attractions and theme parks (among other products and services) and are therefore subject to change without notice. We accept no responsibility for inaccuracies or alterations to information provided by others. We reserve the right to vary published rates in the event of price rises made by wholesalers or other suppliers. If the cost of any service increases due to price increases, tax changes or any other reason, you must pay the increase when notified. We are not liable in any way if any increase occurs. Any advertised savings on our holiday packages are indicative only and expressed to be maximum amounts. The actual amount of saving on a particular package will depend on the base cost of the relevant products and services provided by third party suppliers including (but not limited to) accommodation, regular passenger services, meals, day tours and tickets to attractions and theme parks.

**Currency** All prices quoted are in Australian dollars and inclusive of goods and services tax.

**Service Fees** HSP service fees may apply. A surcharge may apply for credit card transactions.

**Travel Agent Bookings** If booking via a travel agent, you may be charged a booking fee by your travel agent which is additional to our published price. If you do book through a travel agent, all queries, cancellations, postponements, alterations or refunds and all other terms and conditions are governed by these terms and conditions.

**HSP Gift Vouchers - Terms and Conditions of Use** HSP Gift Vouchers are redeemable for merchandise or services only. The gift voucher is not redeemable for cash. The voucher must be redeemed before the expiry date shown and will be void and may not be redeemed after the expiry date. If your purchase exceeds available voucher balance, then the voucher holder must make up the difference by making an additional payment. Cash will not be given for any unused balance. We reserve the right to change these terms and conditions of Use at any time.

**Changes to these Terms and Conditions** We may change these terms and conditions from time to time. Changes to our Terms and Conditions will be available on our website or by contacting our office. Brochure valid to 31 March 2011. © Holiday Special Packages 2010.

