



2024

# Canada



# Canada

A melting pot of cultures and a vast expanse of natural wonders, Canada offers surprises around every corner. This is a country of contrasts – a mix of sleek and sophisticated cities with luxury hotels, world-renowned restaurants and bars. Canada is a nation proud of its rich heritage and cultural fabric, with the influence of the First Nation particularly strong and positive. Blessed with natural splendour, Canada is the ultimate playground for lovers of the outdoors, providing an array of unforgettable experiences.

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## Tea at the Empress – Victoria

A grand tradition, the world-renowned Fairmont Empress has served England's most beloved ritual of afternoon tea to famed royalty, celebrities and dignitaries alike, for over a century. To complement their house-made signature scones and pastries, are 21 of the finest loose-leaf teas, including their own blend of The Empress Tea.



## Granville Island Market – Vancouver

With its bustling energy, vibrant stalls and selection of gourmet and local foods, the Granville Island Market is a must for food lovers.



## Soak in the Hot Baths – Whistler

Embrace the age-old Finnish tradition of soaking in outdoor hot baths at the Scandinave Spa Whistler, a picturesque collection of steaming pools that are open year-round.



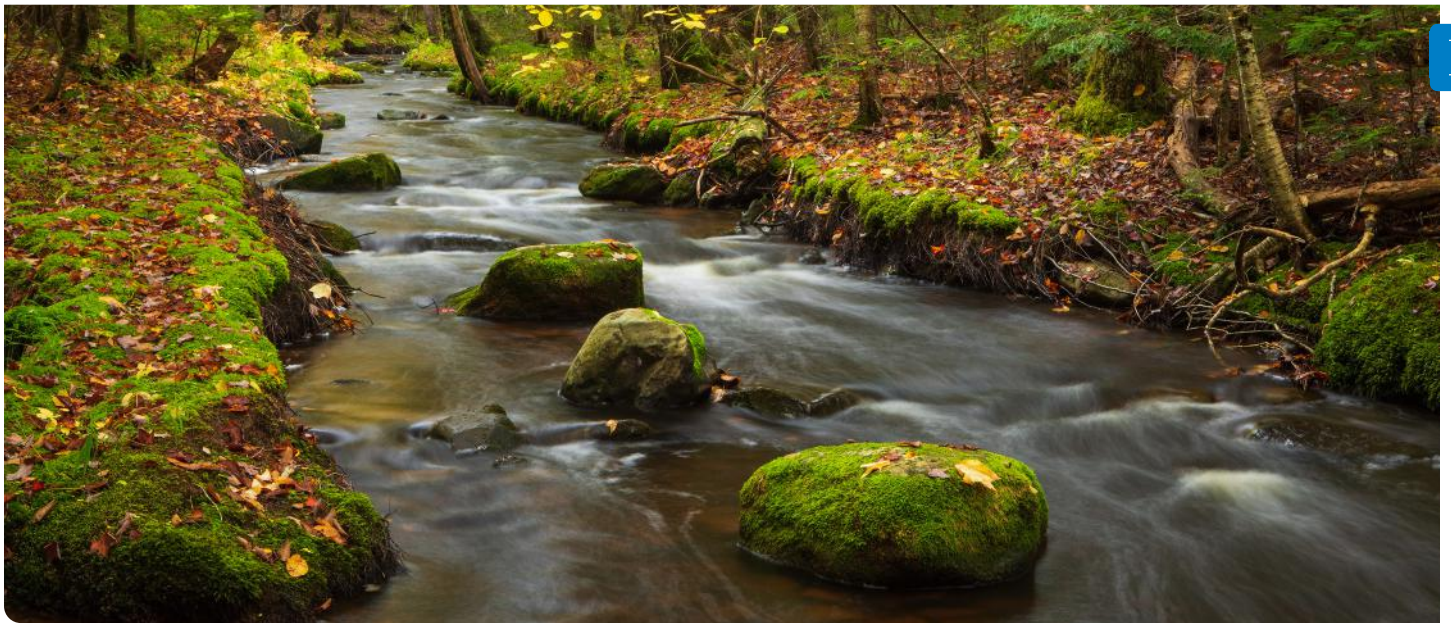
## Columbia Icefield

Experience one of Canada's breathtaking natural treasures, the Columbia Icefield, which is the largest ice field in the Rocky Mountains. Board the Ice Explorer snow coach for a ride onto the Athabasca Glacier.





Left: Bow River, Castle Mountain, Banff National Park  
 Right: Mount Robson, Canadian Rockies  
 Below: Creek flowing, Halifax



### Ice Hockey Excitement – Toronto

While players showcase incredible skill, endurance and strength, many fans are drawn to the game for its highly physical nature, in which competitors quite literally beat each other up in the name of scoring goals. Ice-hockey is not just a game in Toronto, it is a religion, with The Maple Leafs being the local team.



### Niagara Falls

Visit the impressive Niagara Falls, where 168,000m<sup>3</sup> of water drop over the falls every minute. Stroll the streets of the small town, or discover wonderful wineries, spas, attractions and dining.

## TRAVEL TIPS

### WHEN TO GO

Canada can be visited at any time of year, with snowy winter months and warmer, longer days during the summer. From April onwards, the snow has started to melt away, leaving the skies blue with warm sunny days to explore the outdoors.

### VISA & PASSPORT

For visa, passport, health and security advice for New Zealand travellers visit the Ministry of Foreign Affairs and Trade:

[www.safetravel.govt.nz](http://www.safetravel.govt.nz)

Register your details online so you're easier to contact in case of an emergency.

### TIME

Canada encompasses a total of six time zones which vary from 16.5–21 hours behind New Zealand.

Daylight Saving Time is observed from mid-March to early-November each year.

## LANGUAGE

Canada's official languages are English and French. Within the province of Quebec, however, French is the only official language, although, in major cities, over half of the population is bilingual.

## TEMPERATURE & RAINFALL

### Vancouver

Month	J	F	M	A	M	J	J	A	S	O	N	D
Temperature (max. °C)	6	8	10	13	17	19	22	22	19	14	9	6
Average rainfall (mm)	154	123	114	84	68	55	40	39	54	113	181	176

### Toronto

Month	J	F	M	A	M	J	J	A	S	O	N	D
Temperature (max. °C)	-1	0	5	11	19	24	26	25	21	14	7	2
Average rainfall (mm)	61	51	66	70	73	72	68	80	83	65	76	71

For full terms & conditions refer to page 18.



## ELECTRICITY



120V 60Hz



# DISCOVER VANCOUVER AND BEYOND

Travellers can explore the best of Vancouver and beyond with **Air Canada's year-round, direct flights from Sydney and Brisbane**. Known for its majestic mountains, pristine coastal landscapes and exciting urban life featuring lots of attractions and activities, Vancouver has something for everyone.

For travellers looking to explore beyond Vancouver, we offer easy connections through Vancouver International Airport to top cities across Canada and the U.S., with same-terminal connections and no need to re-check baggage.

Learn more at [aircanada.com](http://aircanada.com)

A STAR ALLIANCE MEMBER 



**AIR CANADA**

# Discover Canada

the essential Canada experience

Experience the best of what Canada has to offer on both the East and West coasts. From the largest city of Toronto, the French speaking Quebec, natural beauty of the Canadian Rockies, to Vancouver, one of the most naturally beautiful cities in the world. We've handpicked the essential experiences to help you discover and design your dream holiday.

Don't miss our recommendations for things to see and do along the way – these include the must-do sights or more bucket list experiences. Look out for this symbol  on the map.



### Gastown – Vancouver

Explore the streets of Vancouver's oldest neighbourhood: Gastown, the district that takes you back in time with its historic charm. Spend your day exploring this quarter with Victorian houses, boutiques, a thriving fashion scene and some of the best culinary hotspots.

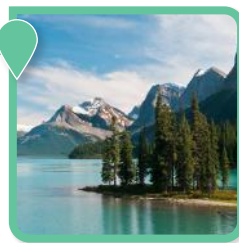


### Olympic Park Calgary

For adrenalin seekers, visit Winsport Canada Olympic Park where you can experience a double rush of speed on 2 action packed attractions. Try out the zipline before heading to the bobsleigh where you soar down the track accompanied by a professional pilot.

### Maligne Lake – Jasper National Park

Maligne Lake is home to three incredible dining experiences in the most breathtaking setting near Jasper. From savoury waffles to grab-and-go picnics and hearty comfort food inspired by adventure and gourmet cuisine, come and enjoy stunning views of Maligne Lake.



### Sky High in Calgary

Get oriented with the city by getting above it all in the iconic Calgary Tower, a staggering 190.8m high. The 62-second ride to the top will reward you with 360-degree views of the city and Rocky Mountains. Brave the glass floor, or try the revolving restaurant.



### Stunning Scenery – Banff

Discover the beauty of Banff and Yoho National Park; take in some incredible scenery by visiting Takakkaw Falls, Kicking Horse pass, Emerald Lake and more.



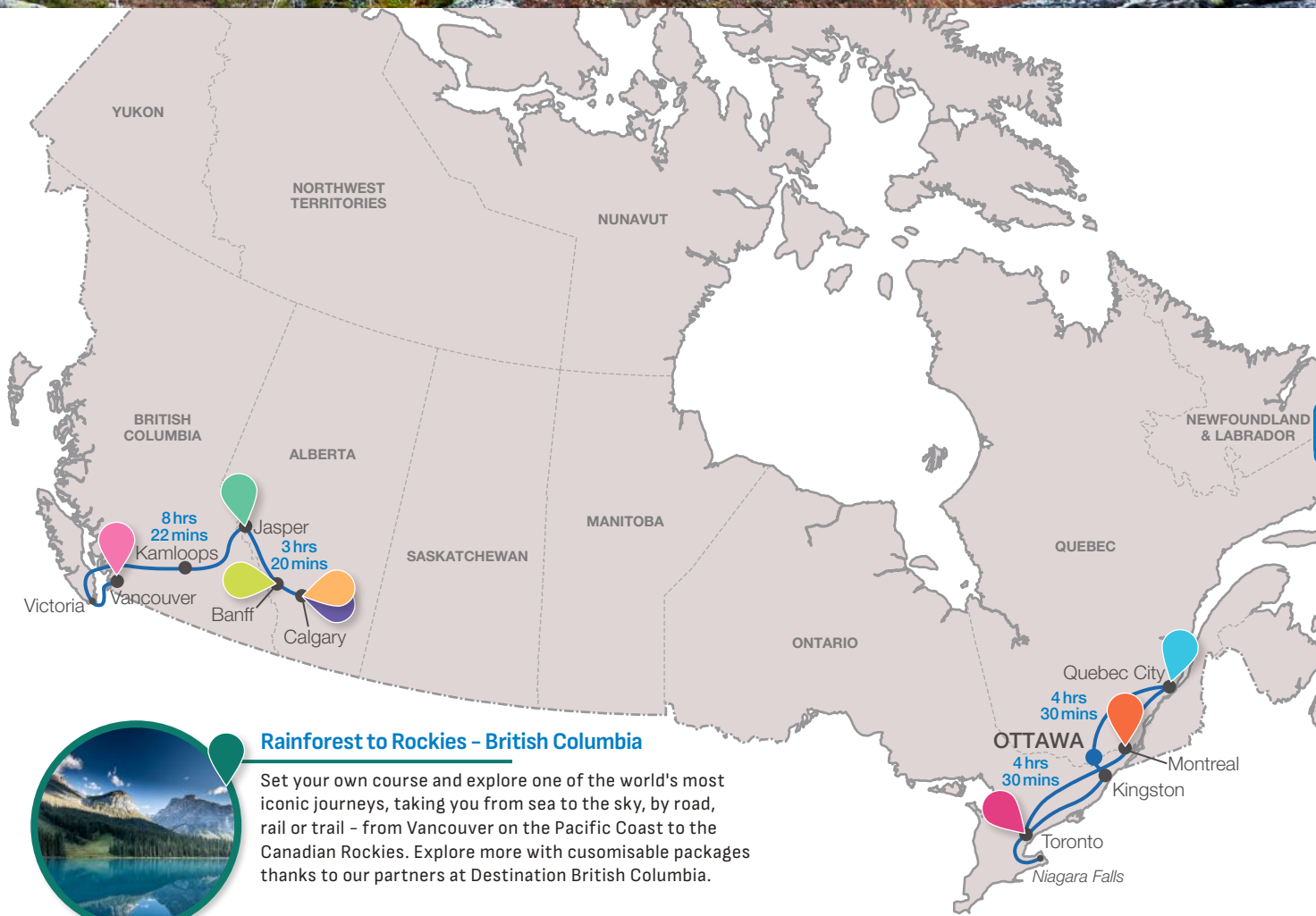
### CN Tower – Toronto

Visit the famous CN tower, standing 553m tall it offers panoramic views of Toronto's stunning cityscape.

For full terms & conditions refer to page 18.



Quebec, Canada



### Rainforest to Rockies - British Columbia

Set your own course and explore one of the world's most iconic journeys, taking you from sea to the sky, by road, rail or trail - from Vancouver on the Pacific Coast to the Canadian Rockies. Explore more with customisable packages thanks to our partners at Destination British Columbia.

### Montreal

Delight in the European flair and old-world elegance of Montreal, where French is spoken, poutine is eaten, and history waits around every corner. Visit the famed Notre-Dame Basilica, enjoy a picnic in the natural wonderland that is Montreal Botanical Garden and embrace Montreal's wonderful melting pot of cultures and lively metropolis.



### Quebec City

Discover Quebec City, a UNESCO World Heritage Site. The city has retained its fortified colonial core, spend time exploring the historic heart of the French side of Canada with highlights including Chateau Frontenac and Citadelle.



# Vancouver

Vancouver is blessed with one of the most beautiful settings in the world, ringed by snow-capped, forested mountains and truly is a place that never fails to charm and inspire. The city is perfect for those who value food and culture as much as adventure and getting close to nature. Vancouver promises contemporary museums and galleries, enchanting parks and beaches, fantastic shopping and irresistible food and coffee.

## Vancouver City Highlights Tour

Explore Vancouver Vancouver's most beloved highlights! You'll learn about distinct historic neighbourhoods like Gastown and Chinatown, explore Granville Island with opportunities to indulge in treats and discover the local art and take in the one-of-a-kind sights from Stanley Park.

Drive by the most renowned sights and learn how Vancouver became the city it is today. Situated on the edge of the Pacific Ocean and framed by British Columbia's imposing mountains, it's easy to fall in love with this astonishing city.



Mountain Biking, North Vancouver



## Grouse Mountain Admission

The adventure begins on board the famed Grouse Mountain Skyride, your departure point for a mountaintop of activities included with your General Admission ticket: The Theatre in the Sky, The Refuge for Endangered Wildlife, world-famous Lumberjack Show, Birds in Motion demonstrations, scenic chairlift rides, Mountaintop Eco Walks and the Grouse Grind natural stair hiking trail.



## 1D Capilano Suspension Bridge

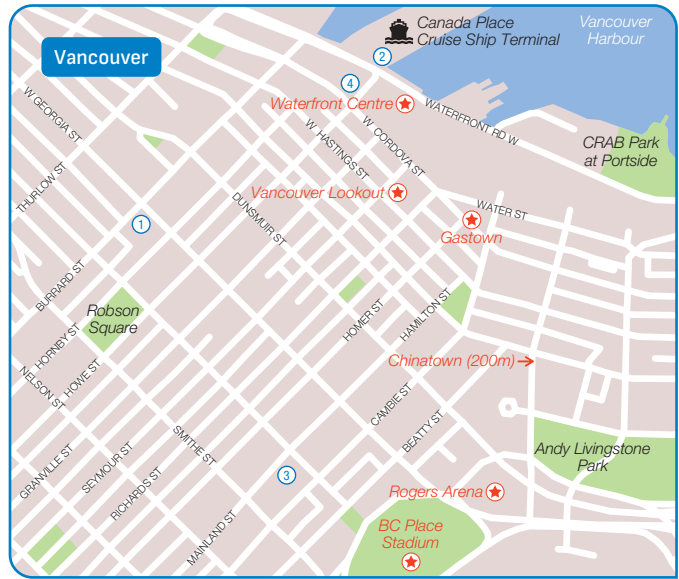
Venture onto the swinging planks of the one and only 450-foot Capilano Suspension Bridge and experience the natural thrill that's amazed millions of visitors since 1889. Grab onto its thick steel cables and wobble across the world-famous Capilano Suspension Bridge. Stretching 137 metres (450 feet), this historic crossing takes you from manicured gardens adorning First Nations totem poles to the natural tranquility of the temperate rainforest.

For full terms & conditions refer to page 18.





Coal Harbour



**Georgian Court Hotel WorldHotels Elite** ●●●●

Featuring an on-site restaurant this boutique hotel is located in the heart of Vancouver city center across from BC Place. Free WiFi is provided. Queen Elizabeth Theater is 4 minutes' walk away. A 37-inch flat-screen TV is offered in each guest room at The Georgian Court Hotel WorldHotels Elite.

**✓ WHY BOOK THIS HOTEL?**

Experience the timeless luxury & history of Vancouver, in a prime downtown location.



**Rosedale on Robson Suite Hotel** ●●●●

Located in Yaletown, in the heart of the entertainment, sports, and restaurant districts, and close to Gastown and Chinatown. Most of the 1 and 2 bedroom suites, with floor-to-ceiling windows, provide city views, and feature kitchens and living rooms, for the perfect home away from home.

**✓ WHY BOOK THIS HOTEL?**

Ideally located as a great, well-equipped base to explore Vancouver.



**Pan Pacific Vancouver** ●●●●

A pinnacle of luxury in downtown Vancouver, this hotel boasts breathtaking views of the mountains, harbour, and city. With lavish accommodation, and exceptional dining, it defines sophistication. The hotel offers easy access to Vancouver's attractions, including the Canada Place cruise ship terminal.

**✓ WHY BOOK THIS HOTEL?**

Creating an unparalleled dining experience, Five Sails is among the best Vancouver restaurants & offers breathtaking views.



**The Sutton Place Hotel Vancouver** ●●●●●

This luxurious hotel offers ease of access to Vancouver city centre, near the famous Robson Street. The hotel offers a range of amenities for a comfortable stay, including gastronomic options such as a restaurant, a breakfast room, a café and a bar. Shopping facilities are available.

**✓ WHY BOOK THIS HOTEL?**

Stay in comfort in inner-city Vancouver, with an onsite fitness centre, spa and sauna, beauty salon and massage.

# Victoria & Whistler

Discover old world English charm and heritage architecture, along with one of the world's most exciting resort destinations. Victoria is one of Canada's most unique and fascinating places. This increasingly lively city is surrounded by pristine wilderness on one of the most beautiful and captivating coastlines. Whistler is a feast for all the senses, located in one of the most beautiful alpine settings imaginable. The village offers an incredible range of outdoor activities, shops, restaurants, golf courses, pubs and health retreats to experience.



**Inn at Laurel Point** ●●●●

With stunning views of Victoria harbour, this hotel features an indoor pool and a restaurant. Aura Waterfront Restaurant at the Inn at Laurel Point serves meals created with local products. Guests can enjoy a glass of vintage wine from a nearby winery, while enjoying views of the harbour.

## ✓ WHY BOOK THIS HOTEL?

Kick-back, relax, & enjoy the hotel's amenities in a romantic waterside setting.

For full terms & conditions refer to page 18.

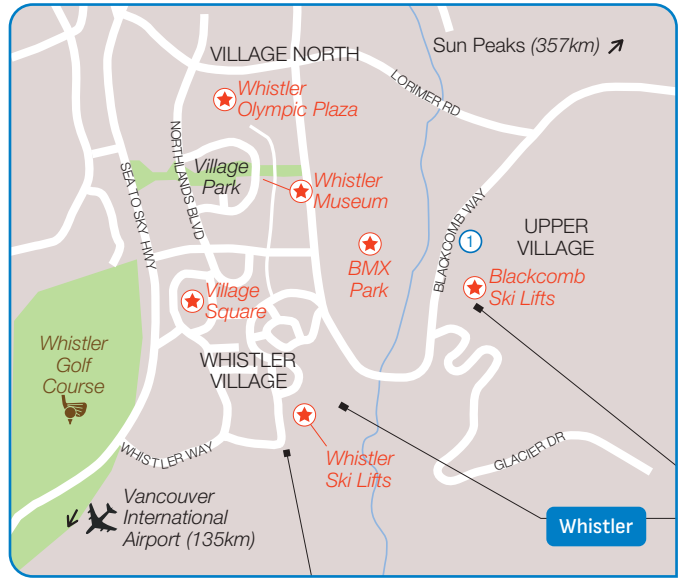


## Victoria Whalewatching - 3hr tour

Experience the majesty of the water and hop onboard a covered boat for a cruise led by experts whose knowledge and passion for the wildlife of Vancouver Island is unrivalled. Look for humpback whales, orcas and more.



Left: Historic Parliament Building, Victoria  
 Right: Skier standing at the entrance to ice cave, Whistler  
 Middle: Skis & snowboards, Whistler



**Crystal Lodge ●●●●**

Enjoy the convenience of ski-in/ski-out access at this hotel, which also features an outdoor pool and a spa tub. Additional amenities at this hotel include complimentary wireless internet access, concierge services, and babysitting available. Grab a bite at one of the hotel's 4 restaurants, or cafe, and relax at the two onsite bars.

**✓ WHY BOOK THIS HOTEL?**  
 With onsite babysitting, Crystal Lodge is perfect for a family ski holiday.



**Sea to Sky Gondola**

Get a bird's eye view of the mountainous town of Squamish and the surrounding alpine scenery as you embark on the Sea to Sky Gondola. Enjoy the ride as you look out to nearby Howe Sound Fjord and the majestic Shannon Falls down below. Once you get to the top, take your time exploring the walking trails, viewing platforms and suspension bridge before making your way back down to the base of the mountain.

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# RAINFOREST TO ROCKIES



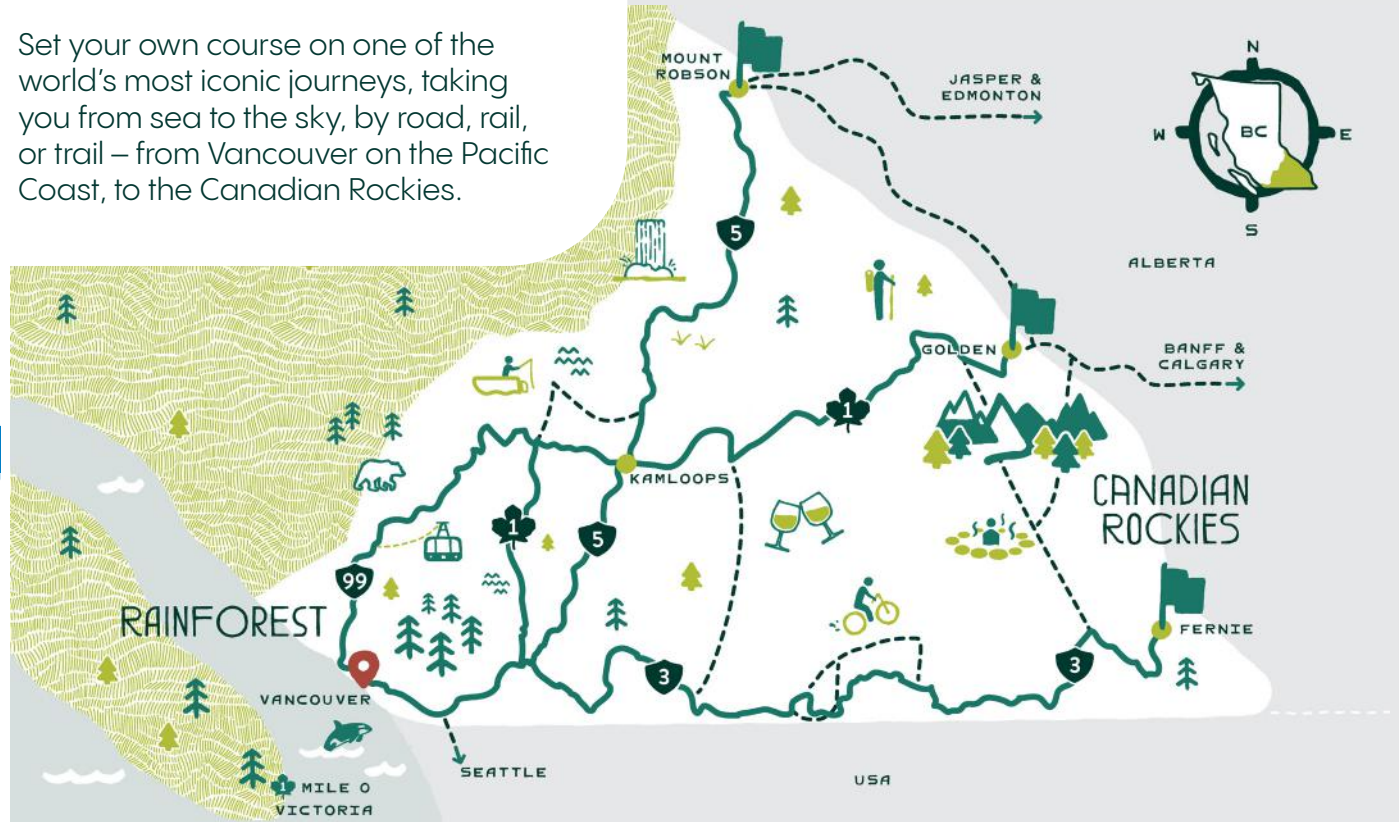
## Where natural wonder unfolds along ever-changing landscapes

Destination British Columbia

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Rainforest to Rockies

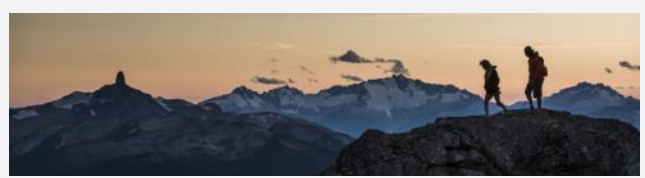
Set your own course on one of the world's most iconic journeys, taking you from sea to the sky, by road, rail, or trail – from Vancouver on the Pacific Coast, to the Canadian Rockies.



### The Signature Circle Route

Embark on an expansive Rainforest to Rockies circle route from the Pacific Ocean to the Canadian Rockies and back again. Tailor the timing to your own pace as you loop along highways and byways through big cities and mountain towns alongside lakes and forests. Witness British Columbia's highlights and highest peaks on this unforgettable journey.

8 NIGHTS FROM  
**\$1,449\***  
 per person, including car hire.



### North to Mount Robson

If outdoor adventure feeds your soul, then this journey of discovery, immersive experiences, and plenty of surprises is for you. Travel the Sea-to-Sky Highway from Vancouver and beyond, exploring shifting landscapes that take you from sea level to summit, and from canyons to cactus before rising again toward Mount Robson, the highest peak in the Canadian Rockies.

9 NIGHTS FROM  
**\$1,799\***  
 per person, including car hire.



For full terms & conditions refer to page 18.



EXPLORE MORE



SUPER, NATURAL  
BRITISH COLUMBIA  
CANADA



### Explore Culture in Vancouver

Enjoy city-stay sightseeing, soak up the laidback West Coast culture and marvel at the diversity of cultures in Vancouver.



### West Coast Flavours

Taste West Coast cuisine at Vancouver Michelin Star and Bib Gourmands restaurants, British Columbia wines in the Okanagan, Similkameen, Fraser or Creston valleys, and a bounty of local produce at fruit stands and farmers markets along the way.



### Rainforest Retreats

Immerse yourself in the lush rainforest in Vancouver's Stanley Park, Pacific Spirit Regional Park or Lighthouse Park in West Vancouver.



### Spectacular Natural Wonders

Be in awe of roaring waterfalls (Wapta, Takakkaw and Helmcken Falls) and glacier-fed lakes (Emerald Lake and Lake O'Hara) and remember to reserve these experiences when required, in advance of the journey.



### Wilderness Escapes

Hike breathtakingly scenic trails such as the Berg Lake Trail, Burgess Shale, Whistler's Half Note and High Note trails, the Trans Canada Trail (including the Kettle Valley Rail Trail), and take one of the several alpine routes around Lake O'Hara



### Summit Serenity

Visit the highest peak in the Canadian Rockies at Mount Robson Provincial Park, along Highway 5, part of the UNESCO World Heritage Site.



## Valleys and Vineyards

This route takes you through valleys and vineyards that will satiate your appetite for adventure and appreciation for food and wine. Travel through landscapes that transform from waterfront to valley floor, mountain passes to desert, and back again. Along the way, toast to your journey with a glass of something local and the very freshest fare.

8 NIGHTS FROM

**\$1,299\***

per person, including car hire.

BOOK NOW



## Crowsnest to the Canadian Rockies

This scenic drive crosses plunging canyons, arid desert, and wine country before reaching the jagged peaks of the Canadian Rockies. Venture down this gem of a route to connect with Indigenous cultures, sample farm-to-table cuisine, and get a glimpse of fascinating BC history—all set against an incredible naturescape that changes with every turn.

8 NIGHTS FROM

**\$1,299\***

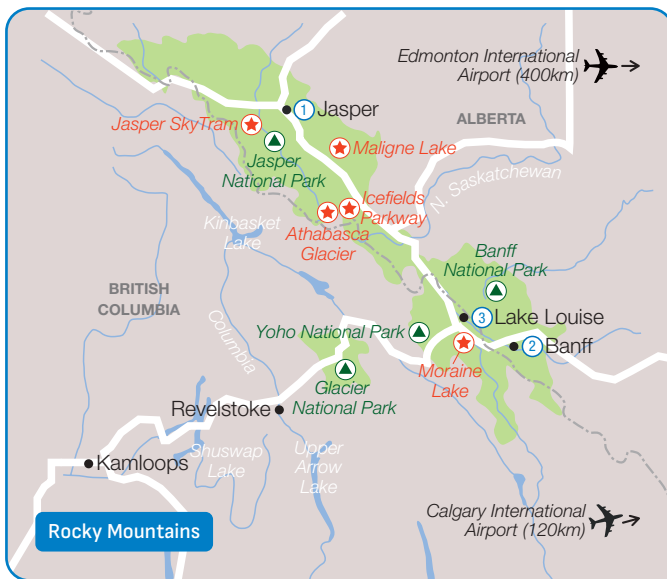
per person, including car hire.

BOOK NOW



# Rocky Mountains

The Rocky Mountains, a 640 kilometre stretch of majestic mountain peaks along the British Columbia–Alberta border are simply bursting at the seams with natural highs and spectacular scenery. The Rockies are also home to some of the world’s most unique wildlife, including the mighty grizzly bear, big-horn sheep, elk, wolves and a spectacular range of bird life. There is no better place to get out in nature, explore the great outdoors and spot some amazing wildlife.



**Moose Hotel & Suites – Banff** ●●●●

Located a 1 minute walk from the heart of Banff the Moose Hotel & Suites features a spa center and on-site bar. Dining is available at Pacini Italian Restaurant featuring gourmet Italian food with unique and authentic flavors and a warm ambiance. Meadow Spa & Pools features 10 treatment rooms and a private outdoor hot pool.

- ✓ **WHY BOOK THIS HOTEL?**  
Enjoy picturesque views of the Canadian Rocky Mountains from 2 spectacular rooftop heated pools.

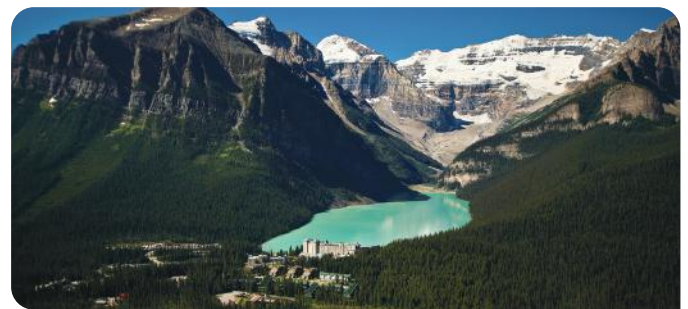


**Forest Park Hotel – Jasper** ●●●

Forest Park Hotel also features 2 on-site dining options offering Canadian-inspired cuisine. Guests can enjoy breakfast at Walter's Dining Room or relax with a cocktail at the Hearthstone Lounge. Featuring an indoor pool and on-site spa services Forest Park Hotel is just 3 minutes drive from Jasper city centre.

- ✓ **WHY BOOK THIS HOTEL?**  
Take advantage of the onsite fitness centre.

For full terms & conditions refer to page 18.



**Fairmont Chateau Lake Louise – Lake Louise** ●●●●●

Located in the heart of Banff National Park, on the banks of breathtaking Lake Louise, the luxurious Fairmont Chateau Lake Louise combines its stunning backdrop with outstanding service, to make your stay a memory to cherish.

- ✓ **WHY BOOK THIS HOTEL?**  
This grand iconic hotel provides an unparalleled experience, with the finest luxury & service.



Left: Twilight at Spirit Island, Jasper National Park  
Right: Winter Fat Bike Ride, Banff National Park  
Middle: Two Large Bull Elk, Banff National Park



### Wildlife Discovery Tour – Jasper

Discover the beauty and historical significance of world heritage site Jasper National Park and see its wildlife in their natural habitat with a friendly local guide leading the way and providing an informative adventure. Be amazed by the stunning scenery and learn the impact that locals have on the diversity of the park.



### Mountain Lakes & Waterfalls – Banff

Discover the beauty of Banff and the natural history of the Canadian Rockies plus stop to appreciate the 'Jewel of the Rockies' – Lake Louise. Visit sights such as Bow Valley Parkway, Valley of the Ten Peaks as well as Spiral Tunnels and Takakkaw Falls. Take in the stunning surrounds of Yoho National Park as you enjoy lunch at the Historic Lodge.



### Banff Gondola Ride – Banff

Take a breathtaking ascent to the pinnacle of Sulphur Mountain for an awe-inspiring 360-degree panorama of sheer mountain majesty. Walk along the Sulphur Mountain Boardwalk to learn more about Canada's first national park and then why not head indoors to warm up at one of the two summit restaurants.

# Toronto

Canada's largest city, Toronto, is brimming with energy and excitement. Toronto boasts iconic architecture, fascinating attractions, museums and galleries, enticing restaurants, as well as exciting performing arts and nightlife. Discover the famous great lake, green spaces and the city's ethnic diversity, that make Toronto a fascinating city to visit.



**Novotel Toronto North York** ●●●

This stylish and contemporary hotel is situated in the heart of North York. With modern amenities, spacious rooms, and sleek design, it caters to all travellers. The hotel offers convenient access to attractions like the Ontario Science Centre and the Toronto Centre for the Arts, making it an excellent choice for a stay in Toronto.

#### ✓ WHY BOOK THIS HOTEL?

For your convenience of getting around the city the hotel has direct indoor access to the North York Centre subway stop.

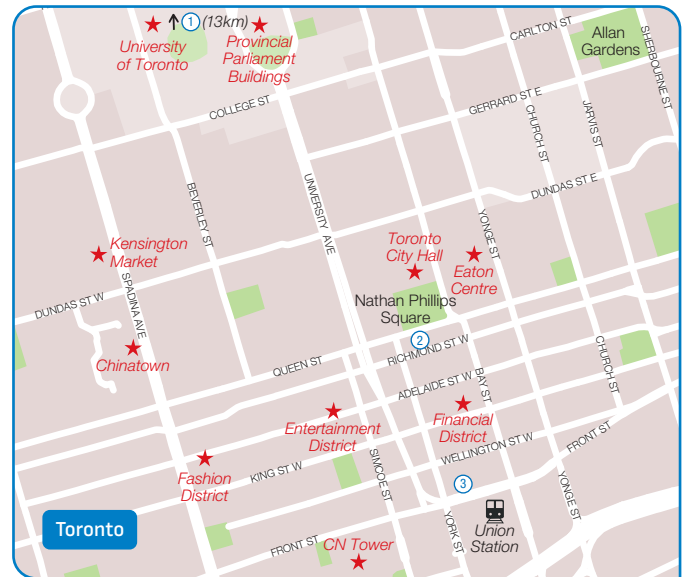


**Chelsea Hotel Toronto** ●●●●

Ideally located in the prime touristic area of Downtown Toronto Chelsea Hotel Toronto promises a relaxing and wonderful visit. The hotel offers a wide range of amenities and perks to ensure you have a great time. Service-minded staff will welcome and guide you at the Chelsea Hotel Toronto.

#### ✓ WHY BOOK THIS HOTEL?

Relax in stylish accommodations in the heart of downtown Toronto.



**Fairmont Royal York Hotel** ●●●●●

Experience premium luxury and regal opulence at Fairmont Royal York. Located in the heart of the city, Fairmont Royal York is a historic and elegant downtown hotel, close to shopping and dining, just steps to the theatre district, and 7 minutes to the harbourfront. All guest rooms are elegantly appointed, and equipped with the latest amenities.

#### ✓ WHY BOOK THIS HOTEL?

The hotel has everything you need for a memorable stay, & more.

For full terms & conditions refer to page 18.





### Sightseeing Tour of Niagara Falls from Toronto

Enjoy a guided tour of the Upper Rapids, American Falls, and the breathtaking view of Horseshoe Falls; a thrilling ride up close to the roaring falls on a Hornblower Niagara cruise boat. Enjoy a deluxe buffet lunch, then continue sightseeing.



Left: Nathan Phillips Square, Heart of Downtown  
Top: CN Tower  
Below: Boating in Lake Ontario



### Hop On Hop Off Toronto Bus Tour

Enjoy Toronto's most comprehensive tour on this fully narrated Hop On Hop Off Toronto Bus Tour. Hop on and off at 15 of Toronto's best stops including CN Tower, Royal Ontario Museum, The Distillery District and Hockey Hall of Fame.



### Beer Makes History Better

Learn about beer and the history of Toronto as you visit three unique and popular Toronto pubs whilst discovering seasonal and local brews complete with recommendations from your beer geek tour guide. Take your time wandering through the iconic St Lawrence Market, chat with vendors, admire the products on offer and even score yourself some free samples, then make your way to one of Toronto's most historic and iconic neighbourhoods, The Distillery District.

For full terms & conditions refer to page 18.

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**AMENDMENTS:** An amendment is a change to an existing booking with the same inclusions. Any supplier or airline amendment fees will be charged. A transfer to another package may be treated as a cancellation and operator cancellation fees may apply. If the new package is of greater value and no operator fees apply, there will be no amendment/reissue fee.

**NOT INCLUDED IN THE PRICE OF THE HOLIDAY:** All passengers are responsible for the cost of their own travel arrangements to and from their departure point. The cost of anything not specifically noted as being included in the holiday package is at the passenger's expense.

**PRODUCT DESCRIPTIONS:** Product descriptions featured in this brochure are based on current international hotel guides and information provided by hotels and suppliers. Any facilities shown as included are subject to change at any time. Tours may not operate on certain dates, and durations and departure times are approximate only. The standard of accommodation and other services is based on various factors, which are generally accepted as indicative of a certain class. However, Infinity Holidays does not guarantee the standard, class or fitness for purpose of that accommodation or service.

**BAGGAGE:** Suppliers publish baggage allowances applicable for their own services. We recommend you check your baggage allowance, and baggage safety notices prior to departure.

**PRE-DEPARTURE CONTACT:** Please ensure you provide your travel advisor with a telephone number or address where you can be reached within 24 hours prior to your departure from Australia.

**MAPS & PHOTOGRAPHS:** Maps are shown for general information and are an indication only; they may not necessarily reflect actual routings, hotel and attraction locations, or services provided. Photographs show places in the geographic areas but are not necessarily included in the holiday. Hotel room photographs are representative only, and the actual rooms occupied may vary in decor and inclusions from those shown. Many images are supplied courtesy of tourist bureaus, hotels and tour operators.

**SCHEDULE CHANGES:** We recommend that you contact the travel service provider to confirm your scheduled departure time 24 hours prior to your departure.

**PASSPORTS & VISAS:** All travellers must have a valid passport for international travel and many countries require at least six months' validity from the date of return, and some countries require a machine-readable passport. It is important to ensure that you have valid passports, visas and re-entry permits which meet the requirements of immigration and other government authorities. Any fines, penalties, payments or expenditures incurred as a result of such documents not meeting the requirements of those authorities will be your sole responsibility (except to the extent caused by fault on our part). If you need information regarding visa and other travel document requirements for your trip, please ask your travel advisor.

**TRAVEL DOCUMENTS:** Travel documents include (without limitation) airline tickets, hotel vouchers, tour vouchers or any other document (whether in electronic form or otherwise) used to confirm an arrangement with a service provider. Travel documents may be subject to certain conditions and/or restrictions, including (without limitation) being non-refundable, non-date-changeable and subject to cancellation and/or amendment fees. All travel documents are non-transferable. All airline tickets must be issued in the name of the passport/photo identity holder; some carriers will deny carriage if the name varies and the booking may be cancelled. Please review your travel documentation carefully and advise your travel advisor immediately of any errors in names, dates or timings. It is your responsibility to collect all travel documents prior to travel.

**TRAVEL INSURANCE:** We strongly recommend that you take-out appropriate comprehensive travel insurance to cover your travel arrangements. Your insurance protection should include cover for cancellation; medical and repatriation expenses; personal injury and accident; death; loss of personal baggage and money; and personal liability insurance. Evidence of such insurances should be produced to Infinity Holidays on request. Travel insurance is strongly recommended by the Department of Foreign Affairs and Trade for all overseas travel. Your travel advisor can provide information to you about travel insurance.

**TRAVEL ADVICE:** Infinity Holidays makes no representations as to the safety, conditions or other issues that may exist at any destination. We recommend that you contact the Department of Foreign Affairs and Trade or visit their website at <https://www.smarttraveller.gov.au> for general travel advice, as well as specific advice (including safety alert levels) relating to the destination you wish to visit. You can also register your travel plans, so that you may be more easily contacted in an emergency.

**HEALTH:** You must ensure that you are aware of any health requirements and recommended precautions relevant to your travel and ensure that you carry all necessary vaccination documentation. In some cases, failure to present required vaccination documentation (e.g. proof of Yellow Fever vaccination) may deny you entry into a country. We recommend that you consult with your local doctor, travel medical service or specialist vaccination clinic before commencing your travel. General health advice for the destination you wish to visit is also available from <https://www.smarttraveller.gov.au/>.

**COVID-19 TRAVEL ADVISORY NOTICE:** Government, airline and travel service provider COVID-19 travel requirements are subject to change without notice.

Before booking, regularly after booking, and immediately before you travel, ensure you check the latest Australian Federal Government's travel requirements and our advice outlined below. Visit the Australian Department of Home Affairs website <https://www.homeaffairs.gov.au/> for more information. Australia and all other countries may implement measures which continuously change, including additional health and safety protocols in response to COVID-19 and new variants which may impact your travel.

We recommend that you contact the Department of Foreign Affairs and Trade

("DFAAT") or visit their website at [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) for general travel advice, as well as specific advice (including safety alert levels) relating to the destination/s you wish to visit or transit through. You can also register your travel plans with DFAAT, so that you may be more easily contacted in an emergency.

You acknowledge that in choosing to travel at a time where you may be exposed to COVID-19, it is your own responsibility to acquaint yourself with all relevant travel information, including applicable health risks. You acknowledge that your decision to travel is made based on your own consideration of this information, and you acknowledge and agree that you are aware of, and assume responsibility for, the risks associated with traveling at this time. To the fullest extent permitted by law, we accept no liability in relation to these additional risks.

We recommend consulting your travel advisor for up-to-date advice.

**PRICES:** Pricing for the travel products and services offered is determined by the respective travel advisors and specific terms of the suppliers. While our brochures do not contain specific prices, we advise you to consult with your travel advisor for the most current and accurate pricing information related to your travel plans. Prices may be subject to change due to factors such as availability, seasonality, and special offers. Your travel advisor will provide you with detailed pricing information, including any applicable taxes, fees, and surcharges, at the time of booking.

**FINANCIAL ARRANGEMENTS:** We receive remuneration through commissions, financial incentives, fees or payments, rebates, other means including transaction processing fees, merchant service fees or other payments or credits of a similar nature and other means (together, "financial arrangements") from third party travel service providers, card issuers, credit providers, payment service providers and/or other suppliers/partners for booking travel and travel-related products and/or services on your behalf. We are entitled to retain, and we are not required to account to you, for any such fees, payments or credits we may receive. We are not required by law to disclose the nature or value of these financial arrangements.

**CREDIT CARD TRANSACTIONS:** Infinity Holidays does not charge credit card surcharges. If payment is not received from the card issuer or its agents for any reason, you agree to pay us all amounts due immediately on demand.

**DEPOSITS & FINAL PAYMENTS** (Not applicable to online bookings, which must be paid in full at the time of booking): You may be required to pay a deposit or deposits when booking. Your travel advisor will advise you of how much that will be. All deposits are non-refundable for changes of mind or cancellations by you (subject to your rights under the Australian Consumer Law) or if the travel service provider's terms and conditions provide that your deposit is non-refundable. You should consult your travel advisor regarding the specifics of deposit and final payment requirements for your travel arrangements. The travel advisor is responsible for informing you about payment schedules and any terms or conditions set by the service providers.

**CHANGE & CANCELLATION FEES:** Subject to your refund and remedy rights under the Australian Consumer Law, any change and cancellation fees that will apply to your booking are set out in your quote, tax invoice and/or itinerary (as applicable) and as set out in the sections below:

Payment of change or cancellation fees via credit card may attract the applicable credit card surcharges or fees.

All bookings are made on your behalf subject to the terms and conditions imposed by the travel service provider. If, for example, a travel service provider's terms and conditions contain a "no refund policy", for change of mind or cancellation, you will only be provided with the remedy as provided by the travel service provider (if any), which may include a travel credit supplied by the travel service provider.

**SUPPLIER/TRAVEL SERVICE PROVIDER INSOLVENCY:** To the extent permitted by law, neither we nor any of our related bodies corporate, directors, employees or agents, accept any liability for any consequences arising from the insolvency of a third-party provider. This includes any losses, delays, or inconveniences experienced by travellers or travel advisors due to the insolvency of airlines, tour operators, cruise lines, accommodation providers, or other service entities. You should address any issues related to supplier insolvency with your respective travel advisor, who is responsible for assisting with alternative arrangements or solutions.

**TRAVEL SERVICE PROVIDER CHANGE & CANCELLATION FEES:** Changed or cancelled bookings for any reason (including by reason of matters outside your or our control) may also incur travel service provider fees, which can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Travel service provider fees may also apply where a booking is changed for any reason and when tickets or documents are re-issued. Your travel advisor will inform you about any such potential fees and the conditions under which they apply. Where we incur any liability for a travel service provider change or cancellation fee for any booking which is changed or cancelled for any reason, you agree to indemnify us for the amount of that fee. Where you seek a refund for a changed or cancelled booking for which payment has been made to the travel service provider, we will facilitate the refund process through your travel advisor. We will not provide a refund to you until we receive the funds from that travel service provider (which may take 12 weeks, or longer, dependent upon the travel service provider processing time). In the event we are still holding the funds, we can only provide you with a refund once we are authorised by the travel service provider to process your refund, subject to that travel service provider's change or cancellation policy. Your travel advisor will be your point of contact throughout this process and will keep you informed of the progress of any refund request.

**CHANGE OR CANCELLATION BY YOU:** If you change any aspect of your booking, all changes will be subject to any applicable travel service provider fees and any change fees set out in your quote, tax invoice and/or itinerary (as applicable), and you may be responsible for any increase in pricing that may occur as a result of your change request.

If you cancel any aspect of your booking, your deposit may be forfeited, and you will be required to pay any applicable travel service provider fees and any cancellation fees set out in your quote, tax invoice and/or itinerary (as applicable), and you will be provided with a refund for the remaining funds (if any). Alternatively, you may be offered a travel credit for the full amount paid by you without applying any applicable travel service provider fees or the applicable cancellation fees. If your deposit or booking is refundable, this is subject to receiving the funds from the travel service provider and/or being authorised by the travel service provider to refund your deposit or booking funds.

For instant-purchase or non-refundable bookings, if you cancel any aspect of your booking, you will not be entitled to a refund, travel credit or other remedy from the travel service provider and/or us.

**CHANGE OR CANCELLATION BY A TRAVEL SERVICE PROVIDER:** The following terms apply to a cancellation by a travel service provider, except in the event of unavoidable or extraordinary circumstances (set out below).

To the extent permitted by applicable law, if your booking is cancelled by a travel service provider, the travel service provider will generally offer you in the first instance alternative travel arrangements of comparable standard if available (and will refund any price difference if the alternative is of a lower value), or a travel credit for the full amount paid by you. Alternatively, subject to the travel service provider's change or cancellation policy, the travel service provider may offer you a refund of all money paid by you in respect of the booking, from which the travel service provider and/or we will deduct any unrecoverable costs, and any applicable travel service provider fees and our applicable cancellation fees.

"Unrecoverable costs" means all reasonable, direct and indirect costs the travel service provider and/or we have incurred in relation to your booking, and includes amounts paid by us to other relevant travel service providers who are responsible for components of your booking and which may be non-refundable. For example, costs paid to overseas in-destination tour or transfer operators.

For instant purchase or non-refundable bookings, if your booking is cancelled by a travel service provider, subject to the travel service provider's change or cancellation policy, you may not be entitled to a refund, travel credit or other remedy from the travel service provider and/or us.

**UNAVOIDABLE OR EXTRAORDINARY CIRCUMSTANCES:** In the event of unavoidable or extraordinary circumstances, a travel service provider may materially modify or cancel your booking as set out below. In these Terms and Conditions "unavoidable or extraordinary circumstances" means any cause outside a travel service provider's reasonable control which could not have been prevented or avoided even if all reasonable measures had been taken by the travel service provider (including, but

not limited to, war, threat of war, riot, civil disturbances, industrial dispute, terrorist activity and its consequences, plague, epidemic, pandemic, infectious disease outbreak or any other public health crisis (including quarantine or other employee restrictions), natural or other disaster (such as volcanic ash or hurricanes or similar events), nuclear incident, fire or bushfires, adverse weather conditions (actual or threatened, including snow and fog), closed or congested airports or ports or other modes of transport, unavoidable technical problems with transport, unforeseen alterations to transport schedules, transportation disruptions or cancellations, domestic and/or international travel restrictions, changes to travel advisories and restrictions, changes to health advisories and quarantines, changes to immigration, labour and free-movement laws resulting from Brexit, rescheduling of aircraft or boats or other modes of transport, changes to applicable laws and/or other government mandates (including evacuation orders and border closures), and similar events). A material modification is one that has a serious impact on your booking and would cause substantial inconvenience to you (including a change of departure date, departure point or airport, or change of departure time of more than 12 hours).

**CANCELLATION DUE TO UNAVOIDABLE OR EXTRAORDINARY CIRCUMSTANCES:** If your booking is cancelled by the travel provider/s due to unavoidable or extraordinary circumstances, either the travel service provider will offer you a travel credit or the travel advisor may, subject to any applicable hardship policy, offer you a travel credit for the full amount paid by you.

**TAXES:** Certain taxes are mandatory in various countries. There may also be an additional local tax charged at some airports. All taxes are subject to change without notice.

**SERVICE GUARANTEES:** Our booking and advisory services come with guarantees under the Australian Consumer Law that:

- they will be provided with due care and skill;
- they will be reasonably fit for the specified purpose;
- they can reasonably be expected to achieve the desired result; and
- they will be provided within a reasonable time.

If we fail to meet any of these guarantees, you have rights under the Australian Consumer Law.

**AGENCY:** We act as an agent for and sell various travel-related products as agent on behalf of numerous transport and accommodation service providers, such as airlines, coach, rail and cruise line operators, as well as all of our wholesalers. Our role is to facilitate the provision of these travel services to you through our network of authorized travel advisors. These travel advisors are independent entities that assist you in selecting and booking the travel services that best suit your needs. We exercise care in the selection of reputable service providers, but we are not ourselves a provider of travel services and have no control over, or liability for, the services provided by third parties. All bookings are made by your travel advisor on your behalf, and are subject to the terms and conditions, including provisions regarding cancellations, refunds, changes to bookings, conditions of carriage and limitations of liability, imposed by these service providers. Your travel advisor can provide you with copies of the relevant service provider terms and conditions on request. We recommend that you carefully review these terms with your travel advisor before finalizing your travel plans. The travel service provider's terms and conditions may include terms and/or fees relating to booking cancellations or changes for reasons outside the travel service provider's control, conditions relating to cancellations or changes on your part which may incur cancellation or change fees, the exclusion or limitation of liability of the travel service provider, and the provision of data about you or provided by you to a third party. Your legal rights in connection with the provision of travel services are against the specific travel service provider and, except to the extent a problem arises as a result of our gross negligence, fraud, criminal conduct or willful misconduct, are not against us. Specifically, if for any reason (excluding gross negligence, fraud, criminal conduct or willful misconduct on our part) any travel service provider is unable to provide the services for which you have contracted, your rights are against that provider and not against us. Although we will use due care and skill in performing our services, we will not always be able to verify if, and cannot guarantee that, all information provided by the travel service provider (including the travel service provider's brochure and terms and conditions) is accurate, complete and correct. Subject to any rights and/or remedies you may have under the Australian Consumer Law, we cannot be held responsible or liable for any errors, omissions, interruptions (for example, aircraft substitutions, renovations occurring at hotels, swimming pool closures, accommodation inclusions or changes to inclusions, resort fees payable, breakdowns, repairs, upgrade or maintenance of systems), or inaccurate, misleading or untrue information or non-delivery of information by the travel service provider. If we become aware that the information provided by the travel service provider is incorrect or incomplete in any way, we reserve the right to correct any information (including but not limited to pricing information) (except where pricing has been finalised) and amend your booking (in consultation with you and/or your travel advisor) to ensure that it reflects the correct price or otherwise contains the correct and complete information.

**LIABILITY:** To the extent permitted by law, neither Flight Centre Travel Group Limited nor any of its related bodies corporate, directors, employees or agents, accept any liability in contract, tort, or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third-party providers or by travel advisors over whom we have no direct control, force majeure or any other event which is beyond our control or which is not preventable by reasonable diligence on our part. Our liability will also be limited to the extent that any relevant international conventions, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail, and the Paris Convention in respect of the provision of accommodation, limit the amount of compensation which can be claimed for death, injury, or delay to passengers, and loss, damage and delay to luggage. Under circumstances where our liability cannot be excluded and where liability may be legally limited, such liability is limited to the remedies required of us under applicable law (including the Australian Consumer Law). This liability clause is subject to your rights under the Australian Consumer Law and nothing in these Terms and Conditions is intended to limit any rights you may have under the Competition and Consumer Act 2010 (Cth).

**PRIVACY POLICY:** We are committed to protecting your personal information provided to us by your travel advisor in connection with a booking and agree to handle your personal information in accordance with our Privacy Policy, which is available online at <https://infinityholidays.com/privacy-policy/> or ask your travel advisor for details. By providing personal information to us, you agree that our Privacy Policy will apply to how we handle your personal information, and you consent to us collecting, using and disclosing your personal information, as detailed in our Privacy Policy.

**MONIES NOT HELD ON TRUST:** All monies paid by you to us, if you pay us directly, will be the property of Flight Centre Travel Group Limited and will be a debt due and payable to the relevant supplier (contingent on availing) once the services to which the money relates have been availed, or the relevant booking is cancelled (subject to cancellation fees). You agree and acknowledge that such monies will not be held by Flight Centre Travel Group Limited on trust for or on behalf of you, and we may hold such monies in any account as we see fit, including with our own and/or other customer monies.

**MODIFICATIONS OF THESE TERMS AND CONDITIONS:** We reserve the right to modify any of these Terms and Conditions at any time without prior notice. If we make changes to any of these terms and conditions, we will post the amended terms and conditions on the Infinity Holidays website, applications, or services, which are effective upon posting. The applicable terms that apply are those in effect at the time you make a booking.

**GOVERNING LAW:** If any dispute arises between you and us, the laws of Australia will apply. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of Australia and waive any right that you may have to object to an action being brought in those courts.

**ACKNOWLEDGEMENT:** You acknowledge that you are 18 years of age or older, and that you understand and agree with the above Terms and Conditions and our Privacy Policy.

For full terms & conditions please contact your travel advisor (if and where applicable). These Terms and Conditions were last updated on 28 November 2023.

