

**Thomas Cook**  
— T O U R S —

THE ORIGINAL TOUR EXPERT SINCE 1841

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TOURS

WORLDWIDE JOURNEYS,  
EXPERIENCED TOUR MANAGERS  
AND CHAUFFEUR CAR SERVICE

**Highlights of Australia**



welcome to the world of **Thomas Cook Tours**  
we look forward to **sharing** some  
**wonderful experiences** with you



# highlights of australia

This booklet contains your itinerary and a range of other important information. Please read it through carefully and bring it with you on your holiday.

<b>Contents</b>	<b>Page</b>
<b>1. Essential information</b>	<b>2</b>
<b>2. Highlights of Australia itinerary</b>	<b>5</b>
<b>3. Tour extensions</b>	<b>12</b>
<b>4. Destination highlights</b>	<b>16</b>
<b>5. Useful information</b>	<b>17</b>
<b>6. Hotel details</b>	<b>25</b>
<b>7. Contacts</b>	<b>26</b>

## 1. Essential information

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### Passport, visa and health requirements

All British passport holders visiting Australia must have a visa. You can apply for a tourist visa by post through the Australian High Commission (please see page 24 for details). This takes 15 working days to process and you will be charged a handling fee, but if you apply in person you should have your visa in one day. You can now also apply for an Electronic Travel Authority (ETA) online via the Australian government's website ([www.eta.immi.gov.au](http://www.eta.immi.gov.au)). Please note that a fee is charged for this service. Visas can't be obtained on arrival so you'll need to organise one before you leave.

All visitors must hold a full 10-year passport, which must be valid for at least six months before and after the date you intend to leave Australia.

No medical precautions/vaccinations are required and Australia currently doesn't demand any certificates of vaccination for entry, although yellow fever immunisation is essential if travelling from an infected country. Please contact your doctor for the latest information.

### Insurance

To make sure everything goes smoothly on your trip, we recommend you take out comprehensive travel insurance for the whole of your stay in Australia.

### Luggage

Your tour includes portorage for only one suitcase, so we recommend you stick to that. You can bring a maximum of two if you prefer, but please note that a charge of around AUS\$40 will be added for any additional bags, subject to availability of space. There's a weight limit of 50 pounds or 23 kilograms for your checked luggage and Qantas will levy an excess luggage charge if it exceeds this. Please make sure you pack any electrical equipment and sharp objects like scissors, nail clippers, razor blades, knitting needles, nail files and penknives in your main luggage.

In addition, Qantas allows strictly only one piece of cabin luggage per person, so please arrange your packing accordingly. Your carry-on bag must be able to fit under your seat or in the overhead compartment and can't be more than a total of 45 inches or 115 centimetres (when you add up width, length and height) or more than 15 pounds or 7 kilograms in weight.

If you have any queries about these luggage guidelines, please call Qantas on 0845 7747 767.

Please use the enclosed luggage labels. For security reasons we recommend you don't display your home address before your return flight back to the UK.





## Flight details

Full flight details can be found in your voucher booklet.

You don't have to reconfirm your Qantas flights, but if you want to speak to Qantas about anything to do with them, you can telephone them on:

Qantas in Australia: 13 13 13

Qantas in the UK: 0845 7747 767

## Seat rotation

The seating on our coaches is rotated daily so that everyone gets the chance to experience the spectacular views in different ways throughout the tour.

## Optional tours and sightseeing

It's impossible to pack everything into a single tour, so for additional variety and excitement you have a range of extra excursions to choose from throughout your holiday.

If you want to take any of the optional excursions offered on your tour, let your tour manager know as soon as possible. Although the excursions aren't organised by Thomas Cook Tours, your tour manager will take care of bookings and payment.

You can pay for the excursions detailed in your brochure with Australian dollar cash, Australian dollar traveller's cheques or by Switch or credit card (Visa, MasterCard or American Express). Please note we cannot accept the Thomas Cook Cash Passport.

Though they're not listed in your brochure, other excursions are offered locally along the way. You can pay for these with Australian dollar cash, Australian dollar traveller's cheques or by credit card.

Sometimes unexpected local conditions mean we have to substitute alternative sightseeing trips for advertised excursions. You should also know that some excursions are dependent on local availability; similarly, some will only take place if enough people choose to take them.

### **Important**

Please be aware of the following important information, which has been taken from the booking conditions detailed in the Thomas Cook Tours 2011-2013 brochure:

### **Excursion Conditions**

Excursions include, but are not restricted to, any sightseeing trips, gigs, events or other tours attended in resort for which additional payment is required. Excursions can either be booked and/or paid for in resort ("Resort Booked Excursions") or pre-booked and paid for when you book your Holiday ("Pre-booked Excursions"). All excursions are supplied by third party suppliers and are subject to our supplier conditions. Subject to our Booking Conditions we accept responsibility for Pre-booked Excursions. However, Resort Booked Excursions do not form part of your Package and are not governed by the Package Travel, Package Holiday and Package Tours Regulations 1992. We do not have any responsibility or liability whatsoever for anything which may go wrong on a Resort Booked Excursion. We, our servants, employees or agents are acting, depending on the actual Resort Booked Excursion, either as agents for the relevant Resort Booked Excursion or as agent for you. In any event the contract for any Resort Booked Excursion is between you and the Resort Booked Excursion provider. It is your responsibility to note carefully any conditions of contract contained in any Resort Booked Excursion, literature, ticket or receipt you are given. For Resort Booked Excursions you may also be subject to the laws of the country in which you take your excursions and may be required to bring any disputes or claims before the Courts of that country also.

You'll also find a full copy of the booking conditions at the back of the Thomas Cook Tours brochure.





## 2. Highlights of Australia itinerary

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For those that don't have three weeks to spend in Australia or for those wanting to see the highlights, we have come up with a relaxed two-week tour of Australia's East Coast. Combining all the ingredients offered by this exciting area, the vibrant cities of Melbourne and Sydney top and tail the mouth-watering scenery of the Queensland Tropical Rainforest and Great Barrier Reef. With three or four nights in each destination, we've taken care to make this tour feel like a real holiday.

### Days 1-2 – London / Singapore / Melbourne

You'll find details of your flight to Melbourne via Singapore in your voucher booklet.

Your tour manager will meet you at the Qantas check-in desk at Heathrow Airport, Terminal 3. Then once you've checked in, make your way to the Servisair Lounge. If your tour manager gets held up at the check-in desk, the Servisair Lounge monitors will tell you which departure gate you need to go to and your tour manager will meet you at the gate or on the plane.

If you've got a connecting flight from a domestic airport, your tour manager will meet you at the Qantas check-in desk at Heathrow Airport, in the Servisair Lounge at Heathrow Airport or on the plane.

Overnight in the air.

We land in Singapore on Day 2 in the late afternoon and continue on to Melbourne the same day.

### Day 3 – Melbourne

We arrive early today in Melbourne and transfer to our hotel for the next three nights.

Victoria's capital is a stately and elegant city. Sweeping boulevards, trundling trams, green parks, fantastic restaurants and designer shops – Melbourne has it all.

Once we've settled in to our hotel, we set off on a tour of the city: through the business district, past the Victorian Arts Centre and the imposing Shrine of Remembrance, into fashionable and sophisticated Toorak Village to Fitzroy Gardens.

Your tour manager will let you know your wake-up time each day as well as the times of all tours and departures.

Overnight in Melbourne.

## Day 4 – Melbourne / Dandenong Ranges / Melbourne

Packed lunch (included)

Today we head out of the city and into the serenity of the Dandenong Ranges.

Heavy rainfall and rich volcanic soil have created the conditions for some lush vegetation here and the spectacular hills and gullies are crowded with creepers, ferns and mountain ash. Listen out for the tinkling of the bellbird, too.

Next we climb on board the much-loved Puffing Billy – a turn-of-the-century steam train – and chug through the soft mountain forest.

One of the most intriguing features of this continent is its extraordinary wildlife, so the Healesville Sanctuary offers a chance to get acquainted with some of the native species. Opened in 1934, this beautiful bushland sanctuary is home to more than 200 species of native birds, mammals and reptiles. Weaving through the bush you'll come across colourful birds, grazing kangaroos, emus, dingoes and magnificent birds of prey, all in their natural environment.

Overnight in Melbourne.

## Day 5 – Melbourne

Today is free to give you a chance to discover Melbourne for yourself. Check out Albert Park Lake, home to the Australian Grand Prix, wander around the eclectic shops and cafes along Brunswick Street, or pick up a Melbourne Attraction Pass for entry to up to six of Melbourne's most popular attractions, including the aquarium, the museum and the zoo.

Alternatively, you could join our optional tour to nearby Phillip Island to see the extraordinary penguin parade.







### **Phillip Island and Little Penguins Tour**

Every evening at dusk hundreds of little penguins emerge from the sea to waddle back up the beach to their nests. It's quite a sight as the broad sandy beach is gradually crowded with little black and white bodies. It can be chilly on the beach in the evening so take a warm jumper or a blanket to wrap up in. Before the penguin parade begins, we get amongst some of the island's other inhabitants at the Warrook cattle farm and the Koala Conservation Centre. We head back via Cowes and stop for dinner before returning to Melbourne.

Depending on the season, this excursion costs approximately AUS\$135 per person. Your tour manager will book your place and organise payment. Please note that places are subject to availability.

Overnight in Melbourne.

### **Day 6 – Melbourne / Cairns**

You'll find details of your flight to Cairns in your voucher booklet.

On the coast of Queensland's tropical north, Cairns is the gateway to the glorious Great Barrier Reef and the World Heritage Rainforest Region. Because it's an ideal base for exploring the region's reefs and islands, coastal wetlands, mountain ranges, tablelands and grasslands, we'll be staying here for the next four nights.

Overnight in Cairns.

### **Day 7 – Great Barrier Reef**

Lunch (included)

Today we go out on the reef, to Michaelmas Cay – a picturesque sand cay surrounding a protected sea bird sanctuary. Beyond the edge of the sand, beautiful coral gardens teem with colourful marine life, and because of the sandy cay, it's accessible to everyone, from paddlers to scuba-divers.

We cross to Michaelmas onboard the award-winning Ocean Spirit. Included in this trip are guided snorkelling tours and presentations by marine biologists. If you want to discover more of the underwater world you'll be able to take an optional scuba-dive.

Overnight in Cairns.

## Day 8 – Kuranda

The Kuranda scenic railway winds its way through dense tropical forests to the enchanting rainforest village of Kuranda.

This afternoon we board the Skyrail, the world’s largest gondola cableway, which glides just metres above the rainforest canopy.

Next we visit the Tjapukai Aboriginal Culture Park to meet some of the local Aboriginal people and find out about their rich cultural heritage.

We return to Cairns late this afternoon.

Overnight in Cairns.

## Day 9 – Cairns

Today you’ll have the whole day to explore Cairns or check out some of the nearby coastal islands, steamy rainforest and miles of perfect beaches. Your tour manager will tell you about the range of optional tours available locally.

Overnight in Cairns.

## Day 10 – Cairns / Sydney

You’ll find details of your flight to Sydney in your voucher booklet.

Today we arrive in Sydney, the glamorous, sparkling capital of New South Wales. Arranged around a stunning harbour, Sydney is edged by a string of beautiful beaches and is brimming with fantastic restaurants, cafes and bars. With its vibrant, good-time atmosphere, this is the perfect place to spend the last days of our trip.

Overnight in Sydney.





## Day 11 – Sydney

This morning, a magnificent harbour cruise reveals Sydney at its finest – the Harbour Bridge, the Opera House, and the stunning waterfront homes.

This afternoon we visit the wonderful Botanical Gardens, crammed full of exotic and native flowers and plants, before passing the grand Art Gallery of New South Wales and the garden peninsula known as Mrs Macquarie’s Chair. Sydney’s commercial centre is next, then Darling Harbour, vibrant Chinatown, King’s Cross and the exclusive harbourside suburbs of Double Bay, Rose Bay and Watson’s Bay. At the Gap, we pause for some spectacular Pacific views, and at Bondi Beach we wonder why we didn’t emigrate years ago.

Overnight in Sydney.

## Day 12 – Sydney

Today is free for you to relax on the beach or a cafe or wander the city’s pretty streets.

Then again, you could join our optional climb over the Sydney Harbour Bridge.

### Sydney Bridge Climb

Bridge Climb offers an exhilarating experience of Sydney with a climb to the top of the Sydney Harbour Bridge. Day or night, professional climb leaders will take you all the way to the summit over ladders, catwalks and arches, offering some of the most glorious views of the city and its stunning blue harbour.

Climbers will receive a complimentary photograph of their climb group and a commemorative climber certificate. Naturally, safety is the leaders’ first priority, so special equipment is provided and you’ll be attached to a static line. Please note that to do the climb, you’ll need to be in good health.

This excursion costs approximately AUS\$198 per person. Your tour manager will book your place and organise payment. Please note that this tour is subject to availability.

Overnight in Sydney.

## Day 13 – Sydney

Today is your last day in Australia, so the day is free for you to stroll around this amazing city, finish any last-minute shopping and see the sights you've so far missed.

Alternatively, you can take part in our optional tour to the Blue Mountains.

### Tour to the Blue Mountains

On our way out of the city we drive past Sydney's magnificent Olympic site. Then our first stop is a chance to experience more of this country's unique and extraordinary flora and fauna in a wildlife park. Here you'll see native animals like kangaroos, koalas, possums and emus, as well as some bright and beautiful native birds.

We then continue on to the Blue Mountains. The Blue Mountains are part of the Great Dividing Range, which runs parallel to the east coast of Australia for more than 4,000km from North Queensland to Victoria, and they really are blue.

A World Heritage-listed site, the dense forest of the Blue Mountains area holds some of the oldest living trees in the world. As well as incredible views over the lush valleys and cascading waterfalls of Jamieson Valley, Mount Solitary and Katoomba Falls, you'll see the fantastic rock formation known as the Three Sisters. There'll also be an opportunity to ride the world's steepest railway, the Scenic Railway, and to take the Skyway Cable Car or the new Scenicender Cable Car (rides at own expense).

This excursion costs approximately from AUS\$134 per person. Your tour manager will book your place and organise payment. Please note that places are subject to availability.

Overnight in Sydney.

## Day 14 – Sydney / Bangkok / London

Please make sure that your passport and air tickets are secure in your hand luggage.

You'll find details of your flight to London via Bangkok in your voucher booklet and on your air tickets.

We fly overnight tonight and will arrive at London Heathrow early in the morning.

Overnight in the air.





## Day 15 – London

A light breakfast will be served before we arrive at London Heathrow.

If you've pre-booked our door-to-door pick-up service, your tour manager will show you where to go for your journey home.

### Tipping your tour manager

It's customary to express happiness with any personal service you receive on your holiday with some kind of gratuity, and tour managers are no exception. Naturally this is entirely at your discretion, but as a simple guideline we recommend AUS\$3-4 per person per day – depending, of course, on your level of satisfaction.

As tips are a personal matter, we suggest they're given on an individual basis rather than as a group collection.

### Last-minute changes

Tours involve services from many different airlines, hotels and ground transportation companies. Due to the demand for these services, it's not always possible to guarantee particular airlines, flights, aircraft type, ferries, trains and/or hotels featured on a specific itinerary or departure date.

Bearing this in mind, we reserve the right to change any of the listed services and, if necessary, even make last-minute changes to the itinerary itself without prior notice. Of course, if this happens, we will always make every effort to give you as much advance notice as possible.

### 3. Tour extensions

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If you've booked an extension to your Thomas Cook Tour, please read the following information carefully. If you have any queries, please discuss them with your Tour Manager before you start your holiday extension.

#### Outback extension

##### Day 14 – Sydney / Alice Springs

Transfer to Sydney Airport to join your flight to Alice Springs.

After checking into your hotel, enjoy a guided tour of this friendly outback town. Visit the historic Old Telegraph Station, the School of the Air and the base of the Royal Flying Doctor Service. Then climb Anzac Hill for spectacular views over the township and of the Todd River which 'runs' through the town.

Overnight in Alice Springs.

##### Day 15 – West MacDonnell Ranges / Desert Park

Lunch (included)

Journey to the rugged but beautiful West MacDonnell National Park to explore Simpsons Gap and then continue on to the site of Angkerle (Standley Chasm) where you have the opportunity to walk into this stunning natural feature. Marvel at the sheer vertical walls towering above you, just five metres apart.

Later visit Alice Springs Desert Park. Wander around the interactive exhibits detailing harsh Australian desert habitats and the wildlife that call them home. At the Desert Park there's also the chance to learn more about the indigenous history of this land.

Overnight in Alice Springs.





## Day 16 – Alice Springs / Ayers Rock

Depart Alice Springs and stop at the Camel Farm en route to Ayers Rock Resort.

This afternoon visit the Uluru-Kata Tjuta Cultural Centre and Maruku Arts and Craft Cooperative. Join a guided walk to Mutitjulu waterhole followed by the Mala Walk, and explore Kantju Gorge. Relax and enjoy sunset drinks while watching the spectacular light show on Uluru.

Overnight in Ayers Rock.

## Day 17 – Ayers Rock

Dinner (included)

Return to Uluru for sunrise. Enjoy a tea or coffee as the sun first casts its light on the sacred surface of the monolith. With the sun still climbing the morning sky, tour the remarkable rock formation of Kata Tjuta and take a guided walk into Walpa (Olga) Gorge.

This evening, experience the Sounds of Silence dinner in the desert. Relax and savour gourmet Australian cuisine served under the Outback stars.

Overnight in Ayers Rock.

## Day 18 – Ayers Rock / Sydney

Spend the morning at leisure before transferring to Ayers Rock Airport for your flight to Sydney.

On arrival in Sydney transfer to your overnight hotel.

Overnight in Sydney.

## Day 19 – Sydney / Bangkok / London

Please make sure that your passport and air tickets are secure in your hand luggage.

You'll find details of your flight to London via Bangkok in your voucher booklet and on your air tickets.

Fly overnight tonight and arrive at London Heathrow early in the morning.

Overnight in the air.

## Day 20 – London

A light breakfast will be served before arriving at London Heathrow.

If you've pre-booked our door-to-door pick-up service, your driver will be waiting to take you home.

## Kakadu extension

### Day 14 – Sydney / Darwin

Transfer to Sydney Airport to join your flight to Darwin.

On arrival in Darwin you will be transferred straight to your hotel.

Overnight in Darwin.

### Day 15 – Darwin / Kakadu National Park

Lunch (included)

Depart Darwin and travel east into the World Heritage-listed Kakadu National Park. Covering some 20,000 square kilometres, Kakadu is Australia's largest and arguably most famous National Park. Kakadu's vast wetlands and ancient escarpment are home to one of Australia's largest and most diverse bird populations, supporting up to one-third of all Australian bird species.

This morning visit the Warradjan Aboriginal Cultural Centre to gain an insight into the cultural and historical significance the park holds for its traditional owners. Join a guided boat cruise on Yellow Water billabong, Kakadu's most famous wetland area and keep a lookout for saltwater crocodiles, birdlife and beautiful water lilies.

After lunch, travel to Nourlangie Rock art site and view the ancient galleries of Aboriginal x-ray style rock art. The unique x-ray style works record the culture and evolution of the people over the past 40,000 years.

Overnight in Kakadu National Park.







## Day 16 – Kakadu National Park / Darwin

Lunch (included)

This morning you may wish to take an optional scenic flight over the Arnhem Land Escarpment (details will be provided locally).

Later visit the Bowali Visitor Centre to further your understanding of the region's rich culture. Travel to Ubirr to see superbly preserved Aboriginal rock art. Located on the Arnhem Land Escarpment, Ubirr has been added in its own right to World Heritage status because of its anthropological and archaeological value.

After, join Aboriginal guides for the Guluyambi Cruise on the East Alligator River. As you glide along the tranquil waters, learn of the flora, fauna, Aboriginal mythology and history of the region from your guide. You will also stop and, with special permission, take a short walk into Arnhem Land (conditions permitting). Enjoy a stop at Window on the Wetlands for a complimentary glass of wine while watching the changing light of day over the floodplains.

Arrive in Darwin in the evening.

Overnight in Darwin.

## Day 17 – Darwin / Singapore / London

Please make sure that your passport and air tickets are secure in your hand luggage.

You'll find details of your flight to London via Singapore in your voucher booklet and on your air tickets.

Fly overnight tonight and arrive at London Heathrow early in the morning.

Overnight in the air.

## Day 18 – London

A light breakfast will be served before arriving at London Heathrow.

If you've pre-booked our door-to-door pick-up service, your driver will be waiting to take you home.

## 4. Destination highlights

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Spanning three time zones and 3,000 square miles, Australia is huge. Bordered by a stunning coastline, the interior landscape ranges from steamy green rainforest and fertile pastoral land to mountains and dry red desert. The world's smallest continent and largest island, Australia is also home to some extraordinary and unique wildlife, not least the koala, kangaroo, wombat and a host of gloriously coloured birds.

### The north

Known as the 'Sunshine State', Queensland is a land of beaches and rainforest as well as some harsh red desert. North of Cairns you hit the tropics, Cape Tribulation and Daintree National Parks, and of course along the coast is the truly spectacular Great Barrier Reef. The Northern Territory covers the majority of Australia's desert centre. Here vast tracts of red sand stretch endlessly under brilliant blue skies, broken every now and then by an incredible rock formation like Uluru or Kata Tjuta. Much of the area remains deeply significant for the local Aboriginal tribes and there are plenty of chances here to learn more about their rich cultural heritage.

### The south

Victoria occupies the south-eastern corner of the country. Its capital, Melbourne, was founded in 1835 during the gold rush and is now a sophisticated and elegant city, full of sweeping boulevards, trundling trams, lovely parks and fabulous shopping. South Australia is excellent wine-growing country and this is where many of the world's finest wines are produced. There are plenty of tasting opportunities here as well as some fantastic Aussie cuisine. New South Wales is a state of subtropical rainforest, snow-covered mountains and desert outback. Of course, it's also home to some of the world's most glorious beaches and the country's largest city. Sydney is a gregarious city and so it should be – its stunning harbour and beaches, cafes, restaurants and shops make it an exciting and rewarding place to visit.

### Recommended reading

East Coast Australia (2nd Edition) – Thomas Cook

Lonely Planet Guide to Australia

Fodor's Guide to Australia

Sydney – Jan Morris





## 5. Useful information

### Climate

With seasons the reverse of those in the Northern Hemisphere, Australia has two climatic zones, as well as the desert climate of the centre.

The tropical zone, which covers northern Australia, has two main seasons – wet (summer) and dry (winter). Average temperatures in Cairns range between 75-90F in summer and 60-80F in winter.

The temperate zone covers southern Australia, where all four seasons are experienced. November to March are the hottest months, with mild evenings. April to September can be cool, though generally sunny with occasional rain, and evenings and early mornings are cool to cold. Average temperatures in Sydney range between 60-80F in summer and 50-70F in winter.

### Clothing

In the tropical areas we recommend lightweight cotton clothing, including some long sleeved shirts/blouses for protection against the sun. Sunscreen, sunglasses and a hat are essential. Take insect repellent, too, and avoid wearing scented lotions and perfume in the tropics as they attract mosquitoes.

In the temperate areas we recommend lightweight clothing in summer, and a jacket or jumper for when the evenings turn cool. Medium weight clothing should be adequate in winter.

Good, broken-in walking shoes and lightweight rain gear are indispensable.

### Dress code

Casual dress is widely acceptable, though you may wish to take something smarter for the evenings in major cities.

### Duty free

Duty-free allowances for people entering the UK are:

- 200 cigarettes or 250 grams of tobacco or 100 cigarillos or 50 cigars
- 1 litre of spirits (over 22% volume) or 2 litres of fortified/sparkling wine
- 2 litres of still wine
- 60cc of perfume
- 250cc of eau de toilette
- £145 worth of other goods

## Electricity

The electricity supply is 220/240AC. Wall outlets take a two-pin (flat) plug set at a 'V' angle and a slanted three-pin plug unique to Australia. European appliances require an adaptor, which you should purchase in the UK prior to visiting Australia.

## Food and drink

Australian cooking is renowned as one of the freshest and most innovative modern cuisines in the world. Immigrants from all over the world have left their gastronomic mark here and you can get excellent Italian, Greek, Chinese, Thai, Vietnamese, Japanese, Korean and Lebanese food. These cuisines have also lent flavours to what's known as 'Mod Oz' or Pacific Rim fusion cuisine. The 'barbie' is, of course, an institution here, and steak and seafood are always good, especially Sydney rock oysters, Morton Bay bugs and tiger prawns.

It's often wise to make an advance reservation and enquire if the restaurant has a liquor licence or is 'BYO' (bring your own) where you pay only a small corkage fee. Some licensed restaurants will let you bring your own if you prefer. Australian wines are excellent and the locally brewed beers are good, too. To drink alcohol in Australia you must be aged 18 years or over.

## Laundry

Australian laundry and dry cleaning services are generally good, quick and relatively inexpensive.

Larger hotels offer a same-day service (except weekends) for cleaning, laundering or pressing.

## Photography

Photographic services are excellent in Australia's major cities and tourist resorts, where films, batteries and other accessories are readily available for most makes of camera. If you're visiting the Great Barrier Reef, you can buy underwater disposable cameras in Cairns.

Always keep your film, tape or discs out of the sun and away from metal detectors. We advise that you place all photographic film in your hand luggage as there is a small risk of damage from the CTX scanning carried out on hold luggage at UK airports.





## Public Holidays in 2012

New Year's Day	2 January
Australia Day	26 January
Good Friday	6 April
Easter Monday	9 April
Anzac Day	25 April
May Day	7 May
Queen's Birthday	11 June
Melbourne Cup Day	6 November
Christmas Day	25 December
Boxing Day	26 December

## Safety tips

Millions of people travel safely in Australia every year, but here are some common sense tips to ensure you have a safe holiday:

- Never leave your luggage unattended.
- Lock the door when staying in hotels.
- Don't carry your wallet in your back pocket.
- Lock all valuables in the hotel safety deposit box.
- Beware of the sun – wear a hat, apply sunscreen liberally before you go out and limit the amount of time you spend in the sun.

## Shoe and clothing sizes

Shoe and clothing sizes may differ from those used in Europe, so you should try on anything you want to buy, although women's dress sizes are the same as those in the UK.

### Women's shoe sizes:

Australia	6½	7	7½	8
UK	5	5½	6	6½

Please note that men's shoe sizes in Australia are a size bigger than those in the UK.

### Men's suits/jackets/sweaters:

Australia	84	87	90	93
UK	34	35	36	37

### Men's shirts:

Australia	38	41	43
UK	15	16	17

## Shopping

Generally, shops are open from 9am-5pm. Many shops and stores are also open on Saturdays and many have late-night shopping on a Thursday or Friday. In some cities and tourist areas they are also open on Sundays.

Wool and sheepskin products are good local buys. Other souvenirs include opals and other semiprecious stones, and handicrafts such as bark paintings, boomerangs and modern sculptures. One of the most interesting places to go souvenir shopping is Darling Harbour, not only for the 200 shops located there, but for the striking architecture and the harbourside location.

Several markets open at weekends in Sydney. These include the Rocks Market – a sprawling covered bazaar transforming the upper end of George Street into a cultural collage of music, food, arts, crafts and entertainment. Paddington Market is a great place for locally designed fashion and jewellery, and Balmain Market has high quality bric-a-brac, craftwork and jewellery.

## Smoking

Smoking is prohibited on public transport and in most public places. Most hotels and some restaurants set aside non-smoking sections or floors. It's a good idea to ask before lighting up and when in doubt, go outside to smoke. Remember to be extremely careful when extinguishing a cigarette or cigar to ensure that it is completely out; many bush fires are caused by carelessness.

## Sports

Australia is a sporty nation, playing exceptionally well at international levels in cricket, rugby and Australian Rules football. Tennis is also very popular and you'll find some excellent golf courses. Of course, watersports like snorkelling, diving, surfing, sailing and swimming are also hugely popular. Please note that you must not travel by air within 24 hours of scuba-diving.





## Taxes

A Goods and Services Tax (GST) of 10% is generally included in the price of most goods. Tourists can claim back the tax paid on goods through the Tourist Refund Scheme, which applies to goods taken as hand luggage when leaving the country. If the refund you are claiming is less than AUS\$300, you'll be able to claim a cash refund at international airports on departure. For refunds over that amount, you won't be able to claim cash, but the amount will be paid within 30 days of departure by either cheque, payment to a credit card or credit to an Australian bank account.

To claim you need to produce the following at Customs:

- Your goods
- Your passport
- Tax invoice from retailer
- International boarding pass or other proof of travel

## Telephones

Pay phones accept coins, Telstra Phone Cards or credit cards. International calls are charged at a flat rate per minute and incur a connection fee as well. Please note that you may be charged a premium for calls from your hotel room, which could increase the cost by up to 400%. An international phone card is the most economical way of making long distance calls.

## Time zones

Australia is divided into three time zones:

Eastern Time                      GMT plus 10 hours

This applies in New South Wales (Sydney), Queensland (Brisbane/Cairns), Victoria (Melbourne), ACT (Canberra) and Tasmania (Hobart).

Central Time                      GMT plus 9.5 hours

This applies in the Northern Territory (Darwin/Alice Springs) and South Australia (Adelaide).

Western Time                      GMT plus 8 hours

This applies in Western Australia (Perth).

Daylight Saving Time operates in the summer (clocks are put forward) in all states, except Queensland and Western Australia. If you need assistance, please ask your tour manager or hotel staff for more information.

## Tipping

Service charges are not usually added to restaurant bills, so it's usual to leave 10% as a tip. It's not necessary to tip a doorman for carrying suitcases into the lobby, however, porters may be tipped AUS\$1 a bag. Tipping is not expected for room service, housemaids or in beauty salons. Taxi drivers don't expect a tip, but you may want to leave any small change. However, we recommend you tip tour guides and drivers. Your tour manager will give you further details.

## Transport

Sydney's main attractions are all fairly central and areas such as Darling Harbour and the Opera House are best explored on foot. Getting to and from these places is fairly simple, as Sydney's public transport is very efficient and economical. There is a well-developed bus system and the monorail is fast, frequent and easy to use.

Ferries are a lovely way to see Sydney Harbour. The ferry hub is based at Circular Quay and serves over 20 destinations in the harbour area. One of the most popular tourist routes is the 30-minute ferry or 15-minute JetCat trip to Manly, a beautiful beach on the harbour's north shore.

Taxis in Sydney are relatively economical, charging around AUS\$10 for a two-mile journey. Drivers are entitled to charge more if your luggage exceeds 55 pounds. In Cairns, the best form of transport is a taxi.







## Travel the World without Costing the Earth

We're passionate about the places we visit and want to protect and preserve them for future generations to enjoy. We're sure it's a passion you share so here are some ideas:



### Look after the natural environment:

Leave anywhere you visit even better than when you found it. Dispose of litter carefully (fire is a serious hazard in hot, dry countries so be careful with that cigarette butt!) and recycle where possible.

### Respect local traditions and people:

Observe any dress codes and behave appropriately. It may be your holiday but it's their home. Try using a few words of the local language.

### Always ask before taking someone's photograph:

Some people find this intrusive while others may ask for money for this small service.

### Haggle with humour:

Do haggle – it's part of the fun. But remember that what may be a small sum to you may be significant to the seller, so try to be fair, too.

### Resist giving money or gifts to begging children:

It may make give you that feel-good feeling but you may be adding to other problems behind the scenes. Give to a local charity or school to ensure the money goes where it is most needed.

### Buy locally made products and use local services:

Eat at local bars and cafes. Ask about excursions using local guides and drivers – they have insider knowledge! Putting money into the local economy helps local people and gives your holiday an extra dimension.

### Reduce the use of natural resources and energy:

Take a quick shower instead of a bath; re-use towels; switch off lights and air con when out; try the local bus service, hire a bike or walk – you'll see more that way!

### Please don't take 'natural' souvenirs away:

Wild flowers and plants, pebbles and sea shells, should all be left where you found them for others to enjoy.

### Don't buy products made from endangered plants or animals:

This includes hardwoods, corals, shells, starfish, ivory, fur, feathers, skins, horn, teeth, eggs, reptiles and turtles. For more information on endangered species visit the WWF-UK Souvenir Alert Campaign

### Child Sex Tourism is a Criminal Offence in all Destinations:

If you would like to report an incident, contact Crimestoppers from the UK dial Freephone 0800 555 111. From Overseas dial +44 800 555 111. Or contact ECPAT UK (End Child Prostitution, Pornography and Trafficking) +44 207 233 9887

These are just some of the simple things that can be done – but there are many more. To find out more about how you can make your holiday more sustainable, visit [www.makeholidaysgreener.org.uk](http://www.makeholidaysgreener.org.uk).

## Water

Tap water is considered safe to drink.

## Your money

The Australian dollar (AUS\$) is divided into 100 cents. There are no restrictions on the import/export of foreign or local currency – subject to declaration of amounts in excess of AUS\$5,000 (or equivalent) to Customs authorities at the port of entry or departure. For greater security, we recommend you take Australian dollar traveller's cheques along with a small amount of Australian dollar cash for use on arrival.

Most international credit/charge cards are widely accepted, especially Visa and MasterCard, and there are plenty of cash machines in Australia.

Generally banks are open from 9.30am-4pm. Some banks are open until 5pm on Fridays and large city banks may open weekdays between 8am and 6pm. Most banks will exchange traveller's cheques quickly and efficiently, providing you have your passport with you.





## 6. Hotel details

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**Clarion Suites Gateway Hotel**  
1 William Street  
Melbourne  
Victoria 3000

**Telephone:** (61) (3) 929 6 8888  
**Fax:** (61) (3) 929 6 8880

**Pacific International Hotel**  
43 The Esplanade  
Cairns  
Queensland 4870

**Telephone:** (61) (7) 4051 7888  
**Fax:** 61 (7) 4031 1445

**The Grace Hotel**  
77 York Street  
Sydney, NSW 2000

**Telephone:** (61) (02) 9272 6888  
**Fax:** (61) (02) 9272 6677

**Southern World Australia**  
Level 2  
36-38 Clarence Street  
Sydney, NSW 2000

**Telephone:** (61) (2) 8235 3600  
**Fax:** (61) (2) 8235 3610

## 7. Contacts

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### UK 24-hour Duty Office

In case of problems or emergencies, please contact your tour manager.

#### Important

Please note that all pre and post 'Highlights of Australia' tour extensions are unescorted.

If you are on an extension from your Thomas Cook Tour and you need assistance, please call our  
**UK-based Duty Manager:**                      **Telephone:**    **+44 1274 731119**

### Tourist information

For up-to-date information on health, passport, visas, special events and tourist information, please contact:

#### Australian High Commission

Australia House  
The Strand  
London  
WC2B 4LA

**Telephone:**    (020) 7379 4334  
**Website:**     [www.australia.org.uk](http://www.australia.org.uk)

#### Australian Tourist Commission

Gemini House  
10-18 Putney Hill  
London  
SW15 6AA

**Telephone:**    (020) 8780 2229  
Please note that calls are charged at 60p/min.

#### British Consulate-General

The Gateway Building  
Level 16  
1 Macquarie Place  
Sydney NSW 2000  
AUSTRALIA

**Telephone:**    (02) 9247 7521  
**Fax:**            (02) 9251 6201





## Foreign Office advice

The Travel Advice Unit of the Foreign and Commonwealth Office has issued a document on travel advice for Australia. It advises, amongst other things, that visitors should remain vigilant about their personal security. It also advises that they should use insect repellent in Queensland and the Northern Territory. Furthermore, it is recommended that you take a photocopy of your passport and/or write down the number, keeping it separate from your passport, in case it is lost or stolen.

To check the most up-to-date information you should contact the Foreign Office Travel Advice Unit on **0845 850 2829**.

In addition, the latest information is published on [www.fco.gov.uk/knowbeforeyougo](http://www.fco.gov.uk/knowbeforeyougo), which is filled with essential travel advice.

Have a great holiday.





We have taken every care to ensure that all details included in this booklet were correct at the time of printing.  
However changes can occur without notice.  
If you find any information in this booklet inaccurate, please do tell us.  
Your help is appreciated and will enable us to ensure that our customers receive the most up-to-date information possible.

Thank you  
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