

ANTARCTICA

DEPARTING 9TH MARCH 2026



At a time when it's possible for thirty people
to stand on the top of Everest in one day,
Antarctica still remains a remote, lonely and
desolate continent. A place where it's
possible to see the splendours and immensities
of the natural world at its most dramatic and,
what's more, witness them almost exactly as
they were, long, long before human beings ever
arrived on the surface of this planet. Long may
it remain so.

Sir David Attenborough



WELCOME TO YOUR NEXT GREAT ADVENTURE

As a seasoned Personal Travel Manager with over 30 years of experience, I'm the dedicated, real person you can turn to when travel plans don't go quite to plan.

Whether it's lost luggage, flight delays, weather disruptions or unexpected political events, I'm here to provide unwavering support every step of the way.

You won't be speaking to a call centre or chatbot. You'll be speaking to me - someone who knows you, understands your trip, and genuinely cares about your travel experience.

A Little About Me

Travel isn't just my profession - it's my lifelong passion (just ask my husband!). I light up at the thought of new destinations and believe every journey should be as exciting as it is effortless. I take pride in offering personalised service, tailored to your unique style of travel.

What sets me apart? I don't just work in travel, I live it. I regularly explore the destinations I recommend, so the advice I share comes from firsthand experience - not from brochures. This means your trip will be planned with real insight, care and attention to detail.

When we work together, it's more than just booking flights and hotels. I want to hear about your dreams, your must-see places, and what gets you excited about travel. Whether you crave off-the-beaten-track adventure, seamless luxury, or a mix of both, I'll help bring that vision to life.

Proudly Part of TravelManagers Australia

I'm also a proud, long-time member of TravelManagers Australia - a nationwide network of over 600 personal travel professionals. Backed by one of the country's most respected travel organisations, TravelManagers combines the flexibility of personalised service with the reassurance of a secure and accredited travel provider.

Your funds are protected through the TravelManagers Client Trust Account, which means every dollar you pay is held securely until it's passed on to the travel provider. You also benefit from our strong supplier relationships and access to exclusive travel deals and support.

Why It Matters

When you travel with me, you're not just getting an experienced advisor - you're gaining a personal advocate and a network of industry experts. Whether you're heading to Antarctica or anywhere else in the world, you can relax knowing everything has been carefully arranged with your peace of mind in mind.

Let's make your next trip truly unforgettable.

Lana Kanchik



ANTARCTICA ADVENTURE

11 DAYS

DEPARTING 9TH MARCH 2026

If Antarctica has ever been on your bucket list, this is the perfect opportunity to make it happen.

Join Lana Kanchik – seasoned Personal TravelManager and passionate adventurer – on a remarkable group journey to the White Continent in March 2026. This exclusive departure is in partnership with Chimu Adventures, renowned for their expertise and leadership in Antarctic exploration.

Carefully designed for comfort and connection, this experience offers not only the awe of Antarctica but the added warmth of travelling alongside a supportive group, guided by someone who genuinely understands the magic of meaningful travel.

PRICING

FROM \$13,892* PER PERSON

WHATS INCLUDED

- All meals onboard the Ocean Nova, including snacks and 24-hour tea and coffee
- Onboard lecture program led by our expert Expedition Team
- All shore excursions and Zodiac cruises (except paid adventure options with cost)
- Insulated inner jacket, yours to keep
- Complimentary use of rubber Muck boots and outer Expedition Parka, on loan for the duration of your expedition (exclusions apply)
- Group arrival transfer from Ushuaia Airport to Albatros Hotel (Day One)
- Pre-night (Day One) stay at the Albatross Hotel in Ushuaia, including breakfast (based on your cabin configuration)
- Transfer from the Albatross Hotel to the Ocean Nova for embarkation (Day Two)
- Group departure transfer from the ship to either Ushuaia airport (selected times only) or downtown Ushuaia (luggage storage available)
- Full access to the onboard gym
- All port taxes

EXCLUSIONS

- International / domestic flights (unless mentioned in inclusions)
- Travel insurance
- Personal expenses (tipping, laundry, etc.)
- Meals and Alcoholic Drinks not listed
- Optional tours & activities

* Terms and Conditions Apply (see end pages). Pricing is current at 18JUL25 and is subject to price increases based on availability of staterooms and ending of any promotions.





INTRODUCING YOUR TOUR OPERATOR

Chimu Adventures is a boutique travel company specialising in extraordinary journeys to Latin America and the Polar regions. With over 20 years of expertise, they focus exclusively on the destinations they know and love – Antarctica, the Arctic, and South America – offering rich, authentic experiences that inspire and transform.

What makes Chimu different is their deep respect for the environments and cultures they explore. Chimu is not a global travel company trying to do it all. Instead, they pour their energy into curating exceptional, sustainable itineraries in the places that move you the most.

From Antarctica cruises to flexible South American extensions, Chimu offer a wide range of vessels and tailored options to suit every traveller. Whether you're seeking a luxurious polar expedition or an immersive cultural adventure, expert Destination Specialists are with you every step of the way.

Chimu doesn't just send you on a trip – they go with you in spirit. With in-destination support, personal guidance from passionate experts, and a genuine commitment to responsible travel, you can trust that your journey with Chimu will be seamless, meaningful, and truly unforgettable.

Why Travel with Chimu?

- The widest selection of Antarctic voyages across 30+ ships
- Tailored South American add-ons with flexible daily departures
- Personalised service from experienced Destination Specialists
- Local offices in Latin America and their own team on the ground in Antarctica
- A proud leader in ethical, sustainable and socially responsible travel.

Chimu Values

- Collaborate – Work together to achieve the extraordinary
- Live Outside the Box – Push boundaries and lead with creativity
- Celebrate Success – Take pride in everything we do
- Assist with Passion – Offer genuine care to every traveller
- Respect All Living Things – Protect our planet and its people



5 THINGS TO KNOW ABOUT THE OCEAN NOVA

Authentic Expedition Experience

A classic Antarctic adventure aboard a purpose-built ship with just 80 guests – small enough to explore remote bays big ships can't reach.

Exceptional Guide-to-Guest Ratio

Ten expert Expedition Guides offer personalised insights, enriching your journey with lectures, landings and the Citizen Science Program.

Low Environmental Impact

Efficient design and low fuel consumption make Ocean Nova one of the lowest emission ships in the Antarctic expedition fleet.

Maximum Time on Shore

With fewer than 100 guests, everyone can land together, meaning less waiting and more time to explore.

Panoramic Views & Cosy Vibes

Take in 200-degree polar vistas from the Panorama Lounge, unwind in the bar or library, and share the adventure with a close-knit group of fellow travellers.



INTRODUCING YOUR EXPEDITION SHIP

The Ocean Nova offers an authentic and intimate Antarctic experience, carrying just 80 guests. Its small size allows access to secluded bays and coves that larger ships can't reach, making it ideal for travellers seeking a true expedition adventure.

With a reinforced hull and high ice-class rating, this purpose-built vessel is designed for polar exploration. The low guest capacity means all passengers can disembark at the same time, maximising your time onshore and minimising wait times.

The ship features one of the best guide-to-guest ratios in Antarctica, with ten expert Expedition Guides onboard to lead landings, lectures and our Citizen Science Program. This ensures a more personalised and enriching experience for every guest.

The Ocean Nova is also one of the most environmentally efficient ships in its class, with low emissions and a design focused on minimising impact in these pristine regions.

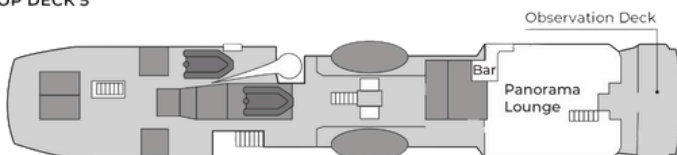
Enjoy sweeping views from the Panorama Lounge, connect with fellow travellers in the bar and library, and return home with not only memories, but a deeper understanding of Antarctica's unique environment.

- Single
- Classic Twin
- Explorer Twin
- Explorer Double

- Comfort Twin
- Triple
- Quad

- Outer Decks
- Crew Access Only

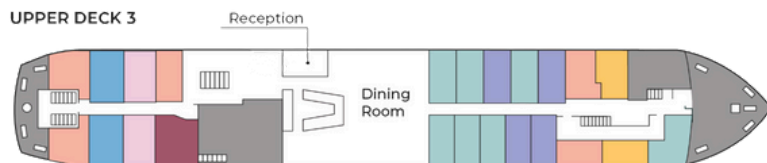
TOP DECK 5



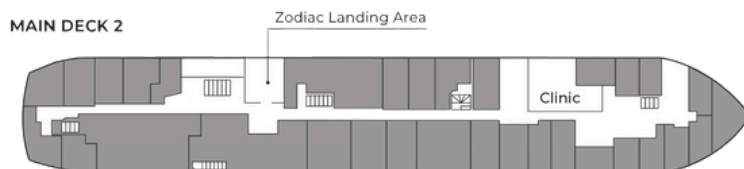
BRIDGE DECK 4



UPPER DECK 3



MAIN DECK 2



Length:

73 metres (239.5 ft)

Breadth:

11.0 metres (36.1 ft)

Draught:

3.7 metres (12.1 ft)

Gross Tonnage:

2,183

CRUISE SPEED:

11 knots

Passengers:

80

Zodiac & RIBs:

8 Zodiacs

Electrical Outlets:

200-volt outlets, standard European two-round pin plugs

Ice Class:

1B, EO (Hull Ice 1A)

Ship Region:

Antarctica Cruise Ships

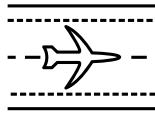


ANTARCTICA ADVENTURE

THE JOURNEY







DAY 1

Welcome to Ushuaia, the gateway to Antarctica.

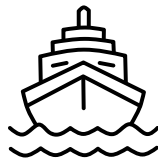
On arrival at Ushuaia Airport, take your included transfer from the airport to our joining hotel.

Learn more about the journey ahead and the details for tomorrow's embarkation during our 'icebreaker' at your hotel tonight.

If you have some time to spare before the icebreaker, we suggest you head downtown to do some souvenir shopping or taste some classic Argentinian flavours at one of Ushuaia's fantastic local restaurants.

SPECIAL INFORMATION

If you arrive in Ushuaia on Day 1, an arrival transfer from Ushuaia Airport to the hotel is included. Your travel documents will provide full details.



DAY 2

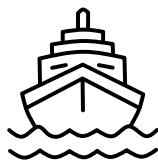
Enjoy a leisurely morning before your coach transfer to the port of Ushuaia, where you'll board the Ocean Nova, your home for the next nine nights.

Downtown Ushuaia is compact and perfect for exploring on foot, offering a beautiful start to your day. Don't forget your camera to capture the stunning snow-capped Andes Mountains backdrop.

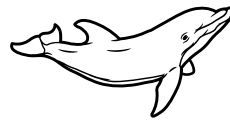
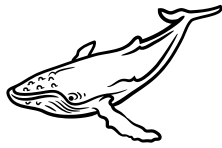
After meeting your Expedition Team on board and settling into your cabin, head to the outer decks as the Ocean Nova sails through the historic Beagle Channel towards Antarctica. Then, join the excitement inside to learn more about the upcoming days.



Drake never crossed it, but his name
sails with every expedition south.



DAY 3 & 4



Spend two days travelling across the legendary waters of the Drake Passage, named after the British seafarer Sir Francis Drake, towards the Antarctic Peninsula and the South Shetland Islands.

If conditions allow, there will be a chance to enjoy the outer deck spaces, scouting for dolphins, whales and various seabirds passing by, including the iconic wandering albatross with its enormous three-meter wingspan.

Our comprehensive lecture program will also get underway for you to join at your leisure, with our team of polar experts sharing fascinating insights into Antarctic history, geology, biology, and everything in between.

If the weather is on our side, you should reach the Islands of the Antarctic Peninsula by early evening on day four – the first sighting of land always builds great anticipation on any expedition south.

THE NAME BEHIND THE PASSAGE



Drake, an English navigator born around 1540, was the first Englishman to circumnavigate the globe between 1577 and 1580. Though he never sailed through this specific waterway, his expedition played a key role in revealing what lay to the south of South America.

During a fierce storm near Cape Horn, one of Drake's ships was blown far off course, into the open ocean. This accidental detour helped disprove the long-held belief in a land bridge connecting South America to a great southern continent.

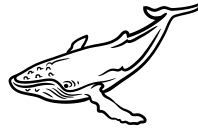
It wasn't until 1616 that Dutch explorers officially navigated the passage, but Drake's influence endured. The route was later named in his honour, a nod to his daring spirit and role in reshaping maritime knowledge.

Today, the Drake Passage is a rite of passage for modern explorers, known for its powerful swells and raw, untamed energy.





DAY 5 - 8



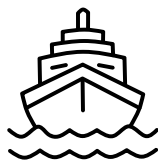
The Antarctic Peninsula is known for many wildlife sightings in front of stunning backdrops of mountains, icy landscapes and water. These provide incredible scenes as you search for whales migrating along the coast. The peak of the migration season (February and March) is the best opportunity to see these majestic ocean dwellers, as all Antarctic whale species migrate long distances, feeding in the cold, nutrient-rich Southern Ocean during the southern summer. The most common species found in the region are humpback, minke and fin whales, and orcas.

As whale season is in full swing, you have the unique opportunity to participate in one of our exciting onboard Citizen Science projects, the Happy Whale Project. Here, you can upload photos of whale's tails (flukes) online, along with details of where the images are taken, which are then used to analyse and identify the individual whale and track its movement across the oceans. Your contribution could make a real difference in understanding and conserving these magnificent creatures.

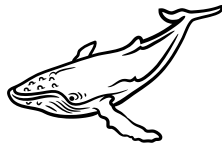
Sightings can happen from the outer decks of the ship, during a Zodiac excursion, or on the ship's bridge with your Captain, where our open bridge policy allows you into the command centre of the Ocean Nova for a look at the inner workings of your expedition and access to the best place to spot whales.

A typical expedition day begins with a wake-up call from your Expedition Leader around 7.00 am, giving you time to prepare for the day before joining your fellow travellers for breakfast in the Dining Room. Weather permitting, you can look forward to at least two excursions each day, offering plenty of chances to immerse yourself in the stunning Antarctic landscape. For those who crave even more adventure, treat yourself to an optional paddling excursion that offers a new perspective of this frozen expanse. You'll also be able to take a polar plunge off the Ocean Nova. There's nothing like a quick dip in the Antarctic's icy depths to invigorate you!





DAY 9 & 10



As the Ocean Nova begins its journey back to our home port of Ushuaia, now is your time to reflect on your fantastic journey. We're scheduled to reach the relatively calm waters of the Beagle Channel by the evening of day 10, marking the beginning of our return journey.

This evening, enjoy a slideshow of stunning images taken by our Expedition Photographer during your voyage - yours to cherish as a lasting memento of your unforgettable Antarctic adventure. Your final meal in the Dining Room is often a highlight of our Antarctic adventures, so live it up and enjoy it as you celebrate an incredible adventure with your fellow travellers and Expedition Team.

1. It's the Most Powerful Convergence of Oceans on Earth

The Drake Passage is where the Atlantic, Pacific, and Southern Oceans meet, creating the strongest and largest current on the planet - the Antarctic Circumpolar Current. It moves more water than any other oceanic current.

2. Drake Never Actually Crossed It

Although it bears his name, Sir Francis Drake never sailed through the Drake Passage. His fleet discovered the open ocean south of Cape Horn during a storm, changing how explorers viewed the map of the world.

Drake never crossed it, but his name sails with every expedition south.

3. It's Home to Rare Wildlife Sightings

Despite its reputation, the passage can be teeming with life. You may spot albatrosses, petrels, and even humpback or fin whales during the crossing - a reminder of the wild beauty that surrounds Antarctica.

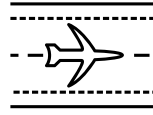
4. It's Over 1,000km Wide and 3,400m Deep

This vast stretch of sea spans about 1,000 km between Cape Horn and the South Shetland Islands, with depths plunging to over 3,400 metres in parts. It's one of the deepest parts of the Southern Ocean.

5. It's a True Rite of Passage

Sailors and adventurers have long considered the Drake a badge of honour. From the "Drake Lake" (calm) to the "Drake Shake" (rough), no two crossings are the same - and all are unforgettable.





DAY 11

After breakfast, disembark the Ocean Nova as your Antarctic expedition ends, and the memories of a fantastic adventure begin. A morning transfer to Ushuaia Airport or downtown is included.

SPECIAL INFORMATION

If you would like to stay longer in Ushuaia beyond today or would like to explore South America, please speak to your booking agent to discuss options.

If you are flying out today, please book your flight to depart Ushuaia after midday in case of any delays caused by unfavourable weather conditions.



ENHANCE YOUR ANTARCTIC ADVENTURE

Your journey to Antarctica is already a once-in-a-lifetime experience - but why not make the most of your time in South America with a tailor-made trip extension?

I can help you add an unforgettable pre- or post-tour experience to your itinerary. Whether you're after natural wonders, cultural immersion, or a bit of both, here are just a few of the spectacular options to consider:



Easter Island (Rapa Nui)

Venture to the remote Pacific and stand face-to-face with the mysterious moai statues. A spiritual, off-the-beaten-path experience filled with Polynesian heritage and island beauty.



Torres del Paine, Patagonia

Explore one of the world's most dramatic landscapes. Chile's Patagonia region offers snow-capped peaks, turquoise lakes, glaciers, and exceptional hiking and wildlife encounters.



Machu Picchu, Peru

Uncover the ancient wonder of the Incan world. Combine history, breathtaking Andean scenery, and vibrant Peruvian culture in this unforgettable highland adventure.



The Galápagos Islands, Ecuador

Cruise through an ecological paradise where wildlife thrives in its natural habitat. The Galápagos is a must for nature lovers and photographers alike.



City Breaks in Argentina or Brazil

Immerse yourself in the rhythm and soul of South America. Wander the boulevards of Buenos Aires with its tango flair, or dive into the energy of Rio de Janeiro and São Paulo for iconic sights, street culture and culinary delights.

Whether you're dreaming of ancient ruins, island escapes, or vibrant cities, I can create a seamless extension to perfectly complement your Antarctic adventure.

Get in touch with me to explore your options - I'd be delighted to quote a custom itinerary just for you.



*** Conditions**

1. Introduction

We offer for sale to you various products and/or services on behalf of our Principals such as airlines, other transport operators, hotel and other accommodation providers, tour operators and other principal suppliers. These are referred to throughout as 'Principals'.

Our services consist of arranging and co-coordinating the services offered by the Principals. TravelManagers brings about a direct contractual relationship between you, the customer, and each Principal. Subject to these booking conditions

TravelManagers will perform our services with reasonable care and skill.

TravelManagers does not guarantee the performance of the services offered by the Principals and we will not be liable in the event that you suffer loss, injury or disappointment by reason of any acts or failings of any Principal. In such case your remedy will lie against the Principal.

The brochures (including e-brochures) which we supply to you are the brochures of the Principals and that the statements and representations contained in such brochures are not ours but are made by the Principals. We accept no liability for any errors, inaccuracies or misrepresentations contained in such brochures.

Your travel arrangements will also be subject to the Principals' terms and conditions including limits on liability and conditions of carriage. You are responsible for reading the Principals' terms and conditions before paying for your booking or reservation.

Links to a list of our commonly used Principals Terms and Conditions can be found [here](#). Please note that this is not an exhaustive list and you should you wish to sight any other Principals Terms and Conditions then you should contact your PTM. Subject to the Australian Consumer Law, TravelManagers will not be liable for any loss or damage, injury, delay, inconvenience, or expense caused by a Principal. TravelManagers will not be liable for events beyond its control or the control of the Principals including, without limitation, strikes, accidents, pandemics or outbreaks of infectious diseases, acts of war or terrorism, civil or military disturbances or force majeure (Acts of God).

TravelManagers may receive fees, commissions, gifts or financial incentives from the Principals and other third parties in relation to your travel arrangements.

2. Travel Insurance

We recommend that you take out a travel insurance policy at the time you pay for your travel. You should ensure that such insurance will protect you against medical expenses arising from sickness or injury during your travel and protect you against loss or damage to your belongings. The Department of Foreign Affairs & Trade also strongly recommends you take out travel insurance.

If your travel arrangements involve group travel or a group event it is your responsibility to ensure you have travel insurance which is suitable for and covers those travel arrangements. You warrant that you have made appropriate enquiries and sought advice on your specific travel insurance requirements.

Please note that some credit card providers will provide the card holder with travel insurance. Where you are paying for all or any part of the services arranged through us by credit card and you intend to use travel insurance provided by the credit card provider you acknowledge that TravelManagers has offered you travel insurance and that you waive any claim against TravelManagers in respect of any loss or damage you may suffer as a result of you failing to take out any or adequate travel insurance.

3. Prices

Prices for travel services, including transportation, hotels and tour packages, are subject to change at any time without prior notice. Such changes may be due to factors beyond our control, including but not limited to changes in supplier costs or currency fluctuations. You may be required to pay any additional amounts resulting from these changes.

4. Payment

If payment has not been made by the specific date which TravelManagers will advise you, your bookings may be cancelled. Payments may be made by direct deposit or cheque. If you wish to pay by credit card it is necessary to check with us first as some airfares and package holidays cannot be paid for by credit card.

In certain circumstances your credit card will be charged by the Principal. In these instances, you authorise TravelManagers to pass on your credit card details to the Principal. Credit Card payments may incur surcharges.

TravelManagers will add an additional surcharge to payments made by credit card. Please check with us for current charges. When your credit card is processed by TravelManagers you agree to not have your payment 'charged back' or reversed by your credit card provider where the services have been provided.

Payments can be made via BPAY. They can be made directly from your savings/cheque account. All cheques must be made payable to TravelManagers Australia Pty Limited.

Direct Deposits can be made to the TravelManagers' bank account:

ANZ BSB: 012 172 Account: 4967-59407.

Under no circumstances will TravelManagers accept cash payments, nor should payments be made to any other bank account.

TravelManagers will not be liable for any loss caused by a failure of a tour manager or tour wholesaler to make payments to TravelManagers for reservations for airfares and services made on behalf of a tour group or any individual traveller.

5. Fees and Charges

5.1 Cancellation fees

If you cancel a confirmed reservation or booking the Principal is likely to charge you a cancellation fee. Further, some tickets may be non-refundable or non-transferable. It is important to check the position with us before you confirm arrangements and/or before you cancel any confirmed reservations. Please read the Principal's special conditions in relation to your travel arrangements.

In addition to any cancellation fee charged by a Principal, if a confirmed reservation or booking is cancelled for any reason (including but not limited to a cancellation as a result of the COVID-19 pandemic or a force majeure event), TravelManagers will retain its commission paid and/or service fee charged in respect of the travel arrangements. You acknowledge that the retention by TravelManagers of the commission and/or service fee is fair remuneration for the work done by TravelManagers in arranging your travel arrangements.

5.2 Changes to bookings or reservations

If you wish to change a confirmed reservation or booking you are likely to incur fees. In some cases, it may not be possible to change a reservation or booking or to cancel or it may be uneconomic for you to do so. You should always check the cost before requesting changes to your travel arrangements. Please read the terms and conditions of the Principals which apply to your travel arrangements. Unless otherwise stated in your costings and itinerary document in addition to any fee charged by a Principal, TravelManagers will charge you a fee to process an amendment to a confirmed booking or reservation based on the rate of \$50.00 per hour plus GST. There is a minimum fee of \$25.00 plus GST.

5.3 Refunds

If your travel arrangements are cancelled for any reason (including force majeure) after you have paid, no refund will be available to you until TravelManagers receives the monies from the Principal involved. In most cases, the Principal will charge a cancellation fee and in some instances you may not be able to claim a refund.

TravelManagers is not responsible for any delays by a Principal in processing a refund. You should be aware that airlines may take a significant amount of time to process a refund.

Should the price of an airfare, cruise or tour be reduced after you have made payment your right to a refund (if any) is governed by the terms and conditions which apply to the airfare, cruise or tour as determined by the airline, cruise line or tour operator.

Unless otherwise stated in your costings and itinerary document in addition to any fee charged by a Principal, TravelManagers will charge you a fee to process a refund request based on the rate of \$50.00 per hour plus GST. There is a minimum fee of \$25.00 plus GST.

TravelManagers earns commissions and/or charges service fees in making your travel arrangements. TravelManagers reserves the right to retain the commissions and service fees that is earned on your booking from any refund should your booking be cancelled for any reason (including for force majeure).

6. Passport and Visa Requirements

Prior to confirming your travel arrangements, you should check your passport and establish that it will remain current for the entire period of your travel. Certain countries require that your passport remains valid for a period of up to twelve months after the date upon which you are scheduled to leave such country. You may be denied entry to a country if your passport expires within 12 months. You should clarify visa requirements with the Embassies of the countries that you plan to visit as certain countries may require you to take out a visa dependent on whether you are travelling on an Australian or a foreign passport. The authorities in some countries (including The USA) require holders of Australian passports to take out a visa for entry into their country where the traveller has been sentenced or imprisoned or been convicted of certain types of criminal offence. A visa may be required where a contagious disease or a serious health problem exists. It is the responsibility of each member of the travelling party to ensure that they have a valid passport and the necessary visa/s for the destinations to be visited.

7. Re-entry Visas for Australia

Re-entry visas will/may be required for travellers leaving Australia holding a foreign passport. If you hold a foreign passport then it is your responsibility to make your own enquiries and satisfy yourself as to the position in regard to your passport and/or visa requirements before leaving Australia.

8. Vaccinations and COVID-19 proof of vaccination

Certain countries and Principals require that travellers be vaccinated against specific infection (including but not limited to COVID vaccinations) and/or diseases. TravelManagers strongly recommends that you check with your doctor and the embassies of countries to which you are travelling to with respect to any health requirements.

As Governments and Principals start to open and accept clients their requirements for Covid vaccinations, PCR Tests and other requirements are constantly evolving. Whilst your personal travel manager may assist you in navigating these travel requirements you are ultimately responsible for all medical and travel-related documentation required by state, federal or international authorities that allow entry or exit into their state, territory, return to Australia or overseas travel from Australia to another country. You should ensure that you have satisfied yourself that you have all the required documents before booking your travel and keep yourself up to date on any changes to these requirements.

If provided by you, you authorise TravelManagers Australia to store a copy of all relevant COVID vaccination certificates and forward a copy to any Principals as reasonably required.

You acknowledge that your failure to produce a copy of a valid COVID vaccination certificate may lead to your booking being cancelled and as a result, you may incur cancellation fees which will be subject to the Principals' terms and conditions as well as the fee's outlined in clauses 5.2 and 5.3.

9. Checking Travel Arrangements

We have exercised care in putting together the arrangements requested by you in regards to your travel and accommodation. It is important that you check all of the documentation handed to you in relation to your proposed travel and accommodation to ensure that it fully meets with your requirements and to ensure that there have been no misunderstandings. All documents, in relation to international travel, must be issued in the name of the passport holder. You may be denied carriage if the name varies.

9.1 We strongly recommend that you contact your airline prior to any travel to ensure that the scheduled departure time has not changed.

9.2 We strongly recommend that you familiarise yourself with current travel advisories/information from smartraveller.gov.au before you travel.

9.3 Payment of any excess baggage charges is the Traveller's sole responsibility.

9.4 Carry on baggage is subject to security rules on the carriage of various items. It is your responsibility to check with the relevant authorities.

10. Responsibility

10.1 TravelManagers accepts no responsibility for any loss, cost or expense that arises or is incurred by the customer to the extent that it arises or is incurred directly or indirectly as a result of any booking made by, or on behalf of, the customer independently of TravelManagers.

10.2 Mobility and fitness

Before confirming your travel arrangements, it is your responsibility to inform your Personal Travel Manager of any medical conditions, mobility concerns, or dietary restrictions. While we are committed to fulfilling your needs, you acknowledge that certain suppliers may encounter limitations in service availability.

10.3 Travelling with children

Minimum age requirements may apply to specific travel services, such as cruise travel. Additionally, legal regulations govern the travel of children without one or both parents or legal guardian, with specific guidelines enforced by airlines, cruise lines, and various countries. It is essential you inform your Personal Travel Manager if you are travelling with children. It is your responsibility to ensure you have the necessary permission for the child's travel and provide the documents to TravelManagers Australia if required. Failure to adhere to these requirements may result in denied boarding or other travel-related consequences.

10.4 Advice for pregnant travellers

If you're pregnant and planning to travel, it is your responsibility to research your destination before you go. We encourage you to consult your doctor and understand any potential risks that may arise. Airlines and cruise lines have specific rules on when you can travel while pregnant. Please advise your Personal Travel Manager before committing to your travel arrangements about the rules or restrictions that could affect your travel plans.

11. Complaints

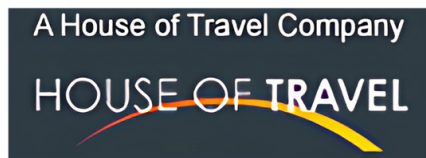
TravelManagers endeavours to deliver exceptional quality professional travel services. We are committed to being responsive to the needs and concerns of customers and to resolve your complaint as quickly as possible. Customer feedback is welcomed as it helps us improve our service delivery to you. Full details of our Complaints Handling Policy can be found [here](#).

12. Your rights under Australian Consumer Law

Nothing in these terms and conditions is to be read as excluding, restricting, or modifying your rights under the Australian Consumer Law and other legislation given to consumers in relation to the supply of goods and services.

End of terms & conditions.

ABOUT TRAVELMANAGERS



Part of the House of Travel Group, TravelManagers is Australia's largest network of 500+ home-based travel experts. Our personal travel managers have access to amazing travel deals and customers are provided with the security that their money is secure through the booking process.

Under no circumstances will TravelManagers accept cash payments, nor should payments be made to any other bank account, other than the TravelManagers client trust account (ANZ BSB: 012 172 | Account: 4967-59407).

View the Terms & Conditions and Privacy Policy on the TravelManagers website

<https://www.travelmanagers.com.au/privacy-policy/>

<https://www.travelmanagers.com.au/terms-and-conditions/>

Learn more about the TravelManagers Customer Fund (TCF)

<https://www.travelmanagers.com.au/tcf/>

TravelManagers Australia contact details
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World Square NSW 2002
Consumer Line: (02) 8062 6400
info@travelmanagers.com.au



TravelManagers respects and honours the Traditional Custodians of the land and pay our respects to their Elders past, present and future. We acknowledge the stories, traditions and culture of Aboriginal and Torres Strait Islander peoples on the lands where we work and gather, and those we visit.



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