



MY TRAVEL EXPERIENCE

SOUTH AFRICA SAFARI

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1300 168 910



South Africa Eco Explorer Safari & Flights

Duration: 20 days

Departs: 2023 & 2024

Stay: 18 nights hotel & lodge accommodation

Travel style: Escorted tour

Booking code: SAEES20M

Call 1300 168 910 to speak to experts at My Travel Experience

Email hello@mytravelxp.com

20 Days South Africa Eco Escorted Safari

About the holiday

South Africa is a haven of spectacular scenery, abundant wildlife and diverse cultures, and capped off with an invigorating climate. These qualities make it an adventure destination you won't want to miss!

It might be hard to believe that it's a country virtually the size of Europe. Over 3000 kilometres of unspoiled coastline, boasting climatic differences from searing hot desert to frosty mountain peaks, and varied cultures from the original Bushman to the most Western of ways.

This small group tour visits the highlights, but leaves the regular track to explore the great outdoors and visit a variety of African eco-systems. The itinerary will include highlights such open vehicle game drives in Kruger National Park, a day in Addo Elephant Park and a visit to the southernmost point of the continent - Cape Agulhas.

Overnight stops are at comfortable lodges or hotels (no need to bring your sleeping bag on this trip!). All stays are in truly unique surroundings - whether in pristine reserves, high in the mountains or on a remote beach, each is carefully chosen to show off a different aspect of this captivating destination. The tour is enjoyed by those with a flexible attitude and adventurous mentality, because it really is a once-in-a-lifetime kind of opportunity!

Why you'll love this trip...

See the best of South Africa on a value-packed tour with the comfort of lodges. Loads of inclusions, with many meals, sightseeing and wildlife viewing opportunities. Expert local guides will look after you and proudly share their Africa with you. Great deal for solo travellers, with no single supplement if you opt to share a room.

Travel dates

2022 & 2024 - Departs Sundays from Australia*

*Dates are subject to confirmation at time of booking. Price may vary depending on your travel date. Contact us for available departures and current prices.

Call our office on 1300 168 910 for current rates & travel deals.



Tour Inclusions

FLIGHTS: Return economy airfares to Johannesburg & from Cape Town
Fly from Melbourne, Sydney, Brisbane or Perth (contact us for other cities)

TOUR: 18-Day South Africa Tour

ROUTE: Johannesburg - Cape Town

VEHICLE: Custom 17-seater adventure truck

STAFF: Two Crew onboard

DURATION: 1-night Johannesburg hotel pre-safari
17 nights Lodge & hotel accommodation as per itinerary

INCLUDED HIGHLIGHTS:

- Guided open vehicle game drives
- Kruger National Park
- Kingdom of eSwatini (Swaziland)
- Isimangaliso Wetland Park
- Royal Natal Park - Tugela Gorge walk
- “Barrier of Spears” - Drakensberg Mountains
- Wild Coast - Coastal hike to “Hole in the Wall”
- Mountain Zebra Park
- Addo Elephant National Park
- Tsitsikamma National Park
- Pristine beaches
- Garden Route - Fauna and Flora delight - Penguins
- Cape Agulhas (Southernmost Tip of the Africa)
- Cape Town
- African culture

***Subject to confirmation by the airlines, tour company & local operators.
Cancellation fees & booking conditions apply.***

ACCOMMODATION LIST:

(Day 2) - 1 night The Signature Lux Hotel - Joburg
(Days 3 - 4) 2 nights Andy's Camp - Kruger
(Days 5 - 6) 2 nights Greenfire Lodge - Hazyview
(Day 7) 1 night Forester's Arms - eSwatini
(Day 8) 1 night Forests Lodge - St Lucia
(Days 9 - 10) 2 nights Alpine Heath - Drakensberg
(Day 11) 1 night Flitwick Ranch - Southern Drakensberg
(Days 12 - 13) 2 nights Ocean View Hotel - Coffee Bay
(Day 14) 1 night Tuishuise & Victoria Manor - Cradock
(Day 15) 1 night The Beach Hotel - Nelson Mandela Bay
(Day 16) 1 night The Rex Hotel - Knysna
(Day 17) 1 night Arniston Hotel - Cape Agulhas
(Days 18-19) 2 nights aha Harbour Bridge Hotel - CPT
(Day 20) Check out

Please note, hotels are subject to change at the discretion of the tour operator.

Tour Package excludes:

Airport transfers

Visa fees (if applicable)

Meals & sightseeing not specified in the inclusions or itinerary

Personal items, such as drinks, snacks, laundry etc.

Gratuities for tour manager, guides & drivers

Travel insurance is essential

Prices are based on twin share. Single travellers have the option to share with a traveller of the same sex, or pay a supplement for a private room.

Want to extend your stay & see more of Africa?

Call 1300 168 910 or email hello@mytravelxp.com for travel deals.

Itinerary:

DAY 1: FLY TO SOUTH AFRICA

DAY 2: ARRIVE JOHANNESBURG

Welcome to South Africa! On arrival at Johannesburg Airport, make your own way to your hotel and the remainder of the day is free.

DAY 3: JHB - KRUGER BUSH LODGE

Heading north from Johannesburg - “The City of Gold”, like many intrepid explorers have done before us, our journey takes us through the outskirts of the capital - Pretoria, and then out into the vast open plains of Africa. Lunch today will be in the historic gold mining village of Haenertsburg. After lunch we descend into the Magoebaskloof, a spectacular lush mountainous area presided over by the Rain Queen - Modjadi.

The last stretch of our journey today takes us into the Greater Kruger - world renowned for its protected natural environment and vast free-ranging animal populations. For the next two nights we get cosy at our well-appointed Bush Lodge, situated in a private reserve within the greater Kruger - where animals roam freely and unrestricted. This privately owned reserve allows us the freedom to explore the wilderness in open game drive vehicles in search of a variety of animals, both during the day and into the evening. The lodge casually blends into the bush and offers crisp comfortable beds and stunning views over the surrounding wilderness, including a water hole regularly frequented by animals. Retire to bed whilst listening to a symphony of sounds from the African Bush.

Meals: D (Lunch own expense)

Included Highlights/Activity:

- Scenic drive down to the Lowveld region
- Private Game Reserve Accommodation

DAY 4: KRUGER BUSH LODGE

After a peaceful night’s rest, we start the day with an early riser light breakfast of fresh coffee and rusks (a traditional South African biscuit), before embarking on our morning experience within the wild African bush. Guided by a qualified ranger we explore the wilderness, with heightened senses, always on the lookout for an animal encounter while also discovering the smaller treasures often hidden from the eye. Before the heat of the day sets in, we return to the lodge for a scrumptious brunch, after which it’s time to relax around the lodge and enjoy the serenity of the surrounding wilderness. A nearby waterhole attracts a variety of birds and wildlife that come to quench their thirst, displaying the pecking order ever so present. Unwind with a refreshing drink while game viewing from the deck. With the heat subsiding in the late afternoon we embark on an open vehicle game drive which develops into an extensive night drive - in search of the nocturnal animals that come out after dark. As dusk approaches we pull over and enjoy a sun-downer drink or two, whilst marvelling at the magnificent sun setting over the African bushveld.

Meals: Brunch Dinner

Included Highlights/Activity:

- Exclusive Private Reserve
- Morning and afternoon guided experience in Big 5 area

DAY 5: PANORAMA ROUTE - HAZYVIEW

Rising with the African sun, a hearty breakfast is enjoyed before setting off to climb the escarpment and explore the many natural wonders and viewing points in this incredibly scenic region. First stop will be to view the impressive Blyde River Canyon - the world's largest "Green Canyon". After viewing the Canyon we continue on to visit the museum town of Pilgrim's Rest where we enjoy a walk down through the main street whilst reliving the days of the early gold rush.

Today's lunch will be at your own expense at a venue literally on the edge of the escarpment and offering the most incredible views over the entire Lowveld.

Mid-afternoon we make our way down to the tranquil Greenfire Lodge Hazyview, a log cabin built spectacularly on stilts in the indigenous forest on the banks of the impressive Sabie River or "Fearful River" as dubbed by the locals. As well as a natural paradise this is also a working farm where coffee, limes and macadamias are produced and we will take the time to tour the workings on the property.

Meals: B D (Lunch own expense)

Included Highlights/Activity:

- Panorama Route
- 3 Rondavels
- Pilgrim's Rest

DAY 6: KRUGER NATIONAL PARK

Waking with the birds, we depart from the lodge at sunrise and travel a short distance to enter the southern sector of Kruger National Park for a full day of game viewing.

Driving slowly through this iconic National Park - the size of Israel or Wales, we will spend the day in search of the many animal inhabitants.

From the high vantage point and comfort of our well-equipped vehicle the view is excellent. Our expert guide will take time to explain the behaviour of the many animals we see in this fascinating environment.

Most of the day will be spent game viewing, however, we will stop regularly at various designated sites to stretch our legs and also to enjoy an own-expense lunch at one of the rest camps in the Park. Late this afternoon we exit the Park and return to the comfort of our Greenfire Lodge Hazyview.

Meals: Packed Breakfast Snacks, Dinner

Included Highlights/Activity:

- Southern section of Kruger National Park
- Full day game drive

DAY 7: eSWATINI

Departing after breakfast we pass through the provincial capital Mbombela (Nelspruit), before leaving South Africa and crossing the border into the Kingdom of eSwatini (formerly known as Swaziland), a small landlocked country, rich in culture and natural beauty.

Our journey today takes us high into the mountains, past numerous traditional homesteads, and into an area of spectacular natural beauty. The area is home to many traditional craft industries and time permitting, we will visit one or more during our time here. We will spend some time exploring this small country before arriving at our accommodation for the night and enjoying a locally cooked meal.

Meals: B L D

Included Highlights/Activity:

- eSwatini
- Scenic drive

DAY 8 -9: ST LUCIA

Today we follow winding roads south through the Swazi countryside, before crossing back into South Africa. After completing the border formalities, we enter Zululand, a part of modern-day KwaZulu-Natal, and home to South Africa's largest ethnic group - the Zulu people. Formed in the early 1800's into the most powerful regional empire by King Shaka Zulu, the Zulus influenced a large part of southern Africa.

Once back in South Africa our journey continues to the bustling coastal town of St Lucia where we spend the next two nights. St Lucia itself is home to many animals including Hippo, Crocodile and bird species.

During our stay in St Lucia we will also visit the iSimangaliso Wetland Park, a Subtropical Coastal habitat with white beaches, tidal pools, offshore reefs and coastal dune forest. This unique combination of coastal reserve and Wetland Park offers an absolutely unique experience, where we drive through the park viewing rhino, buffalo and a multitude of other large animals, before going for a walk on a deserted beach where at any time you can take a dip in the warm Indian Ocean. The day is spent exploring the beach, rock pools, pristine dune forest and other natural habitats of this amazing Park.

During the evenings we enjoy our dinners at one of the many local restaurants (own-expense). Beware of the wandering hippos that also visit town at night for a bite to eat.

Meals: B L, B L

Included Highlights/Activity:

- Scenic drive through Swaziland
- iSimangaliso Wetland Park

DAY 10 - 11: DRAKENSBERG

Departing St Lucia after breakfast, we continue travelling through the rolling hills of Kwa-Zulu Natal, an area famous for various battles between the Boers and Zulus, British and Zulus and the Boers and British. The area is filled with numerous historic sites that helped shape modern day South Africa.

This afternoon we reach the majestic Drakensberg mountain range that rises 3400m, known to the locals as "The Barrier of Spears".

After a full day we arrive at our accommodation, where we spend two nights in cozy cabins surrounded by breath-taking views.

On day 9 we will conduct a day hike in the Tugela Gorge which is located in the Royal Natal National Park, part of Drakensberg World Heritage Site. From here we will have a spectacular view of the towering cliffs of the Amphitheatre and the Tugela Falls, at 948m the falls are widely accepted as being the second highest in the world.

Meals: B L D; B L D

Included Highlights / Activity:

- Drakensberg Mountains
- Tugela Gorge hike

DAY 12: SOUTHERN DRAKENSBERG

With tired legs, today we travel further south whilst hugging the Drakensberg Mountains and make our way into the Natal midlands, a lush farming area known to be one of South Africa's prettiest.

Our overnight stop tonight is on a working ranch. We arrive in the afternoon and will have time to learn more about farming in this area as well as the fascinating history that surrounds the farm and buildings on the property. For the adventurous there will also be an opportunity to assist with some of the farm work in the afternoon or early morning.

Tonight we enjoy a traditional dinner prepared fresh from the farm gardens.

Meals: B L D

Included Highlights/Activity:

- Scenic drive through Southern Drakensberg
- Local farm stay

DAY 13 - 14: WILD COAST

Setting off early, we pass through several small towns and follow beautiful roads towards one of the most exciting, truly off-the-beaten-track highlights of the tour - The Wild Coast. Having formerly been an independent homeland, there has been little development in this area, resulting in endless unspoiled beaches, natural estuaries, rolling grassland, and a tapestry of traditional Xhosa villages.

We spend two nights on the Wild Coast at Coffee Bay allowing us a full day for hiking and exploring this rugged but stunningly beautiful area. The highlight of our stay will be a walk along the high cliffs, deserted beaches and rolling grasslands, to what is one of the most impressive landmarks along the South African coastline - Hole in the Wall. Hole in the Wall is an island, just offshore with a natural arch carved by centuries of wave-action. The adventurous can swim out for a closer look.

This afternoon we will have time to simply relax and to enjoy the "Robinson Crusoe" surroundings as well as the comforts of our accommodation.

Meals: B L D; B L D

Included Highlights/Activity:

- Scenic drive to the Wild Coast
- Private beach
- Hike along the coast

DAY 15: WILD COAST - CRADOCK

Departing from the Wild Coast we follow lesser-known roads through the Eastern Cape Province of South Africa and make our way into the Great Karoo, to Cradock, a town in the upper reaches of the Great Fish River valley, filled with rich history dating back to the mid 1800s.

On arrival in Cradock we are met by a local guide who will take us on a colourful walking history tour, before we check into our accommodation for the night. We enjoy an evening surrounded by old fashion hospitality and history.

Meals: B L D

Included Highlights/Activity:

- Scenic drive in Eastern Cape
- Historic town of Cradock
- History tour

DAY 16: MOUNTAIN ZEBRA PARK, ADDO ELEPHANT PARK - NELSON MANDELA BAY

An early start, we aim to enter the Mountain Zebra Park as the gate opens - this Park is unlike any of the others we have previously visited, being in the semi-desert of the Great Karoo, and is home to not only the endangered mountain zebra, but also springbok, ostrich, cheetah, buffalo, black rhino, and an array of birdlife. We spend a few hours in search of animals, and to take in the spectacular views, before returning to the hotel for a sumptuous breakfast.

Once packed, we depart Cradock and head for the renowned Addo Elephant Park where elephants, buffalo and other animals can be viewed at close range in another unique environment, the succulent shrubs of the rhenosterveld. We will traverse this interesting National Park from the north to south. Exiting in the late afternoon we travel the short distance back to the coast and to our hotel literally on the beachfront of the stunning Nelson Mandela Bay. The location of our hotel allows for us to stroll along the beachfront and to visit one of a variety of restaurants to enjoy an own expense dinner.

Meals: B L D

Included Highlights/Activity:

- Mountain Zebra National Park
- Addo Elephant National Park
- Nelson Mandela Bay

DAY 17: GARDEN ROUTE - KNYSNA

This morning we will have time for a stroll on the beach, perhaps a swim in the Indian Ocean or just a leisurely cup of coffee. After breakfast we then continue our journey into the heart of the spectacular Garden Route region. We will travel the length of this magnificent natural kingdom sandwiched between the ocean and the towering mountains, exploring the verdant and ecologically diverse vegetation encountered here with the numerous estuaries, lakes and ancient forests.

We stop regularly to explore the highlights including the Tsitsikamma Coastal National Park where we will enjoy a walk along the rugged coast and over the suspension bridge spanning the Storms River mouth.

This afternoon we travel to the vibrant town of Knysna. Surrounded by indigenous forests, fynbos and lagoons, this little town is a gem in a natural Garden of Eden. On arrival we have time to explore and to enjoy an own-expense meal at one of the many little restaurants.

Meals: B L

Included Highlights/Activity:

- Tsitsikamma National Park
- Hike in Tsitsikamma

DAY 18: CAPE AGULHAS - SOUTHERN TIP OF AFRICA

Departing from Knysna we follow the coast through several small towns as we make our way down to Cape Agulhas - the most southerly point on the African continent. Here we will conduct a short walk down to the beach to experience first-hand the theoretical meeting point of the cold Atlantic and the warm Indian oceans.

A picnic style lunch is enjoyed by all with the crisp clean ocean breeze, before leaving this treasure and retiring to our accommodation in Arniston. An afternoon walk down to the huge sea cave, Waenhuiskrans, is recommended.

Meals: B L D

Included Highlights/Activity:

- Cape Agulhas
- Waenhuiskrans

DAY 19 - 20: CAPE TOWN

A relaxed morning drive takes us on the "Whale Route" through Hermanus - known across the world for excellent land based whale watching. We then hug the coast around the Hottentots Holland Mountains toward Betty's Bay where we visit a small colony of African Penguins.

This afternoon we travel one of the most scenic coastal routes in the world, along the edge of False Bay, before making our way towards the "Mother City", Cape Town. Mid-afternoon we will arrive at the Mojo Hotel, located in Sea Point and our accommodation for the night. The hotel is conveniently located close to award winning restaurants, galleries, vibrant nightlife and the ocean promenade.

Our tour will officially come to an end after breakfast on Day 18 of the tour.

Cape Town is undoubtedly one of the most beautiful cities in the world, rich in culture, award winning wines, world class restaurants, fashion and people from all walks of life, guests are encouraged to spend some extra time to explore the 'Mother City', and we would be happy to assist in making arrangements.

Meals: B; B (Lunch and dinner on Day 17 are own expense)

Included Highlights/Activity:

- Scenic drive to Cape Town
- Coastal roads

The tour ends at 09h00 on Day 20. Clients may extend their stay by booking post-tour accommodation at the MOJO HOTEL. If arranging an onward flight on this day, please allow time for an airport transfer and for check-in procedures (up to three hours).

The day by day descriptions published are intended as a rough guideline only. Adventure travel by nature is unpredictable, weather patterns, game migrations, road conditions and a multitude of other factors may necessitate itinerary changes that ultimately are for the client's benefit. It is essential that clients are flexible and open minded in this regard.

Pre-departure information:

This trip requires a valid passport and for certain nationalities. ALL linen is provided. A sleeping bag, towel and pillow are NOT required for this tour. Seasonal Malaria precautions are necessary and are locally obtainable. A barrel bag or backpack is best suited for this trip (suitcases do not fit into the space provided). An extra day bag or camera bag is advised. Spending money required will be for the restaurant meals, drinks, visas, tips, curios, airport transfers, and any other optional excursions. Remember, help us to help you by participating and by keeping an open mind and flexible mentality. Our price includes all food as specified, coffee, tea, juice at breakfast, transport, professional guides, mekoro hire, accommodation, group equipment, permits and park entrance fees. Our price does not include restaurant meals where stipulated, visas, tips, curios, optional excursions, alcohol, bottled water and soft drinks, airport tax, airport transfers and airfares. Before departure clients will be required to enter into an agreement pertaining to our booking conditions and general information as defined on our website and in our brochure. Clients are required to have their own comprehensive personal travel insurance.

DEPARTURE POINT

The 18 Day South Africa tour departs from the Signature Lux Hotel, 135 West St, Sandown, Sandton, 2146 at 06h30 on the first tour day and ends on the last day at 16h00 at the Mojo Hotel. Guests not staying at the Signature Lux Hotel must arrive at the Lodge at 06h00 on the day of departure.

ACCOMMODATION ON TOUR

Please note that linen will be provided for the duration of your tour and **you will NOT need a sleeping bag and pillow for the rest of the tour.**

- Batteries can be charged from a 220 volt source pre tour departure in Johannesburg, on most nights at the lodges and every day on the truck while the truck is driving from a 12 V inverter.
- Currency exchange opportunities: Arrival at Johannesburg Airport
- Limited Laundry facilities: Available post tour from the JHB Lodge if you are staying an extra day
- Internet facilities: Pre night in Johannesburg Lodge, Knysna and Cape Town

ON SAFARI

All our tours require a certain level of participation from all group members. This entails assisting with the food preparation, washing of dishes and keeping the truck clean. Please keep in mind that flexibility and an open mind will greatly contribute to an enjoyable safari. We are travelling in developing countries therefore please do not expect the punctuality you have come to expect in first world countries. Things do not always run according to plan, however we do endeavour to run according to the itinerary as best as possible.

Tour notes:

WEATHER CONDITIONS

Please note that Southern African weather conditions vary tremendously from season to season. During summer months temperatures of up to 40°C can be experienced. During the winter months of June, July and August the nights are very cold, temperatures may drop well below 0°C, although the day temperatures will be pleasant at around 20°C.

CLOTHING & PERSONAL EFFECTS

Herewith a recommended guide of what to bring along:

Sport Shoes / Sneakers & Sandals

Hat & Sun Cream

Water Bottle

Smaller day pack

Camera, Binoculars

Books (Birds, Mammals, personal reading books, Optional)

For general travelling (to keep yourself entertained on the longer drives)

Personal iPod, iPad/tablet etc.

Personal reading books

A deck of cards or something similar

Battery chargers for your personal devices (iPads, E-Readers, Mobile phones, Cameras etc)

Vehicles are equipped with charging facilities while driving. A Two-pin charger is perfect.

Clothing and Toiletries

Long Trousers / Tracksuit

Hat or cap

Shorts

Swimming Costume & Towel

Waterproof Windbreaker

Personal toiletries

Jersey / Jumper

Insect Repellent

T-Shirts / Shirts

General Accessories

Mosquito Net (Optional)

Malaria Prophylaxis (please enquire from your general Doctor at home)

Money (Sundry expenses, gratuities)

Torch / Flashlight / Batteries

Refreshments

Pen

Passport/Visa

Luggage to fit packing space on vehicles*

** Luggage should be limited to a maximum of 15kg

Each traveller will have their own locker on the trucks which is accessible even while driving. Backpacks, Barrel bags or Soft Suitcases are strongly advisable as your standard Hard Suitcases sometimes don't fit in the lockers. Each locker could be locked with your personal lock (which you can also purchase from the Greenfire Johannesburg Lodge upon arrival).

MEALS AND REFRESHMENTS

Meals are provided as indicated in the itinerary/website. Soft drinks, bottled water and alcohol are for your own expense; there is ample opportunity during the tour to buy refreshments. The guide will advise when you need to stock up for a couple of days.

PERSONAL EXPENSES

A reasonable amount of personal spending money should be bought with you. This is to cover own expense meals as indicated in the Brochure, bottled water, soft drinks, alcohol, sundry goods purchased - such as suntan cream etc., curios, optional extra excursions, airport tax, transfers and tips.

In Africa things work a little different to the rest of the World. Tipping or gratuity, unless otherwise specified, is not included in the price you pay for services delivered. This accounts for restaurant meals, casual help and the services of the guide or guides that you will meet on your tour.

In Southern and East Africa it is classified as a common courtesy to TIP "casual help (guides)".

This TIP is not something that is forced upon you by any means, but in many industries of tourism it is customary. It works as follows: if you believe your guide has lived up to your expectations and has performed his/her job in a way that you respect and are happy with the services rendered, an amount of R 50 per person per day or equivalent in any major currency would constitute a fantastic tip. Remember that this is just a guideline and is not by any means compulsory, but seen as common courtesy in Africa.



My Travel Experience is a full-service travel agency

Want flights, car hire, escorted tours, airport transfers, travel insurance & more? My Travel Experience offers personalised service and unlike other online booking companies, we are not a one-size-fits-all travel agency. Our experienced travel consultants can design an itinerary or provide a quote for wherever you want to travel and include whatever travel services that you want to pre-book.

Plus, we are with you all the way - from your first enquiry, until your departure and when you safely return home. You will always be able to reach us. Email us today on reservations@mytravelxp.com with your preferences for any of our travel packages!

Affordable Holidays - How do we do it?

With over 30 years' experience, we know the travel industry better than anyone and have tracked down the best experiences around the world. We go directly to local suppliers to source the best price and holiday for you. Dealing directly with local operators is why our holidays are more affordable. We work with reputable travel professionals that offer exceptional service and safe travel policies. If you think you are paying too much for your travel arrangements, please give us a call, we will do our best to find you the ideal holiday - that's My Travel Experience!

Call 1300 168 910 to speak to us about planning your holiday.

Travel On Demand Pty Ltd Trading As



MY TRAVEL EXPERIENCE BOOKING CONDITIONS

Please read the following information prior to making your reservation

Our full set of terms and conditions can be [viewed and downloaded on our website](#), or supplied on request from our office. We highly recommend you read My Travel Experience booking conditions prior to making your holiday reservations. This is the contract under which both parties enter, therefore we request that you only make a booking if you agree with these conditions.

This is a summary in brief for our customers:

1. Upon making a reservation with My Travel Experience you will receive a booking form, which needs to be filled out and signed to confirm that you agree to the terms and conditions.
2. Your booking will then be confirmed to you in writing and you will be required to pay a deposit to secure your reservation.
3. At this time, you must take out travel insurance for your holiday to protect you against any unforeseen circumstances.
4. 90 days prior to departure you will be asked to make the balance payment for your trip (you will be notified if your supplier requires earlier payment).
5. 10 days prior to departure you will be sent your travel documents via email.

My Travel Experience operates a Client Trust bank account. This means that we do not hold your money. We pay the ultimate travel providers (Suppliers) of your travel services the funds for your holiday. The Suppliers include airlines, tour operators, cruise lines, transport companies, hotels etc. We are required to pay the Suppliers deposits and final payments to secure your booking and in some instances these items are non-refundable.

If you wish to cancel you must notify us of your cancellation in writing. We will then write to the Suppliers to cancel your booking and request a refund (if applicable) for any elements of your holiday that are refundable. You will need to make an insurance claim for any travel arrangements that are non-refundable. If you have any issues during the refund or cancellation process, you have 30 days to contact our office in writing to lodge a complaint so an immediate resolution can be found for you.

Phone 1300 168 910

Email hello@mytravelxp.com

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