

***SPAIN,  
PORTUGAL  
& MOROCCO  
PREMIUM TOUR***



**MY TRAVEL EXPERIENCE**

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1300 168 910



**Spain, Portugal & Morocco Tour with Flights**

Duration: 19 days

Stay: 17 nights 4- & 5-star hotels

Travel style: Escorted tour, with flights from Australia

Booking code: EUSPM19M

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

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# 19 Days Spain, Portugal & Morocco Tour with Flights

## About the holiday

Discover the dazzling highlights of Spain, Morocco and Portugal on a tour that perfectly connects these three wonderful countries!

The premium tour travels in comfortable, dedicated coaches and crosses the Strait of Gibraltar by ferry from Europe to Africa and back. Enjoy the pleasures of staying in carefully chosen 4- and 5-star hotels and the convenience daily breakfast and two special dinners.

This tour is fully escorted by expert, English-speaking guides, who'll accompany you on amazing sightseeing experiences, like Granada's lavish UNESCO-listed Alhambra complex, the ancient medinas and vibrant markets of Morocco, the picture-perfect city of Lisbon and breathtaking Andalusian landscapes on the southern coast of Spain.

## Why you'll love this tour...

- Starts in Barcelona and ends in Madrid, offering a pleasant touring pace
- This premium tour ticks the boxes for included highlights & free time
- Travel with expert tour guides for the best local insight and tips
- Cross the Strait of Gibraltar by ferry from Europe to Africa and back
- Delve into history and greet the colourful Iberian culture from one exciting city to another, while frequenting popular hotspots and gems off the beaten track
- Flights are included from Australia, or you can do the tour on its own

## Travel dates:

Departs Australia - select dates from January to November

*Departures are subject to confirmation at time of booking. Price varies depending on your travel date. Please contact us for available travel dates.*

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for current rates & travel deals.



## Escorted Tour Includes:

### Flights

- Return economy airfares to Barcelona & from Madrid
- Fly from Melbourne, Sydney, Brisbane or Perth (ask for other cities)

### Accommodation

- 17 nights in 4- and 5-star hotels
- Standard twin share hotel rooms with private en-suite facilities

### Meals

- 17 breakfasts, 2 dinners

### Transport

- Dedicated, comfortable coach transportation
- Cross the Strait of Gibraltar by ferry

### Services

- Professional English-speaking tour leader in all 3 countries
- Guided walking tours for a personal introduction to historic sights
- All entrance fees to the sites listed in the itinerary

### Package excludes:

Airport transfers - contact us to pre-book if required

Meals & sightseeing not specified in the inclusions or itinerary

Optional tours & activities

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

Gratuities for guides, representatives & drivers

Travel insurance is essential, let us know if you'd like a quote

Prices are based on twin share, please contact us for single rates

*Package is subject to confirmation by airlines, hotels, tour company & local operators.  
Booking conditions & cancellation fees apply.*

For more info call 1300 168 910 or email [hello@mytravelxp.com](mailto:hello@mytravelxp.com)

## Top Experiences on Tour:

- Barcelona - Follow your guide on a walking tour of Barcelona's gothic quarter
- Peñíscola - Explore this beautiful walled town in a fairytale setting
- Alicante - Stop at the active port city of Alicante, with over 7000 years of history
- Granada - Visit the breathtaking UNESCO Alhambra Palace and the Generalife gardens with an audio guided tour
- Strait of Gibraltar - Enjoy a pleasurable sail towards Africa as Spain disappears upon the horizon
- Rabat - Explore historic monuments dating from the 10th to 15th century Almohad and Merenid dynasties
- Casablanca - Admire the great Hassan II Mosque, one of the most important mosques in the Arab world (entrance fees not included)
- Marrakech - Step back in time during a guided tour of the old medina
- Ait Benhaddou - Pause at this fortified village, the backdrop for many movies
- Ouarzazate - Pause again at the gateway to the Sahara Desert and home to the Taourirt Kasbah
- Todra Gorge - Marvel at this 250-metre-deep trench, one of the most spectacular natural sights in Morocco
- Erfoud - Visit this oasis town, and experience dusk among the sand dunes
- Fes - Soak up this car-free medieval labyrinth
- Seville - Enjoy a guided tour of this city famous for its stunning Mudejar palaces, tapas and flamenco
- Lisbon - Join a guided tour of Lisbon, a picture-perfect city that combines cobbled alleyways, ancient ruins and white-domed cathedrals
- Madrid - Opt to spend extra time in Spain's capital city, perhaps sit by the lake at Retiro Park and admire the magnificent Glass Palace

## Itinerary:

### Day 1 - Fly to Spain

### Day 2 - Arrive in Barcelona

Bienvenidos! Welcome to Spain.

Make your own way to your hotel. If needed, we can help you arrange a private airport arrival transfer - simply let us know at the time of booking.

Your adventure begins with a welcome meeting at 6pm. Please confirm this time by asking hotel reception or checking for a note in the hotel lobby.

There may be some free time before your welcome meeting to get your bearings in Barcelona, the Catalan capital known for its art and architecture.

Please note: If you are going to be late to the welcome meeting, kindly inform hotel reception.

**Arrival Transfer & Check in:** The easiest and most convenient way to make your way to the starting point hotel is by taxi. An official airport taxi rank is located outside the luggage collection area. A taxi ride will typically cost EUR 50-60 per car. Alternatively, we can assist you pre-arrange an arrival transfer. If you have pre-arranged an arrival transfer through us, your driver will be waiting for you at the arrival hall.

Hotel check-in time is at 3pm. If arriving prior to this, you will be able to leave your luggage with hotel reception and explore your surroundings until check-in becomes available. The hotel may grant early check-in, however this is strictly subject to availability and at the hotel's discretion.

### **Hotel**

4-star Hotel Exe Cristal Palace or Similar

### **Day 3 - Barcelona**

Start the day with a walking tour of the charming Gothic Quarter, Barcelona's historic central area dating back to the Middle Ages. The rest of the day is free for you to keep exploring this attractive city with a beach vibe and proud Catalan identity. You'll find plenty of art, cuisine and architecture to get excited about. The city was the home of celebrated architect Antoni Gaudi, an icon of Catalan Modernism who revolutionised Spanish architecture. Modernist landmarks, like his grand Sagrada Familia church, are dotted around the city. Seven of Gaudi's properties are on the UNESCO World Heritage List.

Visit renowned museums, like the Barcelona City History Museum to see ancient excavated relics. Gaudi's celebrated, grand La Sagrada Familia cathedral is a must-visit, with its intricate mosaics inside and distinctive sky-piercing spires. You can climb to the top of these spires for panoramic views over the city. Stroll the pedestrian-friendly boulevard of Las Ramblas, ideal for people watching. It's home to souvenir shops, street artists, cafes and folk Sardana dancers. Starting at the Plaça de Catalunya and running for 1.2km down to Mirador de Colom, this famous stretch is dotted with cafes and kiosks, and jam-packed with people from morning to night.

Barcelona is also renowned for its exquisite and varied gastronomy. Enjoy a steamy cortado in a sidewalk cafe. Of course, tapas are a must - nibble on these bite-sized appetisers around the bar like a local.

### **OPTIONAL TOUR - LA SAGRADA FAMILIA (AUDIO-GUIDED)**

The Holy Family building proposes one of the most exciting experiences possible today, integrating us in the vision of a genius, Antoni Gaudí, capable of imagining at the beginning of the 20th century a building that incorporated the viewer in the process of Divine Creation, and made for almost 150 years, successive generations were involved in his dream. Something different, impossible to find anywhere else, a

living element that evolves as it is concluded, together with the feelings of those who visit it and know it in depth. A monumental complex impossible to compare: a complex architectural project, a world heritage site, on whose exterior stand out its 18 towers with more than 100 meters high; its three thematic facades where Life, Death and Glory are represented by innumerable statues and symbologies based on nature and the Gospels; an interior space that allows the spiritual communion of those who enter, transferred by Gaudí to a Mediterranean forest in which the light filters with different tonalities through its stained glass windows, bathing the inclined columns branched like trees.

*This is an audio-guided tour. You will have your own audio guide headset to tour at your own pace.*

*Starts: approx. To be confirmed on tour with your Tour Guide*

*Duration: approx. 2-3 hours*

*Transport: Make your own way. The site is approximately 2.6km from Plaza de Catalunya and it's accessible by Metro (Sagrada Família station) or taxi.*

*Please note the start and duration times advised are subject to change depending on the traffic, weather and tourism conditions on the day. Your Tour Guide will provide you with appropriate expectations while you are on tour.*

#### OPTIONAL TOUR - BARCELONA TAPAS TOUR

Spend the night like a local discovering Barcelona's favourite tapas. During this tour you will visit a number of establishments who pride themselves on this casual cuisine. Immerse yourself in Spanish culture as you visit four separate venues for Catalan tapas and wine (or soft drink, if you prefer).

*Starts: approx: To be confirmed on tour with your Tour Guide*

*Duration: approx 2- 3 hours*

*Meeting point and transport: Make your own way to the front of the Arts Centre Santa Monica, rambla de Santa Monica. This site is accessible by Metro Line L3, Station "Drassanes" or taxi.*

#### **Hotel**

4-star Hotel Exe Cristal Palace or Similar

#### **Meals**

Breakfast

#### **Day 4 - Barcelona - Peniscola - Valencia**

We'll head south along the spectacular Mediterranean coast to València today. On the way, we'll stop in the fortified city of Peñíscola, joined to the mainland by a very thin stretch of land. It's a beautiful setting here for you to wander, with a fairytale castle, steep narrow streets and rugged mountains.

Spend the night in València, a laid-back port city along the Mediterranean. The old capital of the kingdom of València is home to beautiful churches, beaches and it has the important distinction of being home to paella, surely the most famous Spanish dish!

Depending on traffic, we'll arrive late afternoon. You may wish to take a taxi downtown (approximately EUR 8) and stroll past its beautiful churches and historic buildings. Don't forget to try a paella valenciana before heading back to your hotel!

### **Hotel**

4-star Hotel Eurostars Acteon or Similar

### **Meals**

Breakfast

## **Day 5 - Valencia - Alicante - Granada**

Be ready for a long but exhilarating day as we journey to sunny, enchanting Andalusia today, nestled on the southern tip of Spain's Iberian Peninsula.

This is a region of enormous history and heritage, being occupied by the Romans, the Moors and finally Christians. It's the home of passionate flamenco, not just a famous dance, but a genuine Spanish art form. It's known for bullfighting, beautiful beaches, great food and dreamy landscapes, with charming whitewashed villages. Think Mediterranean coastline, bright sun and perfect blue skies.

Our first stop is at Alicante, with some free time to explore. Perhaps take the funicular up Santa Barbara Castle for some sweeping views of the Mediterranean coastline, or simply stretch your legs on a walk along the beach.

At night we'll arrive in Granada, at the foot of the Sierra Nevada Mountains. The last stronghold of the Moorish Kingdoms up to 1492, the city is packed with Moorish architecture, great tapas bars and loads of natural beauty.

### **Hotel**

4-star Sercotel Gran Hotel Luna De Granada or Similar

### **Meals**

Breakfast

## **Day 6 - Granada - Alhambra - Granada**

It's time to explore the famous Alhambra and Generalife Gardens. Given the vastness of this sprawling complex, this involves approximately three hours walking - don't forget your walking shoes! Your transfer will take you to La Alhambra for you to complete this visit on an audio-guided tour.

The Alhambra is contemporary history of Granada's Arab past. Its buildings, towers, palaces, patios and gardens make this palace and fortress complex one of the most visited monuments in Spain. It towers over Granada's historic Arabic quarter. Within the fortress you'll find exquisite palaces and serene pathways weaving through amazing gardens and courtyards. The detail is next level - sumptuous interiors, beautiful Islamic geometric patterns, exquisitely carved wood, incredible ornamental features. First built by the Moors as a fortress during the Muslim rule of Spain, the complex is testament to their decadent lifestyle.

The rest of the day is free for you to see more of Granada at your own pace. The city is home to a huge number of tapas bars - what better way to pass the time?

Walk around the Albaicín (the old Arab Quarter), a labyrinth of crooked alleys, fountains, plazas and whitewashed houses. Visit the Alcaiceria, the big bazaar in the centre of the city that was the original Moorish silk market, and peruse craftworks on sale like ceramics, marquetry and leather goods. Climb the steep streets up to the popular viewpoint Mirador de San Nicolas for sunset views over the Alhambra, the jewel in Granada's crown.

After a long day sightseeing, you may want to consider a visit to one of the best preserved hammam in Spain: Hammam Al Andalus. Bookings are essential and your tour leader can assist you to book on the day. Options range from EUR 32 for bathing to EUR 77 for bathing and a 30-minute relaxing massage

#### **Hotel**

4-star Sercotel Gran Hotel Luna De Granada or Similar

#### **Meals**

Breakfast

### **Day 7 - Granada - Algeciras - Asilah - Rabat**

It's an 8am start this morning, with a transfer to Algeciras to board the ferry to Morocco. Accompanied by your European guide, you'll sail from Europe to Africa, crossing the Strait of Gibraltar.

Upon arrival, meet your Moroccan guide and journey by bus along the coast. We'll stop in Asilah, a small city on the northwest tip of the Atlantic coast. The city is a living art gallery, thanks to its renowned month-long art festival every summer, where artists paint wall murals throughout the medina. You'll have free time to explore.

We'll then head to Rabat for the night, diplomatic and administrative capital.

*Please note: Keep your passport ready as you will pass international border controls in both Morocco and Spain. During the ferry transfer, it is essential to be aware that travellers are responsible for carrying their own luggage for a significant distance. This includes navigating through immigration building halls, using stairs (not escalators), and tackling steep staircases on the ferry itself. Please ensure that your luggage is packed in a way that allows you to carry it comfortably and unassisted throughout the journey.*

#### **Hotel**

4-star Belere Hôtel or Similar

#### **Meals**

Breakfast

### **Day 8 - Rabat - Casablanca - Marrakech**

The morning, your tour leader will help you explore Rabat's main highlights: the Mausoleum of Mohammed V, a striking masterpiece of modern Moroccan architecture and the Kasbah of the Udayas, a UNESCO World Heritage Site. The Royal Palace, the official residence of the King of Morocco, is another of the city's beautiful landmarks.



We'll then set off for romantic Casablanca. This busy port city is famous for its art deco buildings and the modern-day masterpiece, the Hassan II Mosque, the largest mosque in Africa (entrance not included). It took more than seven years to build this impressive site. Decorated with intricate tiles - more than 10,000 m<sup>2</sup> of zellige was used - beautiful carvings and an unusual glass floor, allowing worshippers to feel like they're praying directly over the ocean. This huge building is part on land and part on sea.

Afterwards, we'll continue to ancient, exotic Marrakech - a feast for the senses. Be enticed by the alluring scents and brilliant colours of the spice markets, the sounds of the musicians, the rich folds of carpets, delectable foods, acrobats and perfumed gardens. Marrakech won't disappoint - it's eclectic, beautiful and a modern fusion of Moroccan and international culture.

Depending on arrival time, once you've settled into your hotel, we'll head to the old medina to catch a glimpse of this bustling destination at night.

### **Hotel**

4-star Dellarosa Hotel or Similar

### **Meals**

Breakfast

### **OPTIONAL TOUR - GUIDED TOUR OF RABAT OLD MEDINA**

Embark on the tour by strolling through the bustling medina and vibrant souks. Explore the charming walled quarter, the Kasbah des Oudaias, where you'll enjoy an included mint tea in a little treasure of a café overlooking the ocean and Bou Regreg river. As you continue your exploration, delve deeper into the region's rich history and architecture by visiting the Mausoleum of Mohammed V and gazing at the impressive minaret of the Mosque of Hassan II.

*Starts: approx. 9am*

*Duration: approx 2.5 - 3 hours*

*Meeting point is to be coordinated and confirmed with the tour guide whilst on tour.*

### **Day 9 - Marrakech**

After breakfast, meet your local guide and set off for a morning tour of the old medina, through the bustling souks that are the lifeblood flowing through the city.

A medina is the historic heart of a city. Shops, restaurants, markets and homes line the twisting and turning streets. This is the trading centre of the city and the sights, sounds and fragrant smells are almost overwhelming. The walls surrounding the medina, made of a distinct orange-red clay and chalk, were built in the 12th century. We'll stop by Koutoubia Mosque; its famous minaret is the prototype for others of its kind around the world, including La Giralda in Seville. The mosque is surrounded by beautiful gardens.

Walk back through the streets of the old medina to the famous Djemaa el-Fna, the main square of Marrakech in the heart of the medina. It's big and frantic, with scores of people shopping, eating, getting henna tattoos and watching snake charmers. Packed with locals and tourists alike, it's certainly memorable.

The rest of the day is free to explore further or shop in the bazaar. No doubt you're becoming familiar with Moroccan delicacies, like aromatic tajines, couscous and the street food favourite pastilla. Moroccan food is as exciting as you'd imagine - spicy, full-flavoured and often boasting a mix of contrasting textures and flavours. You'll find street vendors and waiters at restaurants all eager - almost too eager - to win your custom. Make like a local and sip sweet mint tea at a cafe as you watch the world go by.

#### OPTIONAL TOUR - COOKING CLASS AT LA MAISON ARABE

Today enjoy a cooking class at the legendary restaurant at La Maison Arabe where you will use modern equipment found in everyday kitchens. At the end of the workshop, dine on the meal you have prepared. At a typical half-day workshop, one learns to prepare an appetizer and a main dish, or a main dish and dessert. The workshops are conducted by a dada (traditional Moroccan cook) or a chef.

*Starts: approx: 3pm*

*Duration: approx: 3 hours*

*Please note the start and duration times outlined are subject to change based on factors beyond our control such as traffic and weather conditions. Your Tour Guide will confirm operation times whilst on-tour and can answer any further questions.*

#### **Hotel**

4-star Dellarosa Hotel or Similar

#### **Meals**

Breakfast

#### **Day 10 - Marrakech - Dades**

We'll begin our journey to the Sahara along mountain roads today, crossing over Morocco's highest pass, Tizi n'Tichka (2,260 metres), to arrive at the ancient ksar of Ait Benhaddou - you may recognise this from Game of Thrones. Centuries ago, this was an important stop for caravans carrying salt across the Sahara. Today, this UNESCO World Heritage Site remains as a striking example of southern Morocco architecture. We'll take a walking tour of its grand kasbah, a fine example of clay architecture.

Then, a drive out to Ouarzazate reveals dramatic landscapes where productions like Lawrence of Arabia, The Sheltering Sky and Black Hawk Down were filmed. This charming village, once an old military enclave, is now home to two movie studios. We'll stop for the night in the Dadès Valley.

#### **Hotel**

4-star Hôtel Xaluca Dades or Similar

#### **Meals**

Breakfast, Dinner

### **Day 11 - Dades - Erfoud**

This morning we'll leave for Todra Gorge, a massive trench rising over 250 metres to form a dramatic and spectacular natural sight.

We'll continue to Erfoud, a city known as the desert gate given its location on the edge of the Sahara.

#### **Hotel**

4-star Hotel Chergui or Similar

#### **Meals**

Breakfast, Dinner

### **Day 12 - Erfoud - Midelt - Fes**

After breakfast, we'll journey to Midelt, a market town originally built as a base for mining in the area. It's the perfect spot to break up the journey back from the Sahara. Surrounded by natural wonders, like imposing Mount Ayachi looming over the town, it's a refreshing place to take a breath and relax.

Then it's onto the living museum of Fes. The well-preserved medieval labyrinth of Fes is the country's cultural capital, surely the spiritual heart of Morocco.

You'll have free time here - perhaps a chance to explore the old city, stop by one of the city's famous tanneries, or see the oldest university in the world.

#### **Hotel**

5-star Les Merinides or Similar

#### **Meals**

Breakfast

### **Day 13 - Fes - Tangier**

This morning, your guide will take you on a tour of the beautiful imperial city of Fes. We'll see the grand seven golden gates of the impressive royal palace and the walled old Jewish Quarter. You'll see the distinctive, ornate city gate, Bab Bou Jeloud. This iconic blue gate is the entrance to the old medina, where you'll take a walking tour. Walk in the narrow maze-like streets of the city passing artisans at work, vendors selling leather and oils, and locals gathering to eat, shop and pray. The winding paths - no cars allowed, instead you'll see donkeys - seem to go on forever in this 540-acre medina.

Later in the afternoon we'll set off for the coastal town of Tangier, Europe's gateway to Africa. Being just a short boat ride from Spain, it boasts an interesting mix of African and European influences. When you arrive in Tangier, the rest of the day is yours. Its medina, a star attraction, is everything you'd expect - lively, with the typical narrow, labyrinthine-like alleyways of shops, teahouses and homes. A great place to people-watch is the Grand Socco, a large square at the main entrance of the medina and a popular meeting place.

#### **Hotel**

5-star Hotel Grand Mogador or Similar

#### **Meals**

Breakfast

## **Day 14 - Tangier - Seville**

You'll be transferred to the port to meet your European guide and board your ferry back to Spain.

On arrival in Algeciras, you'll be taken to Seville, capital of Andalusia. This bustling port is known for being a joyous town; famous for oranges, tapas and flamenco. Seville is another Andalusian city that has roots linked to North Africa as seen through its architecture and cuisine. But it is flamenco for which Seville is truly famous. Originating as an expression of oppression by the region's gypsy population, this area is the birthplace of the guitar, first designed for use in flamenco music. Today, the town is still the world capital of flamenco.

*Please note: Keep your passport ready as you will pass international border controls in both Morocco and Spain. During the ferry transfer, it is essential to be aware that travelers are responsible for carrying their own luggage for a significant distance. This includes navigating through immigration building halls, using stairs (not escalators), and tackling steep staircases on the ferry itself. Please ensure that your luggage is packed in a way that allows you to carry it comfortably and unassisted throughout the journey.*

### **Hotel**

4-star Hotel Exe Sevilla Macarena or Similar

### **Meals**

Breakfast

## **Day 15 - Seville**

After breakfast, enjoy a guided orientation tour in the irresistible city of Seville. Seville is home to the country's best Fiestas and the site of some well-known scenes in big films. Afterwards, perhaps visit the city's colossal Gothic cathedral and its famous Giralda, or bell tower. The Seville Cathedral is the third largest church in the world as well as the largest Gothic church and a UNESCO World Heritage Site. It is also the final burial place of Christopher Columbus. Enjoy the afternoon at leisure further discovering this enchanting city.

### **Hotel**

4-star Hotel Exe Sevilla Macarena or Similar

### **Meals**

Breakfast

## **Day 16 - Seville - Lisbon**

We'll set off for Portugal today. On the way, we'll stop in Mértola and Beja (time permitting)

### **Hotel**

4-star SANA Metropolitan or Similar

### **Meals**

Breakfast

## Day 17 - Lisbon

This morning we will set out on a morning orientation tour of charismatic Lisbon. We'll visit traditional neighbourhoods and take in the Belem district, a relaxed area on the Tagus River known for its fresh seafood restaurants and colourful houses. We invite all our travellers to try a "Belem cake", an exquisite local delicacy. This area is the birthplace of the great Portuguese navigators who sailed the oceans in the Fifteenth Century. Along our tour we will see Belem Tower and the beautiful Jeronimos Monastery, another UNESCO World Heritage Site. The afternoon following our guided tour is free for you to relax or explore this great city independently.

### OPTIONAL TOUR - SUNSET FADO AND DINNER TOUR

Get ready for a night of tasty Portuguese food, tipples, and tunes on this Lisbon tour. You'll discover the city as dusk falls, heading out alongside locals for dinner and drinks, and taking in a dramatic Fado performance that will leave you mesmerised all night long.

To join this activity, you will need to make your way to Central Lisbon by 7pm (subject to change - time and location to be confirmed by your Tour Leader). A taxi to the starting location costs approximately €10 to €15 each way.

Start time approx: 7:00pm

Finish time approx: 11:00pm

#### Hotel

4-star SANA Metropolitan or Similar

#### Meals

Breakfast

## Day 18 - Lisbon - Madrid

It's a long day of travel to Madrid, Spain's elegant capital. On the way we'll stop in Mérida, with its imposing Roman theatre taking us back to the Roman Empire. Did you know it still operates after 2,000 years, hosting festivals in summer?

#### Hotel

4-star EXE Plaza Hotel or Similar

#### Meals

Breakfast

## Day 19 - Madrid - Fly to Australia

Enjoy one last delicious breakfast this morning, before your adventure comes to an end after checking out of your hotel and you make your own way to the airport.

*Check out: Check-out time is generally from 10am-12pm. You can leave your luggage at hotel reception or ask the hotel if you would like to extend your check-out time.*

*This service is subject to availability and will likely come at an additional cost.*

#### Meals

Breakfast

Please note: The day-by-day descriptions are intended as an indicative guide only. Travel by nature is unpredictable. Weather patterns, water and road conditions, public holidays, travel restrictions and many other factors may necessitate itinerary changes that are ultimately for the client's benefit. It is essential that clients are flexible in this regard.

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## 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: special conditions apply for this deal**

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. The tour operator requires you to pay in full to secure your reservation and your confirmation will be provided in writing.

3. At this time, you must take out travel insurance for your holiday to protect you against any unforeseen circumstances.
4. 10 days prior to departure you will be sent your travel documents electronically via email.

My Travel Experience manages a professional client operating account. All booking payments are held securely to pay for your travel services. We do not retain your money and funds are distributed promptly to travel service providers, including but not limited to, airlines, tour operators, cruise lines and hotels. We are required to pay the providers deposits and final payments 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.

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