

## **FAQs Continued**

### **What type of trips do you offer?**

We offer day trips to wineries or places of interest, local lunches, weekend trips, interstate and international as well.

### **Am I able to book the tour and arrange my own airfare?**

Our policy is to generally price tours as land tours only, flights will be arranged separately for the group however, if anyone prefers to book their own flights they must adhere to the strict condition of arriving at Sydney airport to meet the group to ensure we leave together. In this case you would be responsible for all transfers both arriving and departing plus any flight times changes. In the event of a tour cancellation due to a lack of numbers, CCWTC cannot take responsibility for costs relating to any independently made travel arrangements.

### **What if something should happen to me on tour and I need help?**

Being on a small group tour with us is a huge benefit as our hostess to passenger ratio is excellent. Your tour hostess will be pleased to be available to discuss any concerns you have whilst on tour. Your tour hostess has quick access to the ground operators and the agency back in Australia and throughout the tour will do her best to ensure that your trip is hassle-free, enjoyable and fun.

### **If I change my mind after booking am I entitled to get a refund?**

Because we are a small group tour operator the difference between 10 and 9 passengers can often mean a tour may be cancelled due to lack of numbers. For this reason, we have strict cancellation fees. Please refer to our booking conditions for more information. This is why comprehensive travel insurance is so important.

### **I have a friend in Melbourne who would like to join one of your tours. How can she do this?**

Our tours depart from Sydney, Kingsford Smith Airport. It may be possible to depart from a different city depending on airline schedules and availability. As we are also a Helloworld affiliated travel agents backed by ATAS (AFTA Travel Agent Accreditation Scheme) we can assist with connecting flights and pre/post tour accommodation at Sydney airport if need be. We depart from Sydney as a group and most groups are accompanied by a tour hostess who is there from day one to ensure that your travel experience is enjoyable and hassle-free.

### **Am I able to Extend my trip after the travel club tour?**

If you are interested in continuing your travels after our Travel Club tour ends we are happy to arrange your ongoing trip.

That's one advantage of travelling with CC Women's Travel Club because we are also travel agents supported by ATAS (AFTA Travel Agent Accreditation Scheme), and GTT is also a member of IATA. We have with a wide range of reputable suppliers to assist with our planning plus any add-ons you would like.

Please be aware your tour hostess will return home with the group.