



Discovery **Holidays**

SUPPORTED TRAVEL EXPERIENCES  
ACCESSIBLE TO EVERYONE







**Travel is the  
“ only thing you  
buy that makes  
you richer. ”**



# AMAZING TRAVEL EXPERIENCES ARE ACCESSIBLE TO EVERYONE

**Discovery Holidays make it easy for supported travellers to explore the world, achieve their dreams and get-away on holiday.**

Our supported holidays are accessible and inclusive to suit all travel styles and abilities and include everything you'll need for a fabulous experience every-time. Packages include all travel costs, meals, entertainment and experienced personal support guides to assist every guest to enjoying a relaxed stress-free journey.

## **SUPPORTED GROUP HOLIDAYS**

Share the fun, make new friends  
on small group tour (max 10)

## **SUPPORTED INDIVIDUAL HOLIDAYS**

Bucket list trips or your dream  
holiday - anytime, anywhere.  
(1:1) support

## **INDEPENDENT ITINERARY PLANNING**

Detailed itinerary planning that  
takes care of everything to make  
travelling independently easy.

# WHY CHOOSE US?

So you're ready to travel to exotic, extraordinary, and exciting destinations?

Let the Discovery Holidays Team assist you to plan your perfect travel experience. You're guaranteed a safe, memorable, well-planned journey that's value for money and packed with exciting inclusions!



## FANTASTIC EXPERIENCES

Discovery Holidays specialise in incredible itineraries. We deliver quality accessible journeys to popular and iconic tourist attractions, exhilarating events, festivals, concerts, must-do sights and natural wonders.

Our small tour groups mean we can explore destinations like the locals and visit and enjoy the best tourism experiences, themed dining, guided sightseeing and entertainment.



## FLEXIBLE SOLUTIONS

Our range of services means there is a solution for every style of travel:

- Supported Group Holidays
- Supported Individual Holidays
- Itinerary Planning for Self-Guided tours



## EVERYTHING IS INCLUDED pages 14-19

On a Discovery Holidays supported getaway there is nothing left to organise - all costs are included in your personalised holiday package:

- Experienced Support Guides (24hr) | **page 20**
- Comfortable accredited transport | **page 15**
- Quality twin share accommodation | **page 14**
- Delicious bistro-style meals and refreshments | **page 16**
- Exciting Entertainment and Entry Fees | **page 18**
- Travel Insurance and Safety | **page 15**
- Holiday Photo Memory USB







## QUALITY SERVICES page 20

Our services are guided by your personal preferences and are planned and delivered to align with National Disability Service Standards and Quality Management System Framework.

We'll match the best support guide with the experience and skills to assist you and recommend a support ratio (shared or individual) to ensure a relaxed, stress-free holiday.



## PEACE OF MIND

Your safety and enjoyment is our top priority.

Discovery Holidays' itineraries are carefully compiled and only engage accredited, reputable and accessible partners for all travel experienced. Guided by experienced staff you can be confident that our comprehensive itinerary and risk management practices will deliver trouble-free travel.



## Why leading service providers choose Discovery Holidays

We take the hard work out of travel planning for your customers. We assist service providers to develop unique service solutions for a range of individual outcomes, social experiences, family respite alternatives and personal travel goals.

Whether its self-guided or fully supported travel, we are experts in ensuring safe, practical, accessible and well planned itineraries that deliver great experiences.

See more information for Service Providers page 27

WE'RE  
PROUD TO BE  
**ATAS**  
travel accredited



Australian Tourism  
Accreditation  
Program  
  
Australian Travel  
Accreditation  
Scheme



Jen and Fred in Bali



Alistair, Cathy and John riding the supernova



Exploring the coast with Mates is great summer fun,  
Pinnacles WA

# CUSTOMER EXPERIENCES



Alison with Winnie the Pooh, at Hong Kong Disneyland

“Lovely welcome at the airport, well-supervised fun activities. Nothing is too much trouble.”

## HONG KONG EXPERIENCE

Alison was keen to try somewhere new after four annual Discovery Holidays tours to her favourite place Bali. Next stop – Hong Kong! Alison was confident to change destinations as many of her Discovery friends were going along. “Disneyland was fantastic and the pancakes, well they were as good as they get!”

“WOW! Awesome! What a fabulous trip for Val’s birthday! Happy 50th!”

## FOOTY EXPERIENCE

Val was determined to get to an AFL grand final for her special birthday and travelled with her mum, friends and sisters.

Everything was perfect - from the fabulous Melbourne coffee, accessible trams, great shopping and of course her favourite team pulled out a premiership to boot! Val even got to hold the trophy and meet the players! Fantastic!



Val holding the AFL Premiership Cup on Grand Final Day 2018



“ What I like best about  
Discovery Holidays,  
is that you're free to do what  
you want, you're not bossed  
around and I am enjoying  
having choices. ”

JENNIFER



Jennifer getting a cuddle from the locals in Bali



Robbie and Kay riding along Cable Beach



Karen breakfast Ho Chi Minh Style

“ My holiday to Scotland was  
perfect, we had great seats and  
I saw everything. There was  
great food plus I could choose  
anything I wanted to eat. My  
guide was so much fun and  
looked after everything. I rate  
Discovery Holidays 5 stars ”

BRIAN



Brain enjoying a laugh with the locals in Edinburgh

# WHO WILL SHARE MY JOURNEY?

Travellers have one thing in common – they are all as excited by new destinations, experiences and attractions as each other. At Discovery Holidays, our Discovery Guides (Care Support Team) and fellow travellers are carefully matched to ensure each travel experience is sensational.

On group tours get ready to start long-lasting friendships, enjoy the company of happy holiday makers, and spread your wings with new people looking for similar experiences.



## TRAINED SUPPORT STAFF

Discovery Guides will escort and support you throughout your travel experience and are matched to ensure appropriate qualifications, experience and skills are available for a stress-free holiday. Discovery Guides sole aim is to ensure your holiday experience is filled with happy memories and quality outcomes.



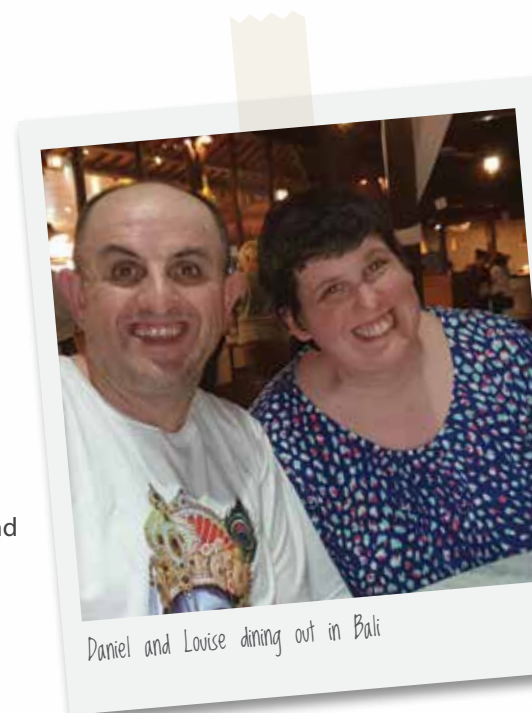
## FELLOW TRAVELLERS

On group holidays you will be travelling with like-minded individuals to new and exciting destinations. While every traveller is unique, our expert teamwork to consider factors such as age, likes, preferences, and previous travel experience to deliver a socially inclusive and enjoyable time for every traveller. You'll have the confidence to explore your world and create new friendships.



## FRIEND GOALS

Do you want to catch up with old travel friends or invite your best mate or family member to join your holiday experience? Our team can match you with Discovery friends you've met along the way or find a solution for you to travel with your partner, friend or family member. Explore new travel adventures with those you love.



Daniel and Louise dining out in Bali







Meeting the locals at the Bali Bird Park



Scott, Jim and David at Nannup Music Festival

# WHY TRAVEL?

- ✓ **Make great memories**
- ✓ **Improve health and wellbeing**
- ✓ **Have FUN**
- ✓ **Meet new people**
- ✓ **Build confidence**
- ✓ **Reduce stress by taking a break**
- ✓ **Experience new places**
- ✓ **Be independent**

“

We travel not to escape life but for life not to escape us.

”

# GROUP OR INDIVIDUAL

## THE CHOICE IS YOURS

Whether you're an experienced traveller or about to embark on your first independent journey, Discovery Holidays can create the perfect package for you. Travellers can select shared or individual support on upcoming GROUP Holidays or experience the flexibility of one-to-one support on a choice of ANYTIME holidays.

### THE BEAUTY OF GROUPS

- You can share the fun
- Experience socialising with new people
- Create new friendships
- Choose from fabulous itineraries
- Shared costs can mean lower prices
- Choose from our upcoming departures or browse our "anytime itineraries" for even more adventure ideas



Relaxing at THE PUB Aussie World Sunshine Coast

### LET'S GO SOLO!

Experience the ultimate in travel flexibility

- Travel when YOU want to
- Individual support to reach your goals
- Cost your trip to meet your preferred budget
- Choose from our "anytime holidays" or design your own dream holiday



Riverboat Magic - Brisbane 7 Day City Explorer





Everything was very well-organised. I was kept well informed about Fred's holiday. Fred had a great time and enjoyed every minute of his holiday. He talked about the plane, the birds, the dancing and singing, and meeting the Captain on the plane. Fred loved his police hat, his drum and guitar he had bought."

**DIANNE** *(Fred's sister)*

**BALI – JUNE 2019**



**5 STARS  
THE BEST  
SAM  
GOLD COAST**



Fred at the airport ready for his holiday



Movie World Fun 7 day Gold Coast Theme Parks



Nolene's rickshaw ride in Ho Chi Minh City



I went to Vietnam. It was really well organised and lots to do. I liked the motorbike ride best. Kaye was my staff member and she was really nice.

**NOLENE**

**VIETNAM 2018**



# DESTINATIONS YOU WILL LOVE

There is something for everyone in our range of local, interstate and international supported holidays and itineraries. Group travellers can select from upcoming departures or join other travellers registering their interest in different destinations and our flexible ANYTIME holidays.



Meet the local quokkas at Rotto, Western Australia

## MUSIC TOURS

Travel to some of the most iconic music destinations and festivals in the world.

Fans will love Discovery Holidays annual music tours. Check out a selection of the most popular annual group tours online including :

- January - Tamworth Country Music Festival,
- July - Viva Elvis Gold Coast,
- August - Gympie Music Muster
- November - Bridgetown Blues Festival

From blues to country and pop to rock, there's a music getaway for everyone.

Serious enthusiasts might like to register their interest in a special Beatles Mania tour to London, Elvis and Blues tour Memphis and Nashville, and even Mardi Gras in Brazil - South America!

## WEEKENDS AWAY

Feel like a short break to give you a little breather from the normal grind.

Discovery Holidays long weekends may be short on time but they are long on memories. Visit summer coastal getaways, regional and city shows and festivals, or bask in the glow of log-fire winter warmers.

These short break getaways are designed to recharge the batteries, with a relaxing break to community attractions and events in nearby locations.



John at Boyup Brook Country Music Festival



Singapore - City of Lights





Explore your world aboard Princess Cruises



Dine at the Sydney Opera House, and take a guided backstage tour

## INTERNATIONAL ADVENTURES

**Discovery Holidays has exciting itineraries to destinations all across the globe.**

**Visiting New Zealand, Asia, Europe and other exotic destinations.**

These are once in a life-time tours packed with premium inclusions for maximum comfort and enjoyment.

Anytime tours available now include:

- South Island Experience New Zealand
- Bali Island Explorer
- Singapore Lights and Sentosa Island
- Harry Potter and Beatles Tour London
- African Safari & Capetown South Africa
- Blues Magic, Deep South USA
- Edinburgh Military Tattoo Scotland
- ABBA Experience Stockholm

**There is something for everyone or call the team and create your own special adventure abroad.**

## CITY EXPLORERS

**Explore fabulous Australian cities, regional attractions and all the iconic sights.**

Discover the hidden tourism experiences of your favourite Australian cities. Join Discovery Holidays for their signature range of Australian tours:

- Sydney, Bondi and Summer Bay
- Gold Coast Theme Parks
- Melbourne Sports Lovers and Footy
- Perth Fringe Festival and Rottnest Island
- Adelaide Hills and Kangaroo Island
- Top End Wilderness Darwin and Kakadu

**See online for a range of upcoming tours and flexible option to get you travelling to enjoy the fabulous city life.**

## LET'S GO CRUISING

**Discovery Holidays have a varied selection of exceptional cruise ship travel experiences for you to share.**

Whether you are keen to travel through a number of different ports around Australia or venture further afield across the world, a cruise can be an amazing travel experience immersed in a party atmosphere, fabulous dining, relaxing activities and surrounded by daily on-board entertainment.

Our range of group and individual cruise options are endless with regular 4-14 day cruises to Australian ports, South Pacific, New Zealand and Asia available to suit your style.

**Contact the team to find an upcoming cruise that's right for you. Advance bookings are highly recommended.**

**Browse our holiday packages online or [www.discoveryholidays.com.au](http://www.discoveryholidays.com.au) or call us to receive your information package by mail **1800 290 993****

# QUALITY ACCOMMODATION

**As a Quality Accredited Tourism provider**  
**Discovery Holidays sources exclusive deals with high quality, friendly, serviced and well-priced accommodation, meaning we can pass all these advantages on to you.**

## QUALITY

When we travel, our priority is your comfort, experience, service provision and quality. We only choose 3-5 star accredited twin-share hotel, motel, apartment or resort-style accommodation. (We do not use Airbnb, Stayz, private homes or other non-accredited private rentals).

## ACCESSIBILITY

Each accommodation venue is chosen for its inclusive features, wheelchair accessibility, and the individual needs of our guests, whether travelling as a group or one-to-one support.

## LOCATION

Accommodation is located centrally at the destination to ensure maximum flexibility for tour guests, reduced transport time, and allowing more free time for exploring the community right from your doorstep.

## AMENITIES

The team at Discovery Holidays choose accommodation based on the following criteria:

- Eco-friendliness
- Size and comfort of rooms
- Ambience
- Local flavour
- Swimming pools
- Wi-Fi
- 24hr front desk facilities
- Restaurant/Breakfast availability
- Service Quality
- Price
- Friendliness of staff
- Emergency Risk Management Planning
- Single and twin share rooming options





# & TRANSPORT



## PLANE

- Top tier airlines
- Avoid overnight red eye flights
- Build-in refreshing overnight stopovers
- Pick your preference: window or aisles with legroom



## SHIP/BOAT

- Minimum standard is Oceanview twin-share cabins
- Onboard dining experiences
- Onboard entertainment
- Shore excursions



## BUS/CAR

- Comfortable, clean hire/private charter vehicles
- Use small SUVs or people movers for 4-6 passengers. (Max 12 Seat Van)
- All staff have the appropriate licensing, skills and experience



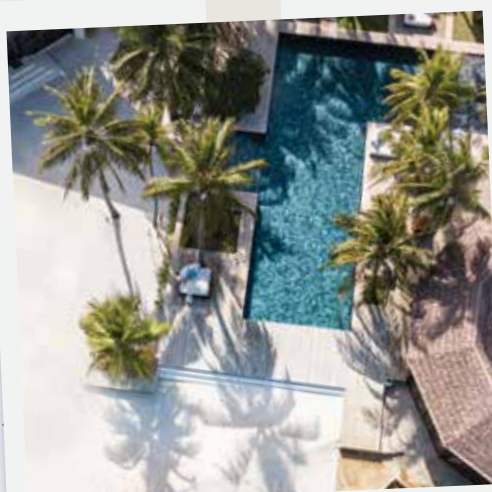
## TRAIN

- Iconic train journey experiences
- Comfort and cleanliness
- Ease of transfers to and from accommodation
- Ease of transfer from one destination to another

## PEACE OF MIND

Supported guests benefit from comprehensive travel insurance on every journey included in the package price.

Offering 24hr assistance worldwide with access to medical, nursing and emergency assistance we have the help on hand to keep our guests and staff safe and comfortable.





# DINING CHOICES ARE ALL YOURS!

**Memories are made when we share a meal with new friends.**

**Here's why Discovery Holidays are THE BEST when it comes to offering our guests choices they deserve.**



Enjoy a seafood feast, at the Four Winds 360 Revolving Restaurant, Surfers Paradise





## ICONIC DINING EXPERIENCES

A la carte, bistros, lobster shacks, burger joints - every destination has its iconic dining experiences. With Discovery Holidays, our guests can make their own choices, or they can ask us about venues and taste experiences which are recommended in their chosen destination. River cruising or watching the city below in a revolving restaurant, and everything in between – their choices are the experience!

## THEME DINING EXPERIENCES

Did you know our guests can “dine with Dracula”, or in an anime-inspired restaurant? Whether it’s visiting trendy cafes, eating hot dogs at the football or cricket, or enjoying the food the “locals” enjoy, there’s always lots of great food and snacks to share. Holidays are all about discovering new experiences and the Discovery Holidays team knows how to find them.

## MODIFIED DIETS AND ALLERGIES

All menu and food options can be modified to guests’ specific requirements before or during travel, by agreement with venues or with our own equipment.



Visit the Margaret River Chocolate Factory



Sea food fresh from the boat in Cervantes, WA



Uluru Sunset Dinner



Enjoy famous fish and chips at the Sydney Opera House



Try a one of a kind chocolate cake



Front row seats to catch all the action at Australia Zoo



Behind the scenes on our VIP Home and Away Tour



# WHAT WILL YOU DO?

**There is no limit to the amazing experiences waiting to be discovered! Our itineraries are designed with your interests in mind. Well-paced and with plenty of sightseeing, we strive to create unique and unforgettable experiences on every tour.**

We deliver on this promise with our captivating and extensive selection of tours to all corners of this amazing planet. Our itineraries are rich in the 'must-see' places for the 'must-do' experiences for every destination we visit. Whether dining in a themed restaurant such as Bubba Gumps in Bali, visiting iconic destinations like Uluru, the Sydney Opera House and the MCG.

We offer you an unrivalled array of activities, events and attractions. You'll witness breathtaking natural wonders, view extraordinary performances, dine with the locals and always soak up a myriad of fascinating experiences.

All holidays are quality reviewed and sourced from accredited tourism suppliers who practice high ethical standards.



Cruise with crocodiles in the top-end



Up close with Koalas at Phillip Island Conservation Park





## THE BIG EVENTS

Whatever your music genre, whatever your sporting code, we've got tickets to the biggest events across Australia and around the world. With a calendar of tours that take in all the major music festivals from Tamworth and Gympie to Bridgetown and Boyup Brook with VIP tickets for the ultimate experience.

For sports enthusiasts, we offer immersive itineraries that will satisfy even the most ardent fan.

## NATURE AND WILDLIFE ADVENTURES

Discovery Holidays gives you the opportunity to get up close and personal with wildlife. Visit the amazing Adelaide zoo, indulge your sense of adventure with an incredible crocodile experience in the Northern Territory, or join the Penguin Parade at Phillip Island with VIP upfront tickets.

Each of our wildlife attractions have been carefully selected based on their environmental sustainability and their reputation for delivering exceptional guest experiences.



Dancing up a storm at The Gatsby Party on Sun Princess in the Whitsunday's



MEETING THE LEGENDS Tamworth Country Music Museum



# HOW WE SUPPORT YOU

Discovery Holidays packages include personalised guest services to suit all travellers.

Our experienced team provides travel support and assistance with all general daily living activities, social participation, personal care, mobility, medication, safety and communication which means our guests can relax and enjoy their holiday.



## Supported Travel & Well-being

Our friendly staff offer social support, guidance, companionship and reassurance to ensure guest comfort and enjoyment to experience a fun, relaxed, stress-free holiday.



## Communication Support

Staff can provide specific communication support for guests with speech, hearing and visual impairments using a range of preferred techniques, keyword sign, devices and aids. Keep in touch with your family while you are on holidays.



## Mobility Support

We assist guests travelling with a walker, wheelchair or mobility aid, and help with stairs, transfers, transport and flights as required. Hire equipment or additional luggage can be arranged for hoist, shower chairs and commodes on reservation.



## Personal Care Services

Private personal assistance is available with all activities of daily living including showering, grooming, dental care, dressing, continence management, eating, and personal hygiene. Individually tailored to suit guest preferences.



## Health Support

Qualified staff provide assistance with Webster packed or unit dose medications, eye drops, creams, inhalers, CPAP, diabetes support, nutrition management or modified diets as required.



## Travel Assistance

Staff assist with passport, document storage, luggage, money handling, transfers and a range of other services.



Helen and John at Hillarys Boat Harbour-Rottnest Weekend



Excellent support. Staff went out of their way to help, including obtaining a wheelchair and collecting unplanned medication.

**AINSLIE**

**KALBARRI HOLIDAY**



## WHICH PACKAGE IS RIGHT FOR YOU?

Staff ratios are all about ensuring our guests have the support that best suits them to relax and enjoy their holiday. Holiday packages are offered at different levels to reflect the ratio of staff support available to the guest whilst on holiday.

All group holidays offer a minimum of one support guide to every four guests (1:4) with support packages available for individual or more complex support at 1:2 and 1:1 support ratios.

Guests will select the support ratio that best fits their style and preferences when designing their guest service during holiday planning.

**For further descriptions and guidance, please visit our website at [discoveryholidays.com.au](http://discoveryholidays.com.au)**



Roxy rates it ★★★★★★★★★★ stars she had a brilliant time at the Gold Coast Theme Parks



### **Independent (1:4)**

One guest service staff to four guests. These services are best suited for low-level support.



### **Extra Assistance (1:2)**

One guest service staff to two guests. These services are best suited for moderate support.



### **Extra Assistance (1:1)**

One guest service staff to one guest. These services are best suited for high-level support.

# CUSTOMER SERVICE STANDARDS

## NATIONAL DISABILITY SERVICE STANDARDS

Discovery Holidays is compliant with the National Disability Service Standards.

Our policies ensure our services are safe, reliable, confidential, flexible, and guided by customer preferences. We adhere to comprehensive quality management systems across all business areas.

## QUALITY SERVICE MANAGEMENT

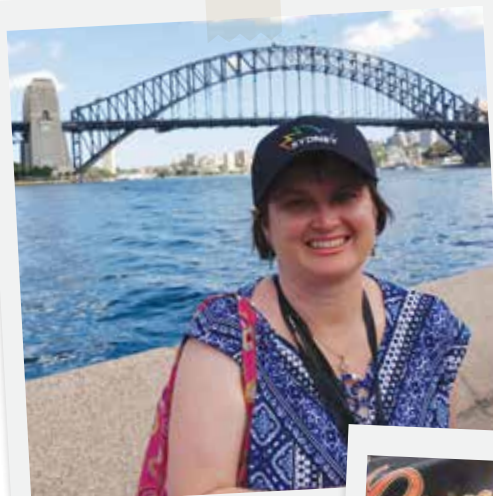
Discovery Holidays are committed to the delivery of quality services through participation in national accreditation programs, legislative compliance and the application of management principles.

## ATAS CODE OF CONDUCT

As an accredited Australian travel agent, Discovery Holidays meets high standards of business discipline, training, and compliance with Australian Consumer Law and industry codes of conduct. Annually audited by the Australian Federation of Travel Agents against the strict criteria of the Australian Travel Agent Accreditation Scheme (ATAS) – you'll have peace of mind when booking travel.

## ATAP ACCREDITED

Leading Australian tourism operators display the accreditation tick. We've met specific criteria ensuring we are committed to exceeding your expectations with great customer service and the highest standards of business practice.



Rebecca on Sydney Harbour



Sue & Lisa living it up at the Gympie Music Muster





## OUR VISION

**Our vision is for inclusive experiences that are accessible to everyone.**

## OUR MISSION

**Our mission is to enhance social participation and outcomes for individuals, families and communities.**

**We achieve this through providing fun, flexible, safe and memorable supported holiday and travel experiences.**

## OUR VALUES

DIGNITY	RELATIONSHIPS	COLLABORATION	INNOVATION	QUALITY
We have dignity when	We have good relationships when	We are collaborating when	We are innovative when	We achieve quality when
<ul style="list-style-type: none"><li>• we feel listened to</li><li>• we are free to make our own decisions</li><li>• we set ourselves challenges and take new risks</li><li>• we are being supported to achieve our goals</li><li>• our rights are being protected</li></ul>	<ul style="list-style-type: none"><li>• we trust each other</li><li>• we communicate genuinely</li><li>• we feel supported and valued</li><li>• we feel confident to speak up for ourselves</li><li>• we speak up for others</li><li>• we feel included</li><li>• we are all treated fairly</li><li>• we all feel safe</li></ul>	<ul style="list-style-type: none"><li>• we work together as equals</li><li>• we value and acknowledge our differences</li><li>• we support each other's strengths</li><li>• we can share our experiences openly and freely</li><li>• we experience that our voices are heard equally</li></ul>	<ul style="list-style-type: none"><li>• we embrace diversity, creativity and technology</li><li>• we challenge our boundaries, routines and expectations</li><li>• we explore new ways of changing our world</li><li>• we choose to make our future - inclusive by design</li></ul>	<ul style="list-style-type: none"><li>• we are striving to be our best</li><li>• we accept our setbacks and choose better ways forward</li><li>• we are playing by the rules and exceeding the standards</li><li>• we are sharing our feedback and acting on ways to improve</li><li>• we have holiday experiences that exceed our expectations</li></ul>

# OUR DISCOVERY TEAM

## JOHN MARGERISON

### OWNER DIRECTOR

John is an entrepreneur and strategy consultant / company director with 20 years' experience in key industry sectors who has also held advisory roles assisting companies to achieve traction, sustainability and strategic outcomes.

## MICHAEL RIBOT

### OWNER DIRECTOR

Mike is a business owner and leader in the health service sector and drives the governance and business strategic plan for the company, striving to set the benchmark for supported tourism in Australia.

## KASS LANGDON

### DIRECTOR, GENERAL MANAGER

Kass is a leader in the supported tourism industry. She started Discovery Holidays in 2013 as a vehicle for empowering people with disabilities to enjoy travel on their terms.



Some of the team catch up at the WA Launch party 2018  
(L-R Claire, Donna, Kass, Cathy, Kaye and Jim)

## GOVERNANCE

Discovery Holidays operate within the Framework and Principles of Good Corporate Governance. The Board of Directors have the skills and experience needed to guide, establish and oversee the organisation's strategic direction and compliance with legislative, financial, service performance and contractual obligations.

**The board is committed to the vision of an inclusive future for all.**

**For more details on the directors visit [discoveryholidays.com.au](http://discoveryholidays.com.au)**



Owner Director, John in Machu Picchu



Owners and Directors, Mike and Kate exploring Antarctica



General Manager, Kass - aboard Pacific Dawn Albany Cruise





Holiday Team Leader, Kaye Hong Kong



Operations Manager Chelle, York WA

## Our Story

Established in 2013 in the South West of WA, Discovery Holidays aimed to increase leisure and holiday opportunities for local travellers of all abilities. Since then we have organised hundreds of successful holidays, both in Australia and overseas, for many happy travellers.

As well as our team in WA, Discovery Holidays now have offices in Queensland and New South Wales and representatives in South Australia, Tasmania and Victoria, making joining our tours even easier.



Guest Services Manager Cathy, at Hong Kong Disneyland

### DISCOVERY TRAVEL TEAM

Discovery Holidays is supported by a small and dedicated team of travel and service professionals. The Operations team carefully craft the best holiday itineraries to meet comprehensive risk planning guidelines as well as deliver fun and fabulous tourism experiences.

The Guest Service Team co-design a personalised suite of support services to match your preferences to help you plan for a comfortable, safe, and enjoyable guest experience. Discovery Guides are qualified, trained support and care workers with extensive travel and guiding experience.

Our fun, dependable team are available 24 hours a day and provide all the support you'll need to simply relax and enjoy the journey.

#### WHY WE DON'T USE VOLUNTEERS?

You can expect the highest level of commitment to your customer service experience. Our professional workers are dedicated to provide you with ultimate flexibility and quality services and the best experience.



Travel Consultant Claire, on location tour to London



# IMPORTANT INFORMATION & FAQs

## HOW DO I BOOK

- ✓ Choose a holiday online or from our current holiday brochure
- ✓ Book online or call us to reserve your place
- ✓ Complete your planning with one of our team
- ✓ Pay for your holiday package
- ✓ Receive your travel wallet and tickets

Get Packed for holiday fun!....



Jason, Janelle and David,  
Home and Away Tour - Manly Ferry

## CAN I USE NDIS FUNDING FOR MY HOLIDAY?

Yes, we can accommodate plan managed and self-managed NDIS participants. Contact us for more information.

## CAN I BRING A FAMILY MEMBER OR MY OWN CARER?

Yes! Anyone can join our supported group, individual or self-guided tours or we can help you design your own. (Note minimum package on supported group tours in 1:4)

## IS TRAVEL INSURANCE INCLUDED?

Yes, comprehensive travel insurance is included for guests on all supported tours. Self-guided or independent travellers will need to organise cover through their preferred provider.

## CAN I TRAVEL WITH MY WHEELCHAIR OR MOBILITY EQUIPMENT?

Yes, all discovery holidays tours and itineraries are wheelchair accessible, and we will make arrangements for your mobility equipment transport and accessibility requirements.

## WHAT IS NOT INCLUDED?

There are some additional non-essential items that some guests like to have while on holidays that are not included in the price of our holiday packages. Spending money for souvenirs, personal items, alcoholic and barista drinks, toiletries and laundry are examples of the things we do not include.

## CAN I SHARE A ROOM ON HOLIDAYS?

Twin sharing on holidays can save you money, and you'll meet new people. We will try to match you with a suitable room companion, or you can share with a friend or partner that's also travelling. Single rooms are available and are a popular option for some guests.

## CAN YOU ARRANGE FOR HOME AND REGIONAL TRANSFERS?

Yes, we offer home transfers from most capital cities and regional centres with a price on application.



# INFORMATION FOR SERVICE PROVIDERS

We're here to help you and your clients to achieve great outcomes.

So why are more service providers, choosing Discovery Holidays for their accessible travel services?

## Our full service includes:

- Personalised planning meetings
- Companion discounts and benefits
- Itinerary design and travel quotes
- Pre-use venue and supplier assessment
- Mobility equipment and special requests
- Ready to travel checklist
- Reservations and ticketing
- Pre-departure planning tips
- Daily itinerary schedule
- Destination information
- Local emergency services contacts
- What to bring checklist
- Ticket wallets
- Customer travel helpline

### EASY

We take care of all the administration allowing you to focus on your core business of delivering great services.

### REDUCE RISK

Our expertise is planning and delivering supported holidays.

We've developed a risk management system that keeps our guests safe wherever they travel.

### COST EFFECTIVE

Eliminate the admin costs involved in planning and booking travel.

## SUPPORTED HOLIDAY PACKAGES

Supported Holiday Packages are a convenient solution for agencies, seeking support for their clients to join an organised holiday with all the support and planning taken care of by our team.

No need to worry about insurances, invoicing, staff rosters, reservations, safety and logistics - the list is endless our team have it all covered. Just introduce Discovery Holidays to your client (with consent), along with the contact for any nominated representatives, and we'll get busy planning together.

Supported holidays are alternative solutions for:

- Social participation and inclusion
- Short-term supported accommodation
- Independence and skill building
- Family travel
- Family breaks and respite
- Special interests and personal goals

## ITINERARY PLANNING

Planning a holiday can create a significant amount of administrative overhead, and risk for a service provider, whose core business is generally more focused on the delivery of support services.

The Discovery Holidays Itinerary Planning Service, offers you a simple solution to plan, organise, price and book a supported holiday for your clients.

By using our Itinerary Planning Service, you'll save administration time and money PLUS you'll have the peace of mind knowing that your staff and/or customer are in a safe holiday environment with every detail designed especially for their unique needs.

**REQUEST A  
SERVICE PROVIDER  
INFORMATION PACK**

#### **BRISBANE OFFICE**

Level 23, 127 Creek Street  
Brisbane, QLD, 4000  
Phone Direct: **07 3218 1202**

#### **PERTH OFFICE**

Level 2, BUILDING C, 355 Scarborough Beach Road  
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