



Discovery Holidays

WESTERN AUSTRALIA



# GETAWAYS WA 2021







Discovery Holidays  
WESTERN AUSTRALIA

# DISCOVER

*your spirit of adventure*

Discovery Holidays makes it easy for travellers who need support to explore their world, achieve their dreams or just get away on holiday.





# Why choose DISCOVERY HOLIDAYS?

Our supported getaways are as accessible and inclusive as possible so that they suit all travel styles and abilities.

We specialise in exciting, well-planned itineraries that include a special blend of popular tourist attractions, fun events, festivals, concerts, and must-see sights and natural wonders. Our small tour groups mean we can explore destinations like locals and enjoy the best tourism experiences – all at value-for-money prices.

On a Discovery Holidays supported getaway there is nothing left to organise – everything is included in your personalised getaway package so you can enjoy a relaxed, stress-free journey.

Whether it's a weekend away, attending a festival, exploring a town or city, or enjoying a wildlife encounter, there's no limit to the **amazing experiences Discovery Holidays can arrange for you!**



## FULLY ACCREDITED

Our services are guided by your personal preferences and are planned and delivered to align with National Disability Service Standards and the NDIS Quality Management Framework. We're proud to be fully accredited as an Australian Quality Tourism operator and an NDIS registered provider.

## PEACE OF MIND POLICY

We understand that planning and taking a trip can make some of our guests anxious. It may be helpful to know that payments are fully transferable, with no charge to alter travel plans or switch to a later departure (depending on availability), or can be held as a future credit. Full refunds may be available up to 72 hours before departure.

## YOUR SAFETY

Your safety and enjoyment are our top priorities. Discovery Holidays' itineraries are carefully crafted and we use only accredited, reputable and accessible partners for all travel experiences. Guided by experienced staff, you can be confident that our comprehensive itinerary and risk-management practices will deliver trouble-free travel.



# What's INCLUDED?



24-hour support by fully trained support guides who are carefully matched with our guests.



Comfortable, accredited vehicles no larger than a minibus to ensure an intimate and friendly experience.



Accredited single accommodation in conveniently located, inclusive venues matched to the needs of our guests.



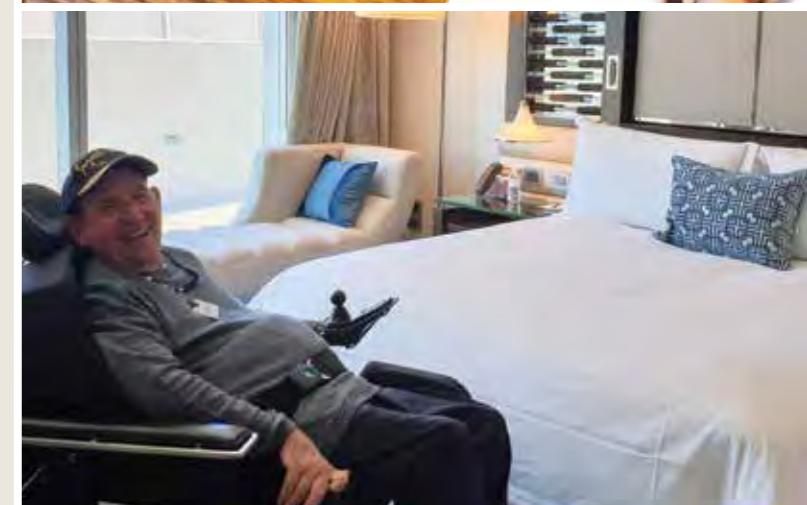
Delicious meals and refreshments, whether it's à la carte dining, trendy cafes or bistros, or lobster shacks or burger joints.



All entertainment costs and entry fees – there are no hidden costs.



Comprehensive travel insurance, with access to medical, nursing and emergency assistance whenever it's needed.





# GROUP *or* INDIVIDUAL?

Whether you're an experienced traveller or about to take your first independent journey, Discovery Holidays can create the perfect package for you. You can choose shared or individual support on group getaways or enjoy one-to-one support on a getaway of your own choice, either off-the-shelf or designed just for you.



## WHICH PACKAGE IS RIGHT FOR YOU?

Staff ratios are all about making sure you have the support that best suits you so you can just relax and enjoy your getaway.

Our packages include different guest-to-staff ratios so that you can get the level of support that's right for you.

### SUPPORT PACKAGE



**Independent (1:3)**  
One guest service staff to three guests. This level of support is best suited for guests with low needs.



**Extra Assistance (1:2)**  
One guest service staff to two guests. This level of support is best suited for guests with medium needs.



**Individual Assistance (1:1)**  
One guest service staff to one guest. This level of support is best suited for guests with high needs.

## Let's go SOLO

- ✓ Travel when YOU want to
- ✓ Reach your goals with individual support
- ✓ Cost your trip to meet your budget
- ✓ Choose a getaway from our catalogue or create your own dream trip

## The beauty of GROUPS

- ✓ Meet new people
- ✓ Make new friends
- ✓ Share the fun
- ✓ Choose from fabulous itineraries
- ✓ Share the costs for lower prices



Where do you  
want to go?



# How do I BOOK MY GETAWAY?

1

## Choose your getaway

Check out the getaways in this brochure and decide which one you would like to join. Then either call our friendly team on **1800 290 996** or find more details at [www.discoveryholidays.com.au](http://www.discoveryholidays.com.au) and click the Get Started button to reserve your place.

2

## Check your email

After registering, you will receive an email confirmation and further information to complete your booking. If you do not have access to email or the internet please call us to assist on **1800 290 996**.

3

## Complete your documents

Download and complete the Guest Service Plan for a trouble-free and enjoyable experience that suits your support needs and preferences. If you need help, call one of our friendly team on **1800 290 996**.

4

## Make your payment

Pay your deposit and final balance according to the terms and conditions of your booking.

5

## Pack your bags

You'll receive your itinerary and travel documents 2–3 weeks before you leave. Pack your bags and get set for fun and adventure!

If you're finding it hard to decide, we offer a free planning service to introduce our services, learn more about your preferred style and help you to create the perfect getaway. This informal chat over the phone gives you the chance to have all your questions answered by one of our experienced team. You can then either book your preferred date and time online or give us a call anytime to make the booking for you.

*We make getting away easy!*

### MODES OF TRANSPORT



Minibus



Train



Boat



Plane



# SOUTH WEST

This region features gorgeous natural beaches, forests, caves, abundant wildlife, amazing wildflowers in springtime and, thanks to the cooler climate, some of the best fresh produce and gourmet experiences in Australia.

Its glorious coastline is characterised by rocky outbreaks, pristine white-sand beaches, iconic lighthouses and azure blue seas. It also hosts numerous festivals, agricultural shows and celebrations that we just love to visit!

It's no wonder that this is our most visited region.

## Our getaways IN THE REGION ARE

- April Fools' Easter Hunt | Page 11
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### APRIL FOOL'S EASTER HUNT 5 DAYS | 1-5 APRIL 2021



Enjoy a delicious Easter-themed lunch at Wyalup Rocky Point. Wonder at Bunbury Geographe Motor Museum's amazing collection of vintage cars and motorbikes. And explore the Donnybrook Apple Festival, with its local produce, music entertainment, sideshow alley and celebration of 100 years of motorcycles.

#### YOU'LL LOVE THESE ACTIVITIES

- Easter Egg lunch
- Donnybrook Apple Festival
- Bunbury Geographe Motor Museum



### FERGUSON VALLEY GETAWAY 4 DAYS | 23-26 APRIL 2021



You'll love this relaxing four-day drive through the glorious rolling hills of the Ferguson Valley. Enjoy the great street art and dining during your three nights in cosmopolitan Bunbury. Experience the spectacular mural on the Wellington Dam wall, a side trip to quirky Gnomesville plus a chance to brush up on your golfing skills.

#### YOU'LL LOVE THESE ACTIVITIES

- Wellington Dam Mural
- Gnomesville
- Wonders of Western Australia Mini Golf







**CAPE TO CAPE AUGUSTA ESCAPE**  
5 DAYS | 14–18 JUNE 2021



Based in Augusta, you'll get to visit two of Australia's most iconic lighthouses and enjoy spectacular ocean views. You'll visit the Margaret River Old Settlement, which tells the story of the local dairy industry, and have some fun at Wow Illusions.

**YOU'LL LOVE THESE ACTIVITIES**

- ✓ Margaret River Old Settlement
- ✓ Indian Ocean views and Cape Naturaliste Lighthouse
- ✓ Cape Leeuwin Lighthouse

**DUNSBOROUGH WILDLIFE ENCOUNTERS**  
4 DAYS | 19–22 JULY 2021



You'll stay in beautifully restored railway carriages in lovely bushland with lots of wildlife. You'll see many different birds of prey at the Eagles Heritage Raptor Wildlife Centre. A solar-powered train will take you 1.7 km across Geopraphe Bay from the famous Busselton Jetty. And you'll visit a favourite fun place: Wow Illusions.

**YOU'LL LOVE THESE ACTIVITIES**

- ✓ Busselton Jetty
- ✓ Wow Illusions
- ✓ Eagles Heritage Raptor Wildlife Centre



**PEMBERTON TRAM & WILDLIFE CRUISE**  
5 DAYS | 12–16 JULY 2021



The highlight of this nature and wildlife tour, based in Pemberton, is the WOW Wilderness EcoCruise, but you'll also picnic at the gorgeous Cascades waterfalls. You'll be treated to the best views of the surrounding forests and countryside on the restored diesel trains of the Pemberton Tramway.

**YOU'LL LOVE THESE ACTIVITIES**

- ✓ Pemberton Tram
- ✓ WOW Wilderness EcoCruise
- ✓ Picnic at the Cascades



**MEDIEVAL CARNIVALE WEEKEND**  
3 DAYS | 27–29 AUGUST 2021



Enjoy the highlights of the Balingup Medieval Carnivale: the street parade, the Burning of the Dragon and a Clydesdale wagon ride, as well as plenty of market stalls. There's a day's sightseeing in Bunbury, and delicious food with ocean views at the Backbeach Café and the Dolphin Discovery Centre.

**YOU'LL LOVE THESE ACTIVITIES**

- ✓ Bunbury sightseeing
- ✓ Balingup Medieval Carnivale
- ✓ Dolphin Discovery Centre brunch







## CLASSIC CARS & ALBANY SPRING BREAK

7 DAYS | 21-27 SEPTEMBER 2021



The Great Southern Classic Car Show has a huge range of vintage cars. See Australia's only T Rex and local wildlife at Denmark Dinosaur World. Learn about the region's history and wildlife on a riverboat cruise. And enjoy amazing ocean views from The Gap and the Natural Bridge.

### YOU'LL LOVE THESE ACTIVITIES

- ✓ Great Southern Classic Car Show
- ✓ Kalgan Queen Riverboat Cruise
- ✓ Albany's Historic Whaling Station



## DENMARK WILDLIFE & WILDFLOWERS

5 DAYS | 12-16 OCTOBER 2021



Watch the surging Southern Ocean from a cantilevered viewing platform. See Australia's only T Rex and local wildlife at Denmark Dinosaur World. Learn about the region's history and wildlife on the Kalgan Queen Riverboat Cruise. Enjoy the beautiful wildflowers in a forest setting, and have some fun at the quirky Chainsaw Sculpture Drive.

### YOU'LL LOVE THESE ACTIVITIES

- ✓ Kalgan Queen Riverboat Cruise
- ✓ Denmark Dinosaur World
- ✓ Wildflower viewing in Harewood Forest



## MOTORBIKES & COLLIE RIVER

5 DAYS | 24-28 SEPTEMBER 2021



The highlight of this trip is the Historic Competition Motorcycle Club races featuring classic, modern and novelty motorbikes, with a walk through the pits. Learn the history of the mining town of Collie and enjoy spectacular views down the river from Australia's second-largest dam. You'll also picnic at Black Diamond Lake, famous for its incredible deep azure-coloured water.

### YOU'LL LOVE THESE ACTIVITIES

- ✓ Classic Motorcycle Races and Show
- ✓ Wellington Dam
- ✓ Coalfields Museum



## BUSSELTON SHOW & HALLOWEEN FUN

4 DAY | 29 OCTOBER - 1 NOVEMBER 2021



Enjoy the rides, stalls, competitions, entertainers and the fireworks finale at the Busselton Show. Have some spooky fun at the always popular dress-up Halloween dinner party. And indulge yourself at the Margaret River Chocolate Factory!

### YOU'LL LOVE THESE ACTIVITIES

- ✓ Busselton Show
- ✓ Halloween dinner party
- ✓ Margaret River Chocolate Factory







Photo credit: Tourism WA

### BRIDGETOWN BLUES FEST 4 DAYS | 12-15 NOVEMBER 2021



Enjoy three nights of singing and dancing at the Blues at Bridgetown music festival! From our base in Bunbury, there's an excursion for a delicious lunch in the Ferguson Valley. And for a quirky diversion, you'll visit Gnomesville and get the chance to add to your own gnome to the 10,000 residents.

#### YOU'LL LOVE THESE ACTIVITIES

- ✓ Bridgetown Blues Festival
- ✓ Ferguson Valley lunch
- ✓ Gnomesville



### COUNTRY MUSIC BOYUP BROOK 4 DAYS | 19-22 NOVEMBER 2021



If you love country music, this tour is for you! As well as the Boyup Brook Country Music Festival, you'll visit the Harvey Dickson Country Music Centre, with its country music memorabilia and tribute to Elvis. You'll get amazing views from the Wellington Dam, and you get to leave your own painted gnome at Gnomesville!

#### YOU'LL LOVE THESE ACTIVITIES

- ✓ Boyup Brook Country Music Festival
- ✓ Wellington Dam tour
- ✓ Gnomesville

### KOOMBANA BAY SUMMER FUN 3 DAYS | 7-9 JANUARY 2022



Get up close to bottlenose dolphins on the Dolphin Discovery Centre's fabulous Eco Cruise without even getting your feet wet! Meet the friendly kangaroos and feed the birds at Bunbury Wildlife Park. And an evening's ten-pin bowling is always a lot of fun.

#### YOU'LL LOVE THESE ACTIVITIES

- ✓ Dolphin Eco Cruise
- ✓ Bunbury Wildlife Park
- ✓ Bunbury Ten-Pin Bowling







### KARRI VALLEY & PEMBERTON

5 DAYS | 17-21 JANUARY 2022



Soak yourself in nature on this road trip through the beautiful Karri Valley. Enjoy sightseeing in the timber town of Pemberton and travel back in time on a diesel train ride, and explore the Nornalup Inlet on a wilderness eco-cruise.

#### YOU'LL LOVE THESE ACTIVITIES

- Pemberton Tram
- WOW Eco Nornalup Inlet Cruise
- Walpole-Nornalup National Park



### NANNUP MUSIC FESTIVAL

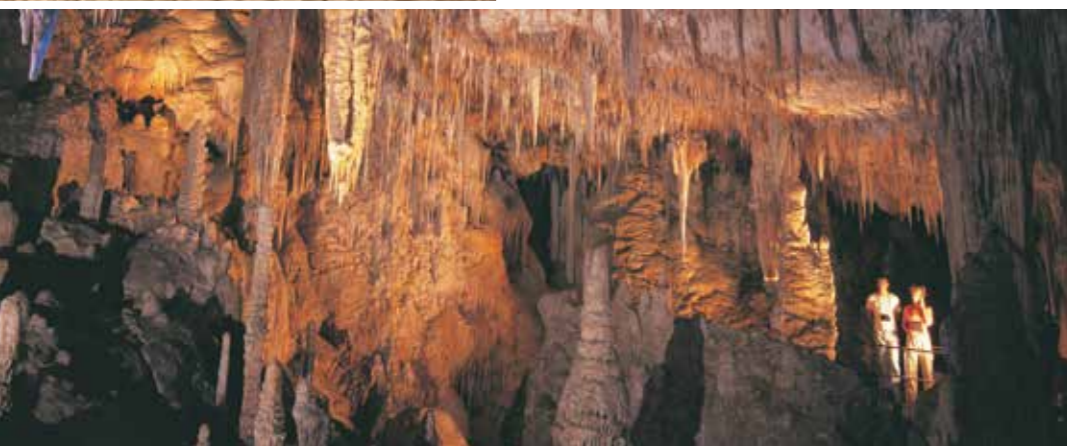
4 DAYS | 4-7 MARCH 2022



The highlight of this trip is the Nannup Music Festival, which presents the best in new, emerging and indigenous music in a lovely bushland setting. A side trip to Balingup takes you to the Old Cheese Factory and the Holberry Sculpture Walk.

#### YOU'LL LOVE THESE ACTIVITIES

- Nannup Music Festival
- Balingup Cheese Factory
- Holberry Sculpture Walk



### YALLINGUP CAVES WILDLIFE TOUR

5 DAYS | 1-5 FEBRUARY 2022



This exciting tour has something for everyone. The Mammoth Cave is home to ancient fossil remains of long-extinct giant animals. After dark, explore the bushland and its wildlife, and marvel at the star-studded sky. The Margaret River Museum tells the life of settlers in the early 20th century.

#### YOU'LL LOVE THESE ACTIVITIES

- Nocturnal animal tour
- Cape Leeuwin Lighthouse tour
- Mammoth Cave





# PERTH/PEEL

Although Perth/Fremantle and Mandurah are the largest cities in the state, with fabulous dining and cultural opportunities, the region also offers a range of nature-based activities on magnificent waterways and in stunning national parks.

## Our getaways IN THE REGION ARE

Freo & Rottnest Island Escape | Page 21

Mandurah & Hotham Valley Weekend | Page 22

Peel Wildlife Getaway | Page 22



Photo credit: Tourism WA



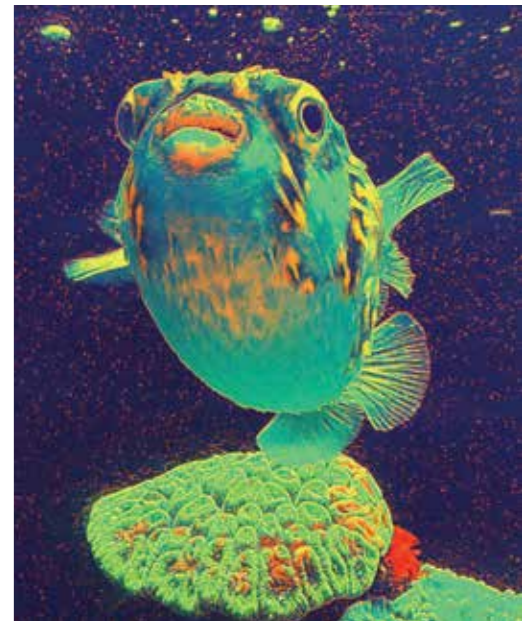
**FREO & ROTTNEST ISLAND ESCAPE**  
4 DAYS | 5-8 APRIL 2021



Explore Fremantle by tram and visit Australia's largest aquarium where you'll see sea creatures from a glass-bottomed boat. There's a half-day tour of the beautiful, car-free Rottnest Island. Enjoy a delicious picnic lunch at Basin Beach, where you can choose between sand, rock pools or snorkelling.

### YOU'LL LOVE THESE ACTIVITIES

- ✓ Rottnest Grand Island tour
- ✓ AQWA glass-bottomed boat experience
- ✓ Fremantle tram tour







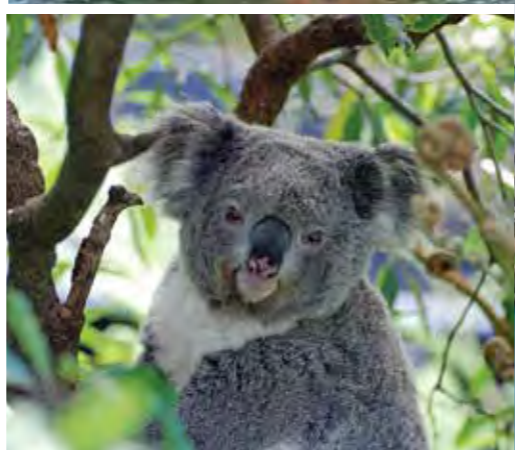
 **MANDURAH & HOTHAM VALLEY WEEKEND**  
4 DAYS | 7-10 MAY 2021



Cruise Mandurah's inland waterways aboard the Pirate Ship Cruise. Step back in time at the Amaze Miniature Park, with its miniature replicas of historic buildings and railways, then enjoy a ride on a steam or diesel train on the Hotham Valley Railway.

**YOU'LL LOVE THESE ACTIVITIES**

- Pirate Ship Cruise
- Hotham Valley Railway
- Amaze Miniature Park



 **PEEL WILDLIFE GETAWAY**  
4 DAYS | 3-6 AUGUST 2021



This short getaway to the Peel features three laid-back but up-close wildlife encounters. You'll get to hand-feed some of the many native animals at Ranger Red's Zoo & Conservation Park and Cohuna Koala Park and you'll get to spot wild dolphins on a magical Dolphin Cruise.

**YOU'LL LOVE THESE ACTIVITIES**

- Mandurah Dolphin Cruise
- Ranger Red's Zoo & Conservation Park
- Cohuna Koala Park





# CORAL COAST

Stretching along 1000km of breathtaking coastline, the Coral Coast features amazing white-sand beaches, untouched coral reefs in turquoise waters, magnificent gorges and carpets of springtime wildflowers. We visit some of the best-known attractions in Australia – the Pinnacles, Kalbarri National Park, Shark Bay World Heritage Area, Monkey Mia and Ningaloo Reef – with a focus on wildlife watching.

## Our getaways IN THE REGION ARE

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Kalbarri & Geraldton Adventure | Page 26

Pinnacles & Wildlife Road Trip | Page 26



### MONKEY MIA & GERALDTON ROAD TRIP

8 DAYS | 19–26 MAY 2021



This Coral Coast road-trip is packed full of exciting activities! At Monkey Mia Beach you get the chance to feed wild dolphins. You'll also visit Ocean Park Aquarium, where you'll see shark feeding, stingrays, turtles and fish. Then spot more wildlife on a sunset cruise!

#### YOU'LL LOVE THESE ACTIVITIES

- Dolphin feeding at Monkey Mia Beach
- Sunset Wildlife Cruise
- Dongara Fisherman's Trail







## PINNACLES & WILDLIFE ROAD TRIP 6 DAYS | 24–29 JUNE 2021



Strap yourself in for this action-packed road trip to the amazing Pinnacles Desert and the wildlife-packed Yanchep National Park. Following a tour of the famous Lobster Shack Factory, their Sea Lion Tour takes you to the Cervantes Islands. This wildlife-themed road trip truly has it all!

### YOU'LL LOVE THESE ACTIVITIES

- Pinnacles Desert
- Sea Lion Tour
- Lobster Shack Factory Tour



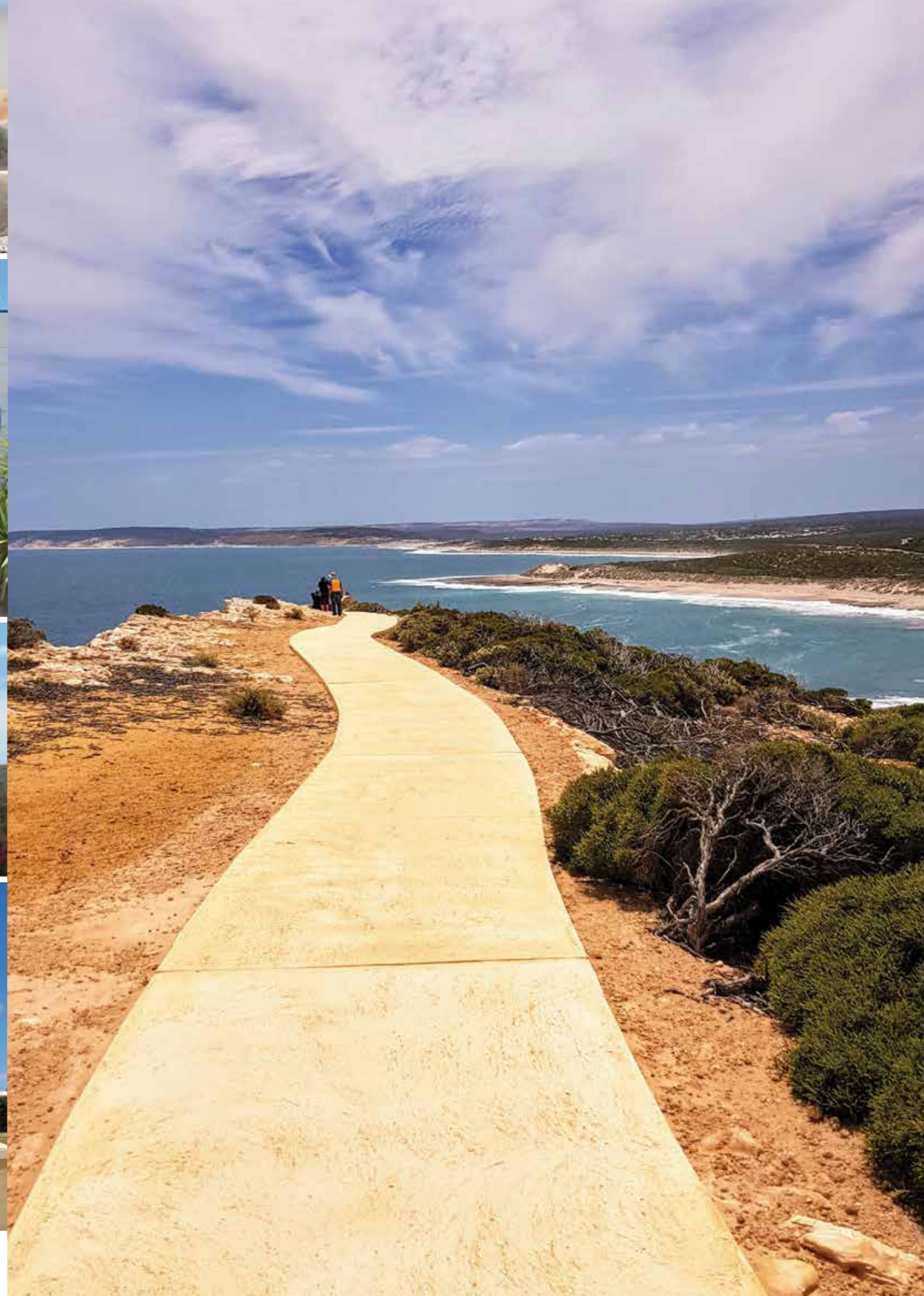
## KALBARRI & GERALDTON ADVENTURE 7 DAYS | 16–22 AUGUST 2021



Enjoy breathtaking views of the Murchison Gorge from the Kalbarri Skywalk, then see the Gorge from below on an amazing wildlife wilderness cruise. Learn about Geraldton's history at the Old Geraldton Gaol, and browse the arts and crafts in the craft centre. And you'll get dramatic ocean views, too, from Kalbarri's Red Bluff.

### YOU'LL LOVE THESE ACTIVITIES

- Kalbarri Skywalk and National Park
- Red Bluff coastal sightseeing
- Old Geraldton Gaol and Craft Centre





# NORTH WEST

This region captures the essence of Australia, with its red dirt, blue skies, breathtaking natural beauty and ancient rock art. But it's also known as Australia's engine room, home to a thriving mining industry, extracting crude oil, salt, natural gas and iron ore.

Our getaways are designed to give you a taste of these contrasting aspects of northwestern Australia, plus an insight into the more recent settler history.



**PILBARA STAIRCASE TO THE MOON**  
7 DAYS | 18–24 AUGUST 2021



Watch the full moon rise to create the incredible Staircase to the Moon. Learn about the area's ancient human history on the Yaburrara rock art tour, and its settler history at Cossack. Sam's Island Cruise gives you the chance to swim or snorkel in some crystal-clear waters.

#### YOU'LL LOVE THESE ACTIVITIES

- ✓ Staircase to the Moon – Hearsons Cove
- ✓ Rock Art Tour - Nganjarli
- ✓ Sam's Island Cruise – Dampier





# GOLDEN OUTBACK

This region encompasses the red earth and star-studded skies of the northern desert, the wheatbelt and pastoral lands to the west and the modern mining hub of Kalgoorlie and the Goldfields.

In springtime the region is transformed by the world-renowned wildflower season. Our getaways take all this in, with a focus on Aboriginal and settler history as well as some of the most impressive mining sites in the world.

## Our getaways IN THE REGION ARE

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**Goldfields Train Adventure** | Page 31

**Wheatbelt Photography Retreat** | Page 32

**Miners Pathway & Murchison Station Stay** | Page 32

**Ravensthorpe Wildflowers Tour** | Page 33



Photo credit: Tourism WA



### **PIONEERS PATHWAY ROAD TRIP** 5 DAYS | 17-21 MAY 2021



Discover the Aboriginal and settler history of the central wheatbelt from our base in an historic Federation-style homestead. The history of the pioneers is told in several museums, but you'll also learn about the culture of the Nyoongar traditional owners of the land at the Bilya Koort Boodja Centre.

#### YOU'LL LOVE THESE ACTIVITIES

- Nungarin Heritage Machinery and Army Museum
- Merredin Military and Railway Museums
- Bilya Koort Boodja Centre, Northam



### **GOLDFIELDS TRAIN ADVENTURE** 5 DAYS | 9-13 JUNE 2021



A train takes you to Kalgoorlie-Boulder to explore all the sights. You'll pan for gold and climb into the shovel of a huge loader, learn the local history at the Museum of the Goldfields, and put on a hi-vis vest for the Super Pit Tour.

#### YOU'LL LOVE THESE ACTIVITIES

- Hannans North Tourist Mine
- Goldfields Museum
- Super Pit Tour







### WHEATBELT PHOTOGRAPHY RETREAT

5 DAYS | 5-9 JULY 2021



This road trip takes you to the wheatbelt and some great photo opportunities: the region's wheat silos have become an unusual "canvas" for local and international artists. Be impressed by the granite outcrops and incredible views along the Granite Way, and learn about settler history at the Bruce Rock Museum.

#### YOU'LL LOVE THESE ACTIVITIES

- Kokerbin Rock picnic
- Wheatbelt art silos at Merridan and Northam
- Bruce Rock Granite Way and Museum



### RAVENSTHORPE WILDFLOWERS TOUR

7 DAYS | 15-21 SEPTEMBER 2021



The highlight of this trip is the Ravensthorpe Wildflower Show, with 700 different species on display. At the Kojonup Visitors Centre you'll learn how settlers, migrants and the Noongar people learned to live together, with more settler history on show at the Australian Inland Mission Hospital at Lake Grace and Newdegate Hainsworth Building/Pioneer Museum.

#### YOU'LL LOVE THESE ACTIVITIES

- Ravensthorpe Wildflower Show
- Hamersley and Hopetoun Scenic Drive
- Newdegate Hainsworth Building/Pioneer Museum



### MINERS PATHWAY & MURCHISON STATION STAY

7 DAYS | 6-12 SEPTEMBER 2021



Enjoy spectacular stargazing nights and breathtaking wildflower displays as we follow the historic Miners Pathway into WA's northern Outback. Staying in three working stations, you'll get first-hand experience of Australia's ongoing settler history. You'll also visit Australia's only remaining working gold battery, where you'll see a gold-crushing plant in action.

#### YOU'LL LOVE THESE ACTIVITIES

- Miners Pathway
- Outback wildflowers and stargazing
- Gold Battery and Museum



Photo credit: Tourism WA

Photo credit: Tourism WA



# FESTIVE GETAWAYS

We at Discovery Holidays believe that the festive season should be enjoyed with family and friends, and our festive getaways make sure this is possible for everyone. Get in the mood or get away for Christmas or New Year themselves but book early because our regular festive offerings are always very popular.



## MYSTERY CHRISTMAS GETAWAY 7 DAYS | 23–29 DECEMBER 2021



We don't want to give too much away about this mystery local getaway, but you'll be sure to have plenty of festive fun with friends old and new. We've carefully selected some exciting day tours and activities, and you can look forward to an indulgent smorgasbord Christmas lunch with special Santa gifts for all. Staying in beachside accommodation, you can relax into the festive season with fabulous food and easygoing sightseeing.

### YOU'LL LOVE THESE ACTIVITIES

- Secret Santa gifts
- Sightseeing
- Christmas karaoke



## FESTIVE LIGHTS AND CANALS GETAWAY 4 DAYS | 9–12 DECEMBER 2021



This relaxed tour to Mandurah will get you in the mood for Christmas, cruising Mandurah's waterways to see the Christmas lights and check out the resident bottlenose dolphins. There's festive fun, too, at the King Carnival minigolf and funfair, and you'll still have time to fit in some Christmas shopping!

### YOU'LL LOVE THESE ACTIVITIES

- Mandurah Christmas lights cruise
- Dolphin cruise
- King Carnival minigolf and funfair



## NEW YEAR'S BEACH GETAWAY 4 DAYS | 30 DECEMBER 2021 – 2 JANUARY 2022



Welcome 2022 with a relaxed tour to Bunbury, with its cool street art and contemporary cafe culture. Enjoy a BBQ lunch at the beach before visiting the sites along the coast, and ring in the New Year with the fireworks display and festivities at the Bunbury Trotting Club.

### YOU'LL LOVE THESE ACTIVITIES

- Bunbury Trots New Years Eve Fireworks
- Beach picnic
- Coastal sightseeing





# GENERAL BOOKING TERMS AND CONDITIONS

Other terms and conditions may apply to specific itineraries, as advised prior to booking.

See full terms and conditions on our website.

## THE CONTRACT

Guest supported services bookings are confirmed only on receipt of:

- Completed and signed Guest Services Plan.
- Completed and signed Guest Service Summary and Agreement.
- Minimum deposit as specified for the itinerary or Service Agreement.
- Applicable medical consent form and declarations.
- Completed Covid-19 Healthy You – Check In, three days pre-service delivery.

## GUEST SERVICES

Personal guest support and care service ratios are determined by the guest, their families, service agency or other nominated representative and Discovery Holidays.

High staff support ratios are standard on all services with a minimum 1:3 staff to guest support ratio. Includes any combination of support ratio that does not exceed 8 persons (i.e 6 guests and 2 staff maximum).

It is the customer's responsibility to provide accurate, recently reviewed, relevant information detailing the care and support preferences of the guest.

## CANCELLATIONS

Intention to cancel must be notified in writing.

Cancellation fees -

- A. Notification more than 24 hours prior to departure:
- Payments are fully transferable as Future Credit.
- B. Notification more than 72 hours prior to departure:
- Payments are fully transferable as Future Credit or
  - Payments are 100% refundable

We reserve the right to cancel any advertised tour or individual order if the minimum participants and staff ratios are not reached. If a cancellation

should occur, guests may transfer their deposit or payment to another available getaway or receive a full refund.

We reserve the right to cancel any advertised tour or individual order if any travel, health or environmental alert advises against or significantly impacts travel safety or the planned itinerary. (Includes Covid-19 lockdowns, fire, severe weather, road and event closures.)

We reserve the right to withdraw guest participation if Covid-19 symptoms such as cough, runny nose, fever or sore throat are present, witnessed or reported by care staff at any time; see Healthy You – Check In form for symptoms.

## COMPLAINTS

We hope you will have no reason to complain but if you are unhappy with any aspect of the services provided you should report it immediately to the supplier or contact Discovery Holidays. We shall attempt to resolve the matter immediately but if you remain dissatisfied, we ask that you refer to our Customer Complaints and Disputes Policy (available for download at <https://www.discoveryholidays.com.au/downloads/>)

## LIMITATION OF LIABILITY

Travel arrangements are made on the guest's behalf on the express condition that Discovery Holidays, the owner, staff or other company representative shall not be liable or responsible for any negligent or willful act, or failure to act, of any third party which is engaged to, or supplies any goods or services on any getaway.

## TRAVEL INSURANCE

Discovery Holidays accompanied guests may be nominated for travel insurance cover by the company's Corporate Travel Insurance AHI International, as described by the full Product Disclosure Statement (available on request).

## ITINERARY AND PRICE CHARGES

Third-party providers of travel and travel-related services may change their prices, details of their packages, tours or other information displayed on the website at any time. Accordingly, all advertised prices displayed on the website are subject to change without notice.

## SPECIAL CONDITIONS

Special conditions apply to the following service types:

1. Supported Getaways WA: Special conditions will apply to any travel bookings and ticketing that may be subject to supplier conditions and cancellation fees.
2. NDIS Service Bookings: NDIS services are subject to the terms and conditions set out in the NDIS rules and pricing guides;
  - Short-term Accommodation
  - Individual Support (Self-Care / Community)

## INCLUSIONS

All advertised supported getaway and leisure tour prices include (unless otherwise specified):

- GST where applicable (adjustments are applied for eligible NDIS-funded guests)
- Private transport from the departure point that maintains comfort and one-seat distancing from other passengers;
- Travel times no longer than 90 minutes between journey breaks;
- Single rooms with private facilities for supported tours and excursions;
- Shared facilities such as lounge, dining and lodge-style bathrooms are regularly cleaned and sanitised.
- Mixed bistro dining and supported self-catered breakfast, lunch, dinner and snacks

- All entry fees, tickets and entertainment as listed on the itinerary
- Personal guest support services (per guest service ratios);
- Travel insurance (eligible guests); and
- Souvenir photo prints.

## EXCLUSIONS

Prices DO NOT include (unless otherwise specified):

- Guests' personal spending money;
- Passports, visas or other travel documents;
- Snacks, soft or alcoholic beverages, barista coffees;
- Personal items such as laundry, telephone, toiletries, excess baggage;
- Medical or first aid supplies; or
- Equipment rental such as wheelchair, hoist and shower chair.

## NDIS PARTICIPANTS SERVICE BOOKINGS

### NDIS-FUNDED GROUP AND CUSTOM SERVICE

The NDIA funds reasonable and necessary supports that help a participant reach their goals, objectives and aspirations, and to undertake activities to enable the participant's social and economic participation:

1. Supports funded by the NDIS need to:
  - be related to the participant's disability;
  - not include day-to-day living costs that are not related to a participant's disability support needs;
  - represent value for money; and
  - be likely to be effective and beneficial to the participant.
2. Providers cannot claim for supports from a participant's plan where the support is not in line with the participant's goals, objectives and aspirations or where the support is not reasonable and necessary.

This Includes:

- supports from a participant's plan where the support is more appropriately funded or provided through other service systems;
- expenses related to recreational pursuits, such as event tickets for the participant; and
- the cost of entry for a paid support worker to attend a social or recreational event.

## SERVICE AGREEMENT

NDIS Service Agreements are required for all NDIS-funded services, and describe the supports agreed to including: type of service support; the time and duration of support; the costs of the support; a service description; how to submit feedback or make a complaint

## PAYMENTS

### SELF-MANAGED PARTICIPANTS

Participants who are self-managing their plan are invoiced by, and pay, Social Solutions WA directly. Participants use the provided invoice and receipt to acquit the expenditure against their plan using the myplace participant portal.

### PLAN-MANAGED PARTICIPANTS

Social Solutions will send invoices directly to the participant's plan manager. The plan manager will process the payment through the myplace provider portal and pay the provider.

### NDIA-MANAGED PARTICIPANTS

Social Solutions WA submits a payment request through the myplace provider portal to receive payment for the agreed services after the services have been provided.

### NDIS SERVICE CANCELLATION

Where a provider has a short-notice cancellation (or no show) they are able to claim 100% of the agreed fee associated with the activity from the participant's plan, subject to the NDIS Pricing Guide and the terms of the service agreement with the participant.





# IMPORTANT INFORMATION and FAQs

## WHERE CAN I FIND PRICES FOR THE GETAWAYS?

Prices for all getaways have been printed on a separate insert for this product brochure, which were current at the time of printing. For the most up-to-date information on itineraries and pricing, please visit [www.discoveryholidays.com.au](http://www.discoveryholidays.com.au), where a full breakdown is given for each getaway, or simply call our friendly team on 1800 290 996.

## WHAT IS NOT INCLUDED?

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

## CAN I TRAVEL INTERSTATE OR OVERSEAS?

Yes! Our full range of getaways is expected to return in 2022 and you'll see lots of your old favourite itineraries back, including tours to the Gold Coast, Tamworth, Bali and New Zealand. Keep an eye on the website for updates.

## CAN I USE NDIS FUNDING FOR MY GETAWAY?

Subject to individual plans, NDIS participants may be eligible to fund the support costs component of their supported getaway if it is a reasonable and necessary cost associated with reaching their goals and aspirations. (See Terms and Conditions on page 36-7 and website for further details.)

## DO I NEED TO BRING MY OWN SUPPORT PERSON OR CARER?

No. If you select a supported travel package you will be accompanied by our friendly guest support team for the duration of your getaway. If you would like to meet with your support team prior to departure, please let us know and we will arrange to introduce you.

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

Yes! Anyone can join our supported group, individual or self-guided getaways. (Note: minimum package on supported group tours is 1:3 for all guests.)

## IS TRAVEL INSURANCE INCLUDED?

Yes, comprehensive travel insurance is included for guests on all supported tours.

## CAN I TRAVEL WITH MY WHEELCHAIR?

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

## WILL I SHARE A ROOM?

Single rooms are now standard on all getaways with twin-sharing facilities only available by request. If you are travelling with a partner or friend, and you wish to twin share, you will be eligible for an accommodation discount.

## 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.

## I CAN'T FIND A GETAWAY THAT SUITS ME – WHAT CAN I DO?

We offer a range of alternatives for people who want to experience a particular tour or create their dream getaway. We can individually tailor an itinerary to suit your preferences or you may register your interest in another destination by contacting the team. Send us your ideas – we'd love to hear from you!





A scenic view of a blue ocean from a cliffside walkway. In the background, a couple is seen leaning on a metal railing, looking out at the sea. The sky is blue with scattered white clouds. The foreground shows the edge of a stone cliff on the left and a metal walkway on the right. The water is a vibrant blue with white foam from waves crashing against the rocks.

WISH YOU WERE  
**HERE!**

Photo credit: Tourism WA



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