

Dear Guest,

Greetings!!

Welcome to Australia with Thomas Cook!!

In order to make your tour more comfortable we are providing some vital information.

Before you start, do go through it thoroughly to ensure a safe and satisfying tour.

Australia is a country, and continent, surrounded by the Indian and Pacific oceans. Its major cities - Sydney, Brisbane, Melbourne, Perth, and Adelaide - are coastal, but its capital, Canberra, is inland and nicknamed the "Bush Capital."



PASSPORT & VISA:

- 1) All visitors entering Australia must be in possession of valid passport and visa.
 - 2) Please leave your original passports safely in your bags in your Hotel Room whenever you are out on tour & keep it locked all the time.
- However kindly carry minimum two photocopies of the front and back side of your passport along with your Visa. At time boarding any international or domestic flight please carry your original passport and ticket copy with you in cabin baggage. The same should not be kept in the check in baggage.

CLIMATE:

Sydney enjoys a temperate climate with a mild winter, and has about 104 sunny, cloud-free days a year. Average minimum temperature in the winter months of June through to August hovers around 9°C (47-48 °F). The summer season is from December through to February.

	Daily Max °C	Daily Min °C
Autumn		
April	23	15

LANGUAGE:

Australia has no official language, but is largely monolingual with English being the de facto national language. The Staff in hotels are well versed in English.

CURRENCY:

Australian Dollar (AUD) is the official currency. Approximate conversion rates are as below:

1 AUD = 48.80 INR (XE.com)

CURRENCY EXCHANGE:

It is advisable to carry Australian Dollars Cash from India for any of your personal expenses. Travellers entering and departing Australia are required to declare at the immigration any currency they are carrying of AUD 10,000 or more, or a foreign currency equivalent.

DAILING CODE:

International dialling code: 0061

DRESS CODE:

Please wear and dress smartly and decently at all times whilst you stay at Australia. We advise you to carry comfortable walking shoes and light summer clothes. Please also carry a small personal umbrella, as well as your raincoat and sunglasses.

BAGGAGE:

- We suggest that you carry 01 set of clothes and other accessories in your hand baggage.
- Also, please do not keep any money or valuables in your check-in luggage. Money or valuables should be kept carefully with you on your persons or in your hand baggage.
- We recommend that you travel as light as possible as there is no Porterage included on your tour and heavy luggage would cause you great inconvenience while on the tour.
- **Please follow the below baggage policy**
- **Air India**
 - **Check in Allowance - 30 kg**
 - **Cabin Baggage - 7 kgs**
- **Malaysian Airlines**
 - **Check in Allowance - 2 pieces (1 piece not weighing not more than 15 kgs)**
 - **Cabin Baggage - 1 piece (not weighing not more than 7 kgs)**
- **Singapore Airlines**
 - **Check in Allowance - 30 kg**
 - **Cabin Baggage -1 piece (not weighing not more than 7 kgs)**
- Please note that sharp objects like scissors, knives, gels, any form of liquid, etc. cannot be kept in hand baggage. The same has to be kept in your check-in baggage.
- Please tag all your bags with your name and the contact details. Please note you are personally responsible for your entire luggage and please ensure that the same are at all time correctly loaded and unloaded from the respective coaches.

CUSTOMS:

Travellers to Australia over 18 years do not have to pay customs duty on 2.25 litres of alcohol; and 50 cigarettes or 50 grams of cigars or tobacco products (note that all tobacco products in your baggage are included in this category, regardless of where they were purchased). Gifts are included in the A\$900 duty-free allowance. Fresh produce and animal/plant products are prohibited.

Note: Furs, food, plants, jeweller, wooden artefacts', medicines' and other valuable must be declared on the declaration form when entering Australia.

QUARANTINE

You must declare for inspection all food, medicines, plant material and animal products on arrival in Australia to ensure they are free of pests and bacteria.

Before you land in Australia you will be given an **Incoming Passenger Disembarkation Card /Landing card** which is one card for Immigration and customs. This is legal document and you must tick YES to declare if you are carrying any food, cooked food, meat, medicine, fruits, plant material or animal products. If you have items that you do not wish to declare, kindly dispose the same in quarantine bins in airport terminal. On arrival your baggage may be X-rayed, inspected or checked by the detector dog... If you fail to declare or dispose of any quarantine items or make a false declaration you will be caught and fined close to **AUD 200-300 OR** more, or sent to jail depending on Australian Law.

If you need more information on items to be declared or that require an Import permit visit the following website: www.aqis.gov.au/icon.

Quarantine items include fresh or packaged food, fruit, eggs, meat, vegetables, seeds, skins, feathers, wood and plants, medicines, dairy products, perishables, nuts etc. Hence we suggest you to pass through the RED CHANNEL and fill in the Passenger Card correctly. Also at the time boarding any domestic and International flight you are not permitted to carry any liquid items in your cabin (hand baggage) package. All liquid items such as perfumes should be packed in your Check In Baggage (if more than 100ml).

The Australian Custom Dept has its own unique laws which allows/ disallows certain objects/things that cannot be brought inside the country and same is mentioned in the disembarkation card. Highlighting some of them below which we

Have noted before with Indian Travellers so please avoid the same--

- Do not bring/ wear soiled shoes/ chappals
- Do not carry any fruits, or raw eatables, or any food packets packed ordinarily
- Some Tetra Packs of Dry Snacks may be allowed but these have to be declared as 'YES' in the disembarkation card. If you are unsure of the product, please mention 'YES' in the Card. That way, you can avoid being penalized.
- Any foods from the flight such as sandwiches or pastry items are strictly not allowed.

ITINERARY:

If you are travelling to Australia for the first time please **READ THE ITINERARY**; so you can answer any questions **ASKED** by the immigration officers. We will guide you; importantly feel relaxed and confident.

TIPPING:

This is purely at your discretion and choice. Most tips are already paid by Thomas Cook. If you are however availing any additional service, then an extra tip of 10% of the bill is customary.

CROSSINGS & SIGNALS:

Please follow strict road crossing rules in Australia which are very clear.

RETAIL & SHOPPING HOURS

General Retail Trading Hours in Australia are:

Monday to Friday -9.00 am to 5.00 pm

Saturday -9.00 am to 4.00 pm

Sunday -9.00 am to 4.00 pm

MEDICINES:

Carry few essential medicines if you need it at hand. Please remember to declare any unusual medicines you carry to the Australian customs. To purchase Medicines you need to carry a proper prescription too. Children must be attended to by their parents at all times.

ELECTRICITY:

Electrical sockets (outlets) in the Commonwealth of Australia usually supply electricity at between 220 and 240 volts AC. If you're plugging in an appliance that was built for 220-240 volt electrical input, or an appliance that is compatible with multiple voltages, then an adapter is all you need. **You may buy one in India as you may need to recharge your cameras/mobiles.**

Image as per below -

Adapter



Plug point



WATER:

Tap Water is safe to drink throughout the country.

PUBLIC TRANSPORT:

Taxis can be used in Australia for any internal transportation. These taxis are metered hence kindly insist for receipt before making the payment.

SMOKING BAN:

Smoking in most public areas is BANNED. If found smoking in the NO SMOKING zone you may be fined heavily. You are permitted to smoke only in the designated SMOKING AREAS ONLY.

HOTEL SPECIFIC

- Check In for Group is at Level 4. Digital Signage for Group will be at all places for Delegates convenience
- Delegates who will be arriving earlier than 1600hrs will need to store their luggage on Level 4 until 1600hrs. This means all delegates are NOT to check in at the reception.
- Wi-Fi is complimentary and ACCESS CODE IS "FIMMDA2017"
- Breakfast for Group is at Level 4 everyday (14th, 15th & 16th April)
- All Mini Bar consumption in the Hotel room and all Room Service is chargeable and is to be settled by you directly. FOR BOTH THE ABOVE SERVICES, EITHER CASH OR YOUR CREDIT CARD WILL BE ASKED FOR BY THE RECEPTION.
- Any travel of private nature and which is not covered in the itinerary also any meals, beverages, alcohol etc not mentioned explicitly in the itinerary and event flow are chargeable and must be settled by individuals directly. In case of any dispute or damages to hotel property the Hotel policy will apply to settle any claims.
- No extension of stay and change of travel dates, no upgrade of room type or location will be permitted in the current Tour package. Entry ticket to any theme park / venue is for one time only and is not multiple. To re-enter charges may have to be borne by the individual.
- The Usage of Telephone or business centre of the hotel is chargeable, and a credit card is used as deposit for the same. Paid TV channel is chargeable and is to be settled directly by the individual while checking out. YOUR credit card will be used as deposit for the same.
- If you need any direction or information you can ask the Thomas Cook - Tour Manager.
- All the rooms and all the hotels are NON SMOKING hence smoking in the Hotel premises is strictly prohibited. Please carry the Hotel address with the telephone number whenever you leave the Hotel premises on your personal trip.



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HOTELS INCIDENTALS:

All services like Telephone, TV, Pay TV, drinks in the minibar, mineral water, ROOM SERVICE, any additional services required will be charged to your room and must be paid on by you in person. If rooms internally changed, hotel will charge the person as per rooming list only, so room change is not preferred and if done at your own risk.

ESSENTIAL ITEMS TO BE CARRIED ON TOUR:-

Please carry sunglasses, alarm clock, an additional pair of spectacles if you are using one, umbrella, camera rolls, digital camera chip with a higher GB, extra batteries, chargers for digital cameras and mobiles, medicines with prescriptions if required with the drug generic name listed as the brand name would differ from country to country.

Please carry a photocopy of your passport including, valid visa and keeping them separately from the original, e.g.: photocopy in the suitcase and the original passport in the pouch provided to you or on your person.

HOTEL DETAILS:-

Hilton Sydney

Address: 488 George St, Sydney NSW 2000, Australia

Phone: +61 2 9266 2000

CONSULATE GENERAL OF INDIA, SYDNEY:

Address: 1, 265 Castlereagh St, Sydney NSW 2000, Australia

Phone: +61 2 9223 2702

AUSTRALIA EMERGENCY NUMBER

Emergencies: 000 (112 on cell phones)

Note: We have tried our best to be as accurate as possible in providing the above information. However Thomas Cook is not liable for any changes occurring during the course of the tour.

WE WISH YOU A VERY HAPPY AND A SAFE TOUR!!!



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