Welcome

Australia’s bilateral relationship with Singapore is one of the closest and most comprehensive in Southeast Asia. Located in the heart of the Association of Southeast Asian Nations (ASEAN), Singapore is a vital regional trading hub providing critical transport, financial, educational and medical services.

Singapore is home to the Asia-Pacific’s second largest stock exchange and over 3,000 multinational corporations which contribute to a national GDP that exceeds AU$380 billion annually. The world’s economic centre of gravity continues to shift towards Asia’s emerging economies, spurred by favourable demographics, increasing urbanisation, maturing markets, the developing middle class and a rich supply of educated human capital.

The Singapore-Australia Free Trade Agreement (SAFTA) and subsequent Comprehensive Strategic Partnership (CSP) are the pillars upon which our two countries will strengthen economic, Defence, tourism, foreign affairs, innovation, community connectivity and ensure that Australia will remain a critical economy in the Asian Century.

North Queensland’s relationship with Singapore extends far beyond the scope of the defined joint Defence training activities proposed under the CSP. Our region’s agricultural, services, education and tourism trade with Singapore is expected to dramatically benefit from the progressive amendments introduced to the SAFTA in May 2016.

Townsville Enterprise is seeking to take advantage of our Nation’s developing relationship with Singapore, providing North Queensland organisations with the necessary intelligence, support and insight required to assess opportunities supportive of their own business development ambitions. The Singapore Insights Delegation program has been formulated to ensure participants gain real value from their in-country experience, resulting in a comprehensive and informed market appraisal.

Patricia O’Callaghan
Chief Executive Officer
Townsville Enterprise
Inclusions

- Return flights
- 5-star accommodation at the Shangri-La Hotel
- Meal inclusions as per program
- All delegation-related transport
- Conference package
- Business networking activities
- Pre-delegation export readiness support program

Highlights

- Welcome and networking reception hosted by HE Bruce Gosper, Australian High Commissioner to Singapore
- Austrade economic and country briefing ‘Singapore – Gateway to the ASEAN’
- Tailored industry sessions and tours
- Full day ‘Singapore Insights’ conference and conference dinner
- Networking with Singapore International Chamber of Commerce (SICC) and Australian Chamber of Commerce Singapore (AustCham)
- Marina Bay Sands luncheon ‘Singapore’s urban renewal experience’
- Experience Singaporean culture and visit iconic sights
- Business presence and market intelligence briefing ‘Establishing a business in Singapore’
- Luncheon at the Singapore Zoo ‘Lunch in the wild’
- Farewell dinner at Hai Tien Lo Restaurant, Pan Pacific Singapore Hotel
Delegation Itinerary

All times displayed in local time

Monday 4 September 2017

10:10am  Depart Townsville International Airport  (*Air Niugini Flight PX 61*)

12:00pm  Arrive Port Moresby Jacksons International Airport

1:10pm  Depart Port Moresby Jacksons International Airport  (*Air Niugini Flight PX 392*)

5:30pm  Arrive Singapore Changi Airport

  Baggage collection / Customs clearance

6:30pm  Coach transfer from Singapore Changi Airport to welcome reception

7:00pm  Welcome and networking reception hosted by HE Bruce Gosper, Australian High Commissioner to Singapore (*Dress: Business formal*)

9:00pm  Coach transfer to Shangri-La Hotel

9:15pm  Hotel check in (pre-arranged by Townsville Enterprise)

Pricing

**Comprehensive Singapore Insights Delegation**  
*(Arrive in Singapore Monday 4, Depart *late evening* Thursday 7 September 2017)*

<table>
<thead>
<tr>
<th>Townsville Enterprise Member</th>
<th>Non-member</th>
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</thead>
<tbody>
<tr>
<td><strong>$6,500</strong></td>
<td><strong>$7,650</strong></td>
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<tr>
<td><strong>$5,800</strong></td>
<td><strong>$6,950</strong></td>
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</tbody>
</table>

**Non-delegate spouse packages available**  
Contact Townsville Enterprise for more details. Inclusive activities indicated in program by ‘!’ icon.

**Alternative Short Program**  
*(Arrive Monday 4, Depart *late evening* Wednesday 6 September 2017)*

<table>
<thead>
<tr>
<th>Townsville Enterprise Member</th>
<th>Non-member</th>
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<tr>
<td><strong>$5,920</strong></td>
<td><strong>$6,900</strong></td>
</tr>
<tr>
<td><strong>$5,500</strong></td>
<td><strong>$6,550</strong></td>
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</tbody>
</table>

Pricing includes GST. Please read the Terms & Conditions on page 11 of the program.
Tuesday 5 September 2017

7:00am Buffet breakfast *Shangri-La Hotel*

8:30am Bus transfer to *James Cook University Singapore Campus*

‘Singapore Insights’ full day conference at James Cook University Singapore

9:00am Registration

Master of Ceremonies: John Dick, Partner, Dentons Rodyk – Singapore

9:15am Welcome to campus
- Professor Sandra Harding, Vice-Chancellor and President, James Cook University
- Conference welcome
  - Henry Kwek MP, Nee Soon Group Representation Constituency
  - Commonwealth and State Government Welcome to Delegation (Video)
  - Councillor Jenny Hill, Mayor of Townsville (on behalf of RED-ROC)
  - Kevin Gill, Chairman, Townsville Enterprise Limited

Cultural performance

9:45am Doing Business in Singapore and within the Association of Southeast Asian Nations (ASEAN)

- Austrade Presentation (Economic and Country Brief)
  - David Campbell, Senior Trade and Investment Commissioner, Austrade – Singapore
  - Prerana Mehta, Trade and Investment Commissioner, Austrade – Singapore

- Singapore Economic Development Board Presentation
  - Deborah Koh, Natural Resources Manager, Singapore Economic Development Board

Panel Discussion
Chair: Victor Mills, CEO Singapore International Chamber of Commerce
- David Campbell, Senior Trade and Investment Commissioner, Austrade
- Prerana Mehta, Trade and Investment Commissioner, Austrade
- John Osborn, Director International Business, Trade & Investment Queensland
- Philip Forrest, Board Member, AustCham Singapore
- Deborah Koh, Natural Resources Manager, Singapore Economic Development Board

10:45am Morning Tea

11:00am Connectivity, Supply Chains & Logistics
*As the gateway to the ASEAN market, Singapore is attracting trade from around the globe. This panel session will explore Singapore’s position at the centre of one of the most dynamic regional economies in the world and the digital, supply chain and logistics services required to meet the growing demand.*

Chair: Claudia Brumme-Smith, General Manager Business Development, Port of Townsville Limited

Industry contributors:
- Singapore Airlines
- Singapore Air Terminal Services (SATS)
- Swire
- Singtel/Optus
- TOLL

12:30pm Lunch
Optional: 10 minute tours of JCU Singapore Campus will depart at 12:30pm and 1:00pm

1:30pm Concurrent Sessions
**Agriculture**

With one of the highest per capita GDP in the world, Singapore's per capita food consumption level is the highest in the region and relies on over 90% food imports to support its needs. Townsville is strategically positioned to deliver fresh and value-added food products to the Singapore market in a timely and cost-effective manner.

This session will explore opportunities for Australian growers to export niche products to the Singaporean market, and through Singapore to broader ASEAN markets.

**Chair:**
- Derek Lightfoot, Deputy Chair, Growcom

**Speakers:**
- Cher Heng Lee, Singapore Airport Terminal Services (SATS)
- Guek Hong Toh, Project Manager, Benelux Flowers & Food Pty Ltd
- Dr Chua Tze Hoong, Group Director, Agri-Food & Veterinary Authority
- Ting Siew Mui, Project Director, UBM SES, (Overseeing Food and Hotel Asia 2018)

**Innovation, Emerging Industries & Health**

Singapore consistently ranks as one of the world's most innovative nations. Over its 50-year history as an independent city-state, Singapore has earned a reputation as an innovation hub.

This session will provide insight to the support mechanisms and sector specific opportunities emerging across Singapore's innovation ecosystem.

**Chair:**
- Professor Louis Schofield, Director Australian Institute of Tropical Health & Medicine, James Cook University

**Speakers:**
- Brendan Wright, Vice-President Public Sector Centre of Excellence, SAP Asia Pacific Japan
- Dr Zee Upton, Research Director, A*STAR Institute of Medical Biology (Singapore)
- Joseph Ziegler, Mentor, Investor & Manager at the Australian Landing Pad Singapore (Austrade)
- Professor Ajay Rane OAM, Head of Obstetrics & Gynaecology, James Cook University (TBC)

**Aquaculture**

Northern Australia is the epicentre for some of Australia's biggest aquaculture industries which collectively account for approximately $300 million of aquaculture product annually. The North Queensland region with its unique partners and collaborators in industry, research and education, is well positioned to work with Singaporean interests around disease management, genetics, ornamentals, bioremediation, environmental and ecological sustainability innovation, skilled workforce development, achieving scale, and food safety.

**Chair:**
- Professor Louis Schofield, Director Australian Institute of Tropical Health & Medicine, James Cook University

**Speakers:**
- Andrew Lawson, Managing Director, MBD Energy
- Boris Musa, Managing Director & Chief Executive Officer, Mainstream Barramundi
- Joep Kleine Staarman, Managing Director, Barramundi Asia Pte Ltd
- Agri-Food & Veterinary Authority
- Singapore Economic Development Board
- National Research Foundation
Urban Renewal, Property & Investment

Singapore is both a city and a state, requiring effective governance and integrated long-term planning to strike a balance between economic, social and environmental sustainability.

Not unlike Singapore’s experience, Townsville is now preparing to undertake an unprecedented urban renewal program of its own. Through the realisation of catalytic projects such as the North Queensland Integrated Stadium & Entertainment Centre, Waterfront Priority Development Area and the establishment of major cultural and community hubs across the CBD, Townsville will redefine its standing as the Capital of Northern Australia.

This industry session will seek to define critical learnings from Singapore’s urban development program, while also highlighting investment and development opportunities associated with Townsville’s city renewal activities.

Chair:
- Pat Brady, Chairman, Premise

Speakers:
- Adele Young, Chief Executive Officer, Townsville City Council
- Grant Kelly, Chief Executive Officer, City Development Ltd
- Dr Bill Foo, Director, Unigestion Asia Pte. Ltd. (Investment Management – Singapore)
- Richard Tan, General Manager, MMR Services Pte. Ltd. (Surbana Jurong)
- Moya Steele, Partner, MacDonnells Law

Tourism, Sport & Events

Tourism in Singapore is a major industry and Singaporeans are among the most frequent travellers in the world. As a crowded city state, there are few environments and recreational activities offered to Singaporeans to enjoy in their leisure time, therefore overseas travel is a popular option for the nation.

Information will be shared regarding the travel experiences Singaporean consumers are seeking from a Queensland holiday. Insights into methods of reaching this market will be revealed.

This session will provide insight into how to connect with Singaporean travel agents and wholesalers. Tourism products and trends that operators should consider promoting to Singapore will also be discussed.

Chair:
- Brent Anderson, Marketing and Business Development, Tourism Australia – Singapore

Speakers:
- Bridget Woods, Director – Tourism & Events, Townsville Enterprise Limited
- Khim Mui Lim, International Director – South and South East Asia, Tourism & Events Queensland
- Robin Yap, President – Asia, The Travel Corporation
- Sports Singapore (Speaker TBC)
- Scoot Airlines, Singapore Airlines Group (Speaker TBC)

3:30pm  Afternoon Tea
Optional: A 10 minute tour of JCU Singapore Campus will depart at 3:40pm

4:00pm  Industry Panel Overviews and Concluding Comments

Chairs of the afternoon concurrent sessions will provide an overview of each of the industry sectors, noting cross-sectoral synergies for development.

Facilitated by: John Dick, Partner, Dentons Rodyk – Singapore
Patricia O’Callaghan, Chief Executive Officer, Townsville Enterprise Limited
Chairs: Derek Lightfoot, Dean Jerry, Professor Louis Schofield, Brent Anderson, Pat Brady

5:00pm  Transfer to Shangri-La Hotel

7:00pm  Singapore Insights Conference Dinner Shangri-La Hotel
(Dress: Business formal)
Keynote speaker: Heang Fine Wong, Group Chief Executive Officer, Surbana Jurong
Guest speaker: Dr Fraser Thompson, President, AustCham ASEAN and Co-founder, AlphaBeta
FutureNow

FutureNow is Singtel’s flagship Innovation Centre. The versatility and modularity of the physical space is designed to engender dialogue and spur co-creation of new business models in the areas of digital transformation and disruption.

Build Amazing Start-ups Here (BASH)

The establishment of a Landing Pad for Australian entrepreneurs at Singapore’s largest integrated startup space, BASH has the support of both the Australian and Singapore Governments. Singapore’s biggest integrated start-ups space with the capability of congregating members and partners of the tech building community across the entire value chain of ideation, acceleration, incubation to expansion – from accelerators, investors, incubators to entrepreneurship – all under one roof.

Industry Tours

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>7:30am</td>
<td>AustCham Breakfast Shangri-La Hotel</td>
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<tr>
<td></td>
<td><strong>Speaker</strong>: Gearoid Cronin, Director, Process Engineering Specialists</td>
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<tr>
<td></td>
<td>‘Starting and Building a Professional Services Business in Asia – Lessons I’ve Learned’</td>
</tr>
<tr>
<td>9:30am</td>
<td>Industry Tours Coach from Shangri-La Hotel to various locations</td>
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<tr>
<td></td>
<td>An opportunity for delegates to partake in an industry tour to complement the conference themes and to provide an interactive understanding of operations.</td>
</tr>
</tbody>
</table>

Industry Tours

Aquaculture Industry Farm

Established in 2007, Barramundi ASIA is the first company in Singapore farming barramundi in large ocean enclosures. Barramundi ASIA is proud to be the first fish farm in Southeast Asia to meet the strict criteria for export to the EU and is certified under Singapore’s new Good Aquaculture Practice Program.

Build Amazing Start-ups Here (BASH)

The establishment of a Landing Pad for Australian entrepreneurs at Singapore’s largest integrated startup space, BASH has the support of both the Australian and Singapore Governments. Singapore’s biggest integrated start-ups space with the capability of congregating members and partners of the tech building community across the entire value chain of ideation, acceleration, incubation to expansion – from accelerators, investors, incubators to entrepreneurship – all under one roof.

City Gallery/Singapore Sports Hub

Located between the historic Chinatown and the Central Business District, Singapore City Gallery is a three story interpretive visitors centre which houses an enormous model replica, charting Singapore’s urban development as a world city and giving visitors a complete view of the Central Area of Singapore.

Opened in June 2014, the National Stadium provides spectators a stunning view of the Singapore city skyline. The 55,000 capacity stadium has retractable seating capability, making it one of the most versatile stadiums in the world.

FutureNow

FutureNow is Singtel’s flagship Innovation Centre. The versatility and modularity of the physical space is designed to engender dialogue and spur co-creation of new business models in the areas of digital transformation and disruption.

Gardens by the Bay & Marina Bay Sands

Gardens by the Bay has earned numerous awards and accolades including the World Building of the Year in 2012, the President’s Design Award (Singapore) in 2013, the Outstanding Achievement Award by the Themed Entertainment Association in 2014, the Largest Glass Greenhouse (Flower Dome) in the Guinness World Records for 2015, and the TripAdvisor Certificate of Excellence in 2016.

Marina Bay Sands is an integrated resort fronting Marina Bay in Singapore. At its opening in 2010, it was billed as the world’s most expensive standalone casino property.

PSA Singapore

PSA Singapore is the flagship terminal of PSA International, one of the leading global port groups, with port projects spanning across Asia, Europe and the Americas. In Singapore, PSA operates a total of 60 berths with a handling capacity of 40 million TEUs (standard 20 foot shipping containers) yearly at its container terminals in Tanjong Pagar, Keppel, Brani and Pasir Panjang. PSA Singapore was voted the ‘Best Container Terminals-Asia (over 4 million TEUs)’ at the 2016 Asian Freight, Logistics & Supply Chain Awards.

SATS Coolport

Singapore Airport Terminal Services (SATS) operates one of Singapore’s largest cold storage facilities covering 35,000 cubic metres which is used to channel thousands of dried, chilled and frozen food products from all over the world and distributed with equal efficiency across outlets.

SATS Inflight Catering Centre

Singapore Airport Terminal Services (SATS) Inflight Catering Centres can produce an average of 115,000 meals a day. The facility includes automated services which enable production to enhance quality and consistency of food and services.
### Wednesday 6 September 2017 (Continued)

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>1:00pm</td>
<td>Coach transfer <em>Marina Bay Sands</em></td>
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<tr>
<td>1:00pm</td>
<td>Delegation Lunch <em>Marina Bay Sands</em> During this lunch a guest speaker will be</td>
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<tr>
<td></td>
<td>presenting on Singapore’s Urban Renewal Experience designed to stimulate ideas to</td>
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<tr>
<td></td>
<td>support the current city renewal occurring in Townsville.</td>
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<tr>
<td>2:30pm</td>
<td>Coach transfer to <em>Shangri-La Hotel</em></td>
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<tr>
<td>3:00pm</td>
<td><strong>FREE TIME</strong></td>
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<tr>
<td>3:00pm</td>
<td>Optional activities:</td>
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<tr>
<td></td>
<td>Self-arranged one-on-one meetings for delegates with Austrade/Trade &amp; Investment</td>
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<tr>
<td></td>
<td>Queensland (TIQ) (Transport – own arrangements)</td>
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<td></td>
<td>OR</td>
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<tr>
<td></td>
<td>Insights into International Education and Edu-tourism <em>Shangri-La Hotel</em></td>
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<tr>
<td>4:30pm</td>
<td>Optional cultural experience:</td>
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<tr>
<td></td>
<td>Singaporean Trishaw transfer to cocktail event (<em>no additional cost</em>)</td>
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<tr>
<td></td>
<td>(Coach transfer to Trishaw experience departing from Shangri-La lobby)</td>
</tr>
<tr>
<td>5:30pm</td>
<td>Coach transfer to cocktail event</td>
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<tr>
<td>6:30pm</td>
<td>Singapore Insights Cocktail Event – Industry Networking</td>
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<tr>
<td></td>
<td>Co-Hosted by Singapore International Chamber of Commerce (SICC) The Tower Club,</td>
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<td></td>
<td>Raffles Place</td>
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<td>(Dress: Business formal)</td>
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<tr>
<td>7:30pm</td>
<td>Coach transfer to <em>Changi International Airport</em></td>
</tr>
<tr>
<td></td>
<td>Alternative Short Program delegate departure (Air Niugini PX393)</td>
</tr>
<tr>
<td>8:30pm</td>
<td><strong>FREE TIME</strong></td>
</tr>
<tr>
<td>8:30pm</td>
<td>Optional activities:</td>
</tr>
<tr>
<td></td>
<td>Coach transfer to <em>Shangri-La Hotel</em></td>
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<tr>
<td></td>
<td>(Dinner – own arrangements)</td>
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<td></td>
<td>OR</td>
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<tr>
<td></td>
<td>Cultural Experience:</td>
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<tr>
<td></td>
<td>Coach transfer to Chinatown Food Markets (Dinner and return transport – own</td>
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<tr>
<td></td>
<td>arrangements)</td>
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<td></td>
<td>OR</td>
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<td></td>
<td>Iconic Sight:</td>
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<tr>
<td></td>
<td>Coach transfer to Gardens by the Bay night experience (Gardens by the Bay entry,</td>
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<tr>
<td></td>
<td>dinner and return transport – own arrangements)</td>
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</tbody>
</table>
## Thursday 7 September 2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00am</td>
<td>Buffet breakfast <strong>Shangri-La Hotel</strong></td>
</tr>
<tr>
<td></td>
<td>Check out and store luggage with concierge</td>
</tr>
<tr>
<td>9:30am</td>
<td>Presentations: Finance &amp; Banking/ Taxation and Legal <strong>Shangri-La Hotel</strong></td>
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<tr>
<td></td>
<td><strong>ANZ:</strong></td>
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<tr>
<td></td>
<td>• Market economic overview</td>
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<tr>
<td></td>
<td>• Banking and finance – Doing business in Singapore</td>
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<td></td>
<td><strong>Vistra:</strong></td>
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<td></td>
<td>• Financial services and in-country support</td>
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<td></td>
<td>• Taxation &amp; money transfer considerations</td>
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<td></td>
<td>• Financial risk (learnings) and mitigation</td>
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<td></td>
<td><strong>Morning Tea</strong></td>
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<td></td>
<td><strong>Herbert Smith Freehills:</strong></td>
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<td></td>
<td>• Legal regime for business in Singapore</td>
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<tr>
<td></td>
<td>• Business registration and legal requirements</td>
</tr>
<tr>
<td></td>
<td>• Market entry strategies and advice</td>
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<tr>
<td></td>
<td>• ASEAN trading requirements</td>
</tr>
<tr>
<td></td>
<td><strong>Q&amp;A</strong></td>
</tr>
<tr>
<td>12:00pm</td>
<td>Coach transfer from <strong>Shangri-La Hotel</strong> to <strong>Singapore Zoo</strong></td>
</tr>
<tr>
<td>12:30pm</td>
<td>Buffet Lunch – <strong>Singapore Zoo Experience</strong></td>
</tr>
<tr>
<td>4:30pm</td>
<td>Coach transfer from <strong>Singapore Zoo</strong> to <strong>Hai Tien Lo Restaurant, Pan Pacific Singapore Hotel</strong> (Via Merlion Statue – Group Photo Opportunity)</td>
</tr>
<tr>
<td>5:30pm</td>
<td><strong>Singapore Insights Farewell Dinner at Hai Tien Lo Restaurant, Pan Pacific Singapore Hotel</strong></td>
</tr>
<tr>
<td>8:00pm</td>
<td>Coach transfer from <strong>Pan Pacific Singapore</strong> to <strong>Chang International Airport</strong></td>
</tr>
<tr>
<td>8:30pm</td>
<td>Flight check in and Customs clearance</td>
</tr>
<tr>
<td></td>
<td><strong>Plaza Premium Lounge (Opportunity to refresh prior to flight – private amenities available)</strong></td>
</tr>
<tr>
<td>10:35pm</td>
<td>Depart <strong>Chang International Airport</strong> (Air Niugini Flight PX 393)</td>
</tr>
</tbody>
</table>

## Friday 8 September 2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:10am</td>
<td>Arrive <strong>Port Moresby Jacksons International Airport</strong></td>
</tr>
<tr>
<td>9:55am</td>
<td>Depart <strong>Port Moresby Jacksons International Airport</strong> (Air Niugini Flight PX 60)</td>
</tr>
<tr>
<td>11:45am</td>
<td>Arrive <strong>Townsville International Airport</strong></td>
</tr>
</tbody>
</table>
TERMS & CONDITIONS

IMPORTANT: Please read the conditions below. Payment of ticket indicates acceptance of the booking conditions.

MINIMUM NUMBERS
The tour will proceed with a minimum number of full paying passengers. In the event that the required numbers are not reached, the tour may be subject to changes. The flight is subject to regulatory approvals.

RESERVATIONS, PAYMENT AND AMENDMENTS
Please register as soon as possible. Upon submission of the registration form, an invoice will be issued to the nominated email address within three working days. A holding deposit of $1,500 is required to guarantee your place. Balance of payment is required on or before Friday 11 August 2017. In order to secure early bird pricing, full payment will be required on or before Friday 28 July 2017. It is the responsibility of the delegate to ensure that the information provided is true and correct at the time of booking. Changes that must be made as a result of incorrect details being entered may incur a fee which is payable by the delegate. Any changes made by you after the deposit has been made will incur a minimum of $100 fee plus any charges imposed by airlines, hotels and operators, and will be subject to availability of the requested changes.

ACCOMMODATION
5-star accommodation will be provided in Singapore for 3 nights. Any additional accommodation is at the delegate’s expense. TEL reserves the right to provide alternate accommodation of a similar standard if required.

EXCLUDED EXPENSES
All beverages and food not provided as part of the formal program and all purchases of a personal nature (eg. room service, mini bar, dry cleaning, office services and printing, internet and phone calls, taxis, car/transport hire etc) are the responsibility of individual delegate members. All taxes, tips, fines and commissions are at the expense of the initiating party.

TRAVEL DOCUMENTS
VISAS: Australian passport holders do not require a visa to enter Singapore, or have a passport issued in a country other than Australia. Should you be travelling to other countries, please check on visa requirements.

PASSPORTS: Passengers will require a current passport with 6 months validity beyond the date of return.

TRAVEL INSURANCE
Travel insurance is mandatory for this program and a copy must be provided to Townsville Enterprise before departure. Travel insurance assistance is available through our preferred supplier, Escape Travel Townsville. TEL is not liable for delegates who do not carry current travel insurance.

SPOUSAL ARRANGEMENTS
Spousal package and pricing available directly from Townsville Enterprise. All formal delegation activities do not include spousal participation, unless stipulated. Spouses are responsible for their own activities and expenses outside of stipulated inclusive activities.

CANCELLATIONS
Any cancellations must be made in writing by email, post or fax to TEL. Cancellations received up to 90 days before departure will result in a forfeit of the initial 50% deposit. No refunds will be given for cancellations within 90 days of departure. Please contact TEL for passenger name change options.

UNUSED SERVICES
It is our policy to follow the itinerary as written, however sometimes due to circumstances outside our control, or in the best interests of the group, the itinerary may vary slightly. No refunds will be given for any unused portions of the tour in respect of flights and transfers, accommodation, meals, sightseeing tours or any other services included in the tour price but not utilised by the tour member.

AIRLINE RESPONSIBILITY
The transportation firms concerned are not to be held responsible for any act, omission or event during the time passengers are not on board their aircraft or conveyances. The passengers’ contract in use by the carrier concerned, when issued, shall constitute the sole contract between the transportation company or firms and the purchaser of these tours. Any airline does not by virtue of its endorsement of a program represent itself, either as contracting with any purchaser, or as having any other legal relationship with any such purchaser.

BROCHURE/ITINERARY AUTHENTICITY
This program is correct at the time of printing. The information provided has been compiled with care and is published in good faith. Variations to the tour, inclusions and prices may occur. This itinerary always remains the property of TEL, and is subject to change, with or without notice. Its unauthorised use, in whole or in part, is an infringement of copyright, and actionable by law.

RESPONSIBILITY
TEL acts only as an agent for the hotels, airlines, bus or car companies, railroads, cruise and steamship lines, or owners or contractors providing accommodation, transportation or other services, and all coupons, exchange orders, receipts, subject to any and all tariffs, terms and conditions under which any accommodation, transportation or any other services whatsoever are provided by such hotels, airlines, bus or car companies, railroads, cruise and steamship lines or owners or contractors.

TEL shall not be liable or responsible for death or injury to any person or loss of or damage to any property or otherwise (including baggage) whether due to its or its servants agents or employees negligence or otherwise arising out of or in connection with any accommodation, transportation, technical visits or other services or resulting directly or indirectly from acts of God, (dangers incidents to the sea), fire, breakdown in machinery or equipment, acts of governments or other authorities, force majeur or de facto wars, whether declared or not, hostilities, civil disturbances, strikes, riots, acts of terrorism, thefts, pilferage, epidemics, quarantines, medical or customs regulations, delays or cancellations of or changes in itinerary or schedules or overbooking or default, or from any causes beyond TEL’s control.

Also for any loss or damage resulting from improper or insufficient passports, visas or other documents, and that neither TEL nor its servants, agents or employees shall be or become liable or responsible for any additional expense or liability sustained or incurred by the tour member as a result of any of the foregoing causes. In addition our programs may also utilise services and accommodation provided on river and other cruise/water based vessels. Such visits carry inherent potential risks, including but not limited to health risks and injuries from livestock and other animals, equipment as well as trails, roads and tracks. Participants accept such risks as inherent to such programs.

As there can be moderate walking requirements to experience the activities of this program, there is an expectation that participants will have an adequate level of mobility. Unused services cannot be refunded or exchanged. TEL reserves the right to cancel the tour and/or modify the itineraries in any way it thinks desirable and further reserves the right to decline to accept any person on any tour and may substitute hotels where necessary.

PROMOTION
Delegates agree to be featured in promotional activities pre, during and post delegation. This includes photos, videos, print and digital editorial and social media. Please advise if this is a concern.

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