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Rockhampton's Leading Tour and Charter Specialists

January 2020

*"I love a sunburnt country,
A land of sweeping plains,
Of ragged mountain ranges,
Of droughts and flooding rains,
I love her far horizons,
I love her jewel-sea,
Her beauty and her terror –
The wide brown land for me! "*

Greetings Everyone,

We believe the above section of the loved poem by Dorothea Mackellar, has never been far from any of our minds during this past twelve months. Whilst you our passengers have had the opportunity to visit so many beautiful places during our tours of 2019, it has become so apparent that we all need to count our blessings and give thanks to the wonderful emergency service personnel who have without doubt shown so much courage as they have gone about trying to protect us all from the harsh consequences the drought and fires have thrust upon us. To our passengers and friends who have been affected first-hand during these times, we say to you: Keep your chin up! Have faith that better times must surely be with us all soon.

Please accept my apologies for this Newsletter being so long coming. It has been one of the hardest I have ever had to try compile. The choosing of tours for 2020 has not been easy. We are extremely conscious of the state of our country, and for this reason, we have decided to tread wearily. This decision has not been taken without much thought; however, we must work within the perimeters of safety, and acknowledge the vulnerable state of our countryside. At the same time, it is also important that we continue to support tourism businesses and operators allowing them the opportunity to keep their heads above water in these trying times. You will notice we have drastically reduced the number of day tours available this year, hoping that we will be blessed with rain and we can again travel to some of our country spots in 2021.

During this past year we have sadly farewelled a number of our tour passengers who have succumbed to illness. To their families, we again send our condolences, in the hope the love and happy memories of your loved one will be of comfort to you. We also send our warmest wishes to those of you suffering from ill health and harsh realities from the drought and fires. May better days be with you all soon.

2019 has been another successful year of tours for Rothery's Coaches. We pride ourselves in the presentation of our fleet of coaches and together with the professional manner in which Alan executes his duties to both our Company and our passengers. We sincerely hope those who have had the opportunity to travel with us have enjoyed the experience.

*We have tried to contact as many of our long-distance tour passengers as possible re our "big tour" for 2020: **"Top End Extravaganza"**. **A detailed itinerary will be available shortly. We do***

request though if you are at all interested that you contact our office as a matter of urgency so we can have some idea of accommodation requirements. We have a tentative hold on accommodation, however with June/July being the most popular months for tours to The Top End, it is critical that accommodation requirements are notified without too much delay. As you may well be aware, accommodation and tourist attractions are not cheap in the Top End, but please be assured we have kept the price as low as we can, without missing out on any of the attractions.

For those passengers who have not updated their personal information, now is the time to do it...change of address, phone and email contacts, next of kin, medical information. Again, we stress, this information is kept confidential.

A 5-night Sunshine Coast trip, as well as a 3-night trip away including two nights at Kingfisher Bay Resort on Fraser Island have been planned and confirmed. Our ever-popular Pre-Christmas Markets Getaway is to take on an extra night for 2020. We shall continue to use our accommodation at Caloundra as our base, departing Rockhampton on Friday, visiting Eumundi and other Sunshine Coast attractions on the Saturday, and on Sunday visiting the Carrara Markets and Harbour Town in Southport. Of course, we shall still have our visit to the Tiaro Christmas shop as well as one of the Christmas Shops on the coast.

Before we tantalise you with the tours we have organised for 2020, it would be very remiss of us if we didn't remind you all of some of our housekeeping matters.

OFFICE HOURS: Rothery's Coaches office hours for tour bookings and enquiries are **9:30a.m. – 4:30p.m. Monday to Friday.** **Our office does not open on Public Holidays or Weekends.** During School Holidays it is always advisable to phone before visiting our office, as we may only have minimal staff on duty. We also ask that you appreciate the fact that we will be extremely busy with back to school student travel enrolments after our office reopens, and request you keep this in mind when phoning or visiting our office. We sincerely thank you in anticipation of your assistance regarding this matter and hope you will understand if we do not have the luxury of time for unnecessary chit chat during this time. ***If you have an email address, could you please notify either Debbie or Nicky next time you are visiting us, so it may be recorded in your details file. This allows us to get important tour information to you quickly.***

SPECIAL DIETARY REQUIREMENTS: Upon making your booking, would you please advise our office of any special dietary requirements due to a medical reason. We always do our utmost to ensure whatever menu has been organised is not going to upset your special needs, however catering for some of our special dietary requirements has been a challenge, especially on our day tours. For this reason, Management has made the decision to cease supplying morning teas on our day tours (except where they are supplied by an outside organisation). Our itineraries shall state whether you are required to supply your own snack for morning tea. We shall still provide hot water, tea, coffee, milk, sugar and juice. You are also encouraged to bring along your bottle of water on all our trips, be it our day excursions or long-distance tours. We are very mindful of how important it is to drink plenty of water.

CHANGES TO ITINERARIES: There could be a myriad of reasons why a certain itinerary may need to be cancelled or altered. Road closures, poor road conditions, adverse weather conditions, flooded creeks, changes by suppliers or other reasons beyond our control could all attribute to action needing to be implemented. Where possible we will always endeavour to notify you, however it may be necessary at times to alter an itinerary without consultation with you our valued passenger. ***All tour itineraries (day tours and extended tours) are based on using the information, costings and details received from our suppliers at the time of compiling our tours. We have no control on any changes, restrictions, or cancellation of services, placed on us by these suppliers. The Management of Rothery's Coaches also wishes to advise we reserve the right to alter any tour itinerary if we feel it is necessary due to safety of either our passengers or our staff.***

TRAVEL INSURANCE:

Rothery's Coaches strongly recommend you purchase travel insurance when planning a tour. Your travel insurance policy should commence from the date your deposit is paid. Rothery's Coaches is not an Insurance Broker and therefore we are unable to recommend or promote any particular insurance company. We do suggest however, you shop around and find the policy best suited to your individual needs. Please take into consideration the fine print of each policy, such as cover on luggage damage/loss, medical and cancellation policies. Insurance Policies do vary, so please be vigilant in this respect. From personal experience please make sure you advise the insurance provider with all information relating to any medical conditions / pre-existing illnesses you may have. If you don't and you need to make a claim, you may find you will not have the cover you thought you had.

IN CASE OF EMERGENCY DETAILS: *Those who have travelled with us before know we request a Personal Information form to be completed before embarking on an extended tour. We can assure you that this information is kept strictly confidential. The envelopes are sealed with a copy left in our office and our coach captain shall also have a sealed copy. This information may be required in the case of any unforeseen circumstance, which may result in our office needing to contact next of kin or in some cases our coach captain may need to supply relevant information to a medical professional in the case of a passenger requiring medical attention. It is important that if you have filled one of these forms out before, you do need to ensure all details are up to date.*

MAILING LIST: *If you should know someone who would like to be included in our mailing list, ask them to contact our office with their details. We will be only too happy to include them in our mail outs.*

PRIVACY POLICY: *Rothery's Coaches adheres to a strict Code of Conduct when dealing with passenger records. Please be informed that we are unable to divulge any phone numbers or addresses contained in our passenger records without authorisation from the person you are trying to contact.*

YOUR SEAT ON ANY DAY TOUR OR EXTENDED TOUR IS NOT CONFIRMED UNTIL FULL PAYMENT HAS BEEN RECEIVED.

This is your responsibility, and your seat may be given to someone else if payment had not been received by the date specified.

Full payment on any day trip must be received no later than four weeks prior to tour departing (there may be instances where you are requested to pay earlier in the case of a day tour filling quickly...in this case seats can't be kept without full payment when requested).

Our bank account details for direct payment are as follows:

Bank: Commonwealth

BSB# 064709

Account: 00309994

If making an Electronic Payment, would you PLEASE BE SURE to note the tour you are paying for plus your name/s of those travelling.

It is now time to notify you of our tours for 2020.

2020 DAY TOURS

Tuesday 31st March 2020: KOORANA CROCODILE FARM, KEPPEL SANDS, JOSKELEIGH

Our first stop today will be the Kershaw Gardens where we shall enjoy Morning tea (weather permitting), before continuing onto The Koorana Crocodile Farm for a very informative talk and tour on all things relating to crocodiles. You may even have the opportunity to nurse one of the baby crocodiles, as this is hatching season. It is then only a short drive to The Keppel Sands Hotel where our lunch will be served. Did you realise that in 1885 a sugar industry existed at Farnborough? Today we can find out more about this when we visit the Joskeleigh South Sea Islander Museum. This Museum was established in 2001 to honour and celebrate the contributions made by these Islanders to our local areas as well as Queensland as a whole. After a very different day indeed, it will soon be time to re-board our coach for our journey home.

Depart Northside Plaza 7:45a.m.; Puma George Street 8:00a.m.; Gracemere 8:15a.m.

Cost: \$112.00 per person

Includes: Crocodile Farm admission, Lunch, Joskeleigh South Sea Islander Museum.

Don't forget to bring along your fold up chair for your morning tea break

N.B. PLEASE BRING ALONG YOUR SNACK FOR MORNING TEA

Tuesday 9th June 2020: KALAPA, MOUNT MORGAN, MMM AVOCADOS

A day with a difference is planned for today. After departing Rockhampton and Gracemere, we travel west along the Capricorn Highway to Kalapa, where the local C.W.A. Ladies will serve a country style morning tea. After experiencing true country hospitality, we re-board our coach and continue along the Capricorn Highway before changing direction and head to Mount Morgan. Here we shall have the opportunity to visit the well renowned Mount Morgan Historical Museum. You will have the opportunity to walk along the updated main street and enjoy lunch at one of the historic hotels. After lunch we continue our homeward journey, calling in on the team at the MMM Avocado Farm at Kabra.

Depart Northside Plaza 8:30a.m.; Puma George Street 8:45a.m.; Gracemere 9:00a.m.

Cost: \$99.50 per person

Includes: Morning Tea, Lunch, Museum and Avocado Farm.

Wednesday 8th July 2020: CHRISTMAS IN JULY: FERNS HIDEAWAY

How could we not include this day in our programme? It is so eagerly awaited every year, so it is time to join in the Christmas spirit, enjoy a delicious morning tea at one of the coastal picnic areas before a leisurely drive into the Byfield Forest and Ferns Hideaway. As usual, we will again be entertained by Marto whilst enjoying a traditional Christmas themed 2 course lunch with all the trimmings. Don't forget to wear those dancing shoes as the opportunity to have a dance will arise. Why not come dressed in Christmas theme! Study up on all things to do with Christmas as we shall also have a Christmas competition. This is sure to be another fun day as we enjoy the wonderful hospitality of Genevieve and Marto.

Depart Gracemere 8:00a.m.; Puma George Street 8:20a.m.; Northside Plaza 8:30a.m.

Cost: \$95.00 per person

Includes: Morning Tea, Ferns Hideaway Lunch and Entertainment

Don't forget to bring along your fold up chair for your morning tea break

Wednesday 19th August 2020: GLADSTONE HARBOUR CRUISE

Another of our very popular day tours has been planned for today. You will be able to sit back and relax as we enjoy a 2-hour cruise around Gladstone Harbour with Curtis Ferry Services. On completion of the cruise at 1:00p.m. we shall re-board our coach for our transfer to lunch.

Depart Northside Plaza at 7:00a.m.; Puma George Street 7:15a.m.; Gracemere 7:30a.m.

Cost: \$123.00 per person.

Includes: 2-hour Gladstone Harbour Cruise, Lunch

Don't forget to bring along your fold up chair for your morning tea break

N.B. PLEASE BRING ALONG YOUR SNACK FOR MORNING TEA

EXTENDED TOURS 2020

Please phone our office to register your interest and request detailed itineraries.

Sunday 24th May 2020 – Wednesday 27th May 2020: **HERVEY BAY & FRASER ISLAND**

Do you fancy a get-away on beautiful Fraser Island? Here is your opportunity!

One-night Kondari Resort, Urangan Two nights: Kingfisher Bay Resort Fraser Island

Cost: \$1,247.00 per person based on twin share / double:

\$1,463.00 Single Supplement

Wednesday 15th July 2020 – Saturday 1st August 2020: **TOP END EXTRAVAGANZA**

This is sure to be one of those trips not to be missed if at all possible. We have organised what we believe to be an experience you won't forget. Attractions shall include The Drovers Camp Shed at Camooweal, the infamous Daly Waters Pub; an Aboriginal Art Centre, Katherine Museum, Katherine Gorge cruise, an escorted Litchfield National Park day tour, Yellow Water Cruise, Edith Falls, Mataranka, the Elsey Cemetery, Ubirr & Nourlangie, Marksie's Stockman's Camp Tucker Night, Adelaide River War Cemetery, a guided tour of Darwin, Devils Marbles.....these are just a few of the hi-lights.

Our overnight stops shall be:

15th July: Longreach 16th July: Mt Isa 17th July: Tennant Creek 18th July & 19th July: Katherine

20th July – 23rd July: Darwin 24th July & 25th July: Kakadu 26th July & 27th July: Katherine

28th July & 29th July: Tennant Creek 30th July: Mt Isa 1st August: Longreach

Cost: \$6,290.00 per person based on twin share/ double

\$7,937.00 Single Supplement

Saturday 29th August 2020 – Thursday 3rd September 2020: **RATTLER TRAIN & SUNNY COAST**

Gympie will be our first night away as we prepare for an enjoyable train ride into the Amamoor State Forest on the Gympie Valley Rattler before we continue onto Caloundra for the next four nights. A Noosa Everglades cruise, Australia Zoo, Maleny Botanic Gardens & Bird Aviary, are just some of the attractions on this tour.

Cost: \$1,682.00 per person based on twin share/double

\$2,008.00 Single Supplement

Friday 4th December 2020 – Monday 7th December 2020: **PRE-CHRISTMAS MARKETS**

NEW FORMAT: BY REQUEST A VISIT TO CARRARA MARKETS GOLD COAST

3 nights accommodation at Caloundra.

Friday: travel to Caloundra,

Saturday: visit Eumundi Markets and local attractions,

Sunday: Gold Coast - Carrara Markets, The Christmas Shop & Harbour Town,

Monday: return home

Cost: \$927.00 per person based on twin share/double

\$1,180.50 Single Supplement

Our entire team at Rothery's Coaches appreciate your patronage and friendship and we hope to see you again soon. Please feel free to share this newsletter with your friends and family. If you know of someone who may be interested in joining our group of happy travellers, please encourage them to give us a phone call (07 4922 4320) or email us on admin@rotheryscoaches.com or nicky@rotheryscoaches.com

Regards,

Ros. Rothery