



TIMELESS

TOURS & TRAVEL

FOR THE DISCERNING TRAVELLER



SPECIALISTS IN: TURKEY, SPAIN, MOROCCO, PORTUGAL, SYRIA, JORDAN, ISRAEL

MERRY X'MAS & HAPPY NEW YEAR!



So here we are again! We have yet again, almost reached the end of another year! Timeless Tours would like to wish all our loyal passengers a very **MERRY CHRISTMAS** and a **PROSPEROUS NEW YEAR!**

We hope you all 'jump' into the new year safely...
but of course, with a big 'BANG'!

As most of you (if not all) are aware, 2009 was not the greatest year for the tourism and travel industry but as the new year is approaching so are all those tourists who have been patiently waiting for the rattling of coins in their pockets to return! We have noticed that at the end of September and through to December, a large unexpected boost of passengers began to book last minute holidays for Christmas/New Year and for the beginning of next year. So we can only imagine that 2010 will be nothing but great (and busy)!

We have nothing but positive thoughts for a propitious 2010 as we leap into the new year with open arms!

Thank you to all our readers!
Season Greetings,
The Timeless Team!



**** DON'T FORGET... ** Super Specials & NEW Turkey tours!**

Book and pay in full, 14 days/ 13 nights Glories of Turkey Tour by 22nd February 2010 to receive a massive AUD\$700 discount per couple per double/twin share.

****NEW**** Turkey's World Heritage Tour—visit UNESCO sites— choose from long version (13 days/12 nights) or a shorter version (8 days/ 7 nights)

****GALLIPOLI for Anzac Day Tour 2010! NOW OPEN FOR BOOKINGS!!****

****Ozturk Grand Sultan Tour (May 2010) is FULL! June and September are filling fast... Best of Black Sea and Marvels of the East tours are definitely operating in 2010!****

ARE YOUR KIDS LIVING OVERSEAS?

Why not start off the new year with a big 'BANG' and a holiday overseas to visit your kids? Timeless can help you organise this holiday in every way possible AND guarantee that it'll put a smile on your kids faces (and perhaps grandkids?!). Take a look at what's happening (below)... nobody says you have to stick around the kids the *whole* trip right?! Plus, if you stay too long, they'll just end up making you babysit the grandkids!

****NEW** Timeless Tours has added IRAN to its list of specialist destinations!**

After sending several passengers to Iran in the last 12 months on individually tailored itineraries and having established a great relationship with an excellent operator, we've added Iran to our list of specialist destinations.

Iran is becoming a more popular destination for adventurous travellers interested in history and culture, exemplifying unspoilt scenery and world heritage listed sites!!

See comments below from passengers who have just returned from Iran.

SYRIA & JORDAN

All our tours of Syria and Jordan are individual programs which we tailor to your time and interests. Therefore we offer any length/style of program starting and finishing on any day.



Normally, in Syria, you are driven in a car or minibus accompanied by a professional English-speaking guide. It's not compulsory to have a guide but drivers there have little or no English and guides are relatively cheap.

In Jordan drivers usually have sufficient English and, although it's possible to get a guide for the entire program, local guides at certain places, for example Petra and Jerash, are worthwhile.

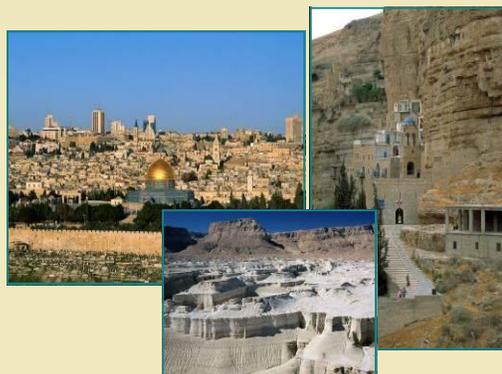
WEATHER

The destinations on this page plus Morocco are great places to visit during the Australian Summer...
... so right now!! (Nov/ Dec/ Jan/ Feb)

ISRAEL

For Israel we offer three, 1 week coach tours which operate throughout the year with similar itineraries but visiting slightly different destinations.

Each tour offer a choice of accommodation standards.



We also offer:

- Several 1 day tours.
- Accommodation.
- Car hire.
- Transfers (regular and private).
- Private tours are also available, like Syria and Jordan, however come at a higher cost.

Israeli programs are of general historical and cultural interest rather than being specifically religion-focused.

OMAN

All our tours of Oman are individual programs which we tailor to your time and interests. We don't offer group coach tours. Therefore we can offer any length/ style of program starting and finishing on any day.



Normally in Oman, you are driven in a car or minibus accompanied by a professional English-speaking guide. It's not compulsory to have a guide but drivers often have little or no English and guides are relatively cheap.

In Oman we also offer:

- 1 and 2 day tours
- Car hire
- Accommodation
- Transfers
- Short programs can be done starting from Muscat, Salalah or Musandam.

DUBAI/ UAE

Dubai is the second largest and best known of the seven sheikdoms which make up the United Arab Emirates.

Dubai is a modern city state and perhaps this is its greatest attraction. The last 20 years have seen a frenzy of development as it seeks to become a modern economy replacing its traditional reliance on oil. Buildings, roads, metros, airports and hotels, often with spectacular architecture seem to appear from what was desert or sea at a faster pace than anywhere else in the world almost while you watch.



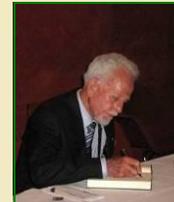
In Dubai/ UAE we offer:

- Transfers
- Accommodation
- Private 1 and 1/2 day tours
- Don't miss the Desert Safari with BBQ dinner!

'They Called Him Old Smoothie-John Joseph Cahill' by Peter Golding

Peter Golding last year went to Syria, Israel and Lebanon, where he re-visited places he had served for the first time since WWII.

Peter has also just written a book about Joe Cahill, a former NSW Premier (the Cahill Expressway is named after him); 'They Called Him Old Smoothie-John Joseph Cahill'.



Peter Golding's trip: "Some people accuse me of being a creature of habit and I think our Timeless Tours trip last year to Syria, Lebanon and Israel, plus Jordan, may be the reason. I am a regular visitor there. I go every 67 years! My previous visit was in 1941—when I was with the Australian 7th Division which fought against the Vichy French in the Syrian Campaign in June-July so the names of places like Saida and Tyre, Damour and the Litani River were all familiar, as, of course, were Haifa and Tel Aviv, Beirut and Tripoli, the Gaza Strip where we trained and Jerusalem and Bethlehem and the Cedars where we went on leave. Tom took care to allow a revisit to as many places as possible while plotting a route which was always safe. Our guides were not only knowledgeable about their countries' tourist sites but also about the culture and the concerns of their people. I found many places so changed as to be unrecognisable. Sadly, this included the Cedars which were as devastated as Tom had warned me before we left Australia. While the places we visited of course had changed, the fascination of that part of the world had not, and the people we met were just as friendly and welcoming as I remembered."

Many of you have already heard the line: 'Without a travel agent you're on your own' ... Kim Hatherly, a travel consultant, noted recently how this has become evident, stating that 'a few years ago you could have been forgiven for thinking the travel consultant was an endangered species.'

She continues 'It is true that the last nine years have presented enormous challenges to the entire industry, financially, technologically and operationally. [...] **But we are still here.** So what do we consultants do that the Net and various industry sectors can't do alone, or for themselves?

- Destination knowledge,
- Product knowledge,
- Technical skills,
- People skills,
- Practical experience, and
- Customer service excellence (plus many more)

[...] We know which product best suits each customer. We know how to efficiently and economically move those customers from destination to destination, in the air, on the ground, by sea; we know where to stay, what to see, where to eat, what to do, at what time of year to do it, what it costs and why it's interesting.

We know about visas, vaccinations, insurance, currency, climate, customs, festivals, dress codes, opening hours, tipping, fare levels and fare rules, rates, rooms, cabins, car types, train schedules, ferry routes, tours, walks, transfers.

[...] It's not about achieving sales targets. It's about commitment to, and demonstration of, superior customer service. It [...] demands a great deal of thought, introspection and analysis of how and why you do what you do in your professional life. It requires real-life examples of above-and-beyond customer service delivery.'

NEW TURKEY TOURS:

2010 dates: May 11 & 25; June 8 & 22;

Sept 7 & 21; Oct 5

Turkey's World Heritage Tour:

- 1) **Longer version of 13 days/ 12 nights:**
SIX UNESCO World Heritage sites.
Visiting: Old City of Istanbul, Safranbolu, Hattusas, Göreme Open Air Museum, Pamukkale & Troy.
Also visits Amasya, Cappadocia, Ephesus, Gallipoli
- 2) **Shorter version of 8 days/ 7 nights:**
FOUR UNESCO World Heritage sites.
Visiting: Old City of Istanbul, Safranbolu, Hattusas, Göreme Open Air Museum.
Option to stay on for extra days in Cappadocia.

2010 EARLY BIRD BOOKING

SUPER SPECIAL:

Glories of Turkey Tour
[14 days/ 13 nights]
Istanbul—Istanbul

WEEKLY DEPARTURES

Book & pay in full by 22 February 2010 to receive AUD\$700 discount per couple per double/twin share only



Timeless Tours is a member of The Travel Compensation Fund (TCF)

Set up in 1986, the TCF financially protects consumers who book travel through a licensed Australia travel agent. The TCF compensates consumers in the unlikely event that their travel agent collapses and fails to provide the travel that has been paid for. Timeless Tours has always been a member of The Travel Compensation Fund.

What if I purchase my travel online or directly with a hotel or airline?

Travel purchased through the website of a travel agent that is a TCF participant (normally only Australian) is covered.

If you choose to book your travel yourself either online or in person (for example, directly with an airline), then you are not protected by the TCF. This particularly applies to bookings made with overseas airlines, tour operators or hotel suppliers.

Are Travel Agent Collapses Common?

Business collapses are a reality in any industry and obviously the travel industry is no exception. Generally only a very small number of agents collapse each year.

The Australian travel agent industry is unique in the extraordinary protection offered to consumers through the TCF.

But aren't I already protected by travel insurance?

Consumers who take out travel insurance are generally not covered if they lose their funds because a travel agent collapses.

Smarttraveller— The Australian Government's travel advisory and consular assistance service.

Smarttraveller has been provided by the Department of Foreign Affairs and Trade to provide the Australian community with cautionary information and instructions for countries worldwide.

"All Australians travelling overseas, whether for tourism or business or for short or long stays, are encouraged to register with the Department of Foreign Affairs and Trade before travel. The registration information provided by you will help us to find you in an emergency - whether it is a natural disaster, civil disturbance or a family emergency." (Department of Foreign Affairs and Trade).

For further information visit:

go to: www.smartraveller.gov.au ---> to register follow the left-hand column to where it says 'Register with us' ---> click for further information and proceed with registration.

"Government aviation security sites" ...

*By Bruce Piper & Guy Dundas
(Travel Daily 11 June '09):*

The government has launched a new website [www.travelsecure.infrastructure.gov.au] to better inform passengers about the security measures in place to protect them when travelling through Australian airports.

The Department of Infrastructure said the new TravelSecure site consolidates traveller-related transport security information in a single place. The move "builds on the recommendations of the recent review of aviation security screening," the department said.

[...] "The new website explains aviation security regulations in simple terms and ... will help travellers prepare for their trip and clear the security checks at Australian airports as efficiently as possible," the dept said.

DELIGHTFUL PASSENGER COMMENTS :)

IRAN, SYRIA & LEBANON: Lawson Lobb & Jill Harris: “Iran is a wonderful country to be an independent traveller--provided all the planning and bookings are done properly by an agency as good as Timeless Tours, as was ours when we visited Iran for 15 days this past November.

You need to spend some days with *knowledgeable guides* who will make the *sites and sights come alive for you*. Then *you can also wander about freely*, with the only restriction we found being that women tourists have to wear a long scarf (hejab) to cover their hair--something of a time saver each morning!--as well as covering their arms and legs.

The *accommodation, food and transport* (we used planes, inter-city buses and cars) were all *very good to excellent*. Above all, the young and older people we encountered were *friendly, courteous and welcoming*--and *proud of their long history* which has shaped them; their Farsi language; their poets and heroes; *the beauty* of their land and its historic places.

We visited Tehran, Shiraz, Yazd, Esfahan, and Kashan: the most beautiful for us was Esfahan (go there to see why!!), but all of them have special big and small things to see and enjoy... We long to make a return visit to explore more.

With the same *excellent planning, bookings and guides*, we also visited Syria (our third visit) and Lebanon. We stayed for a few days in the old city area of Damascus, certainly one of the *most people-friendly big cities* we know, and also visited the well preserved *Crusader castle, Krak des Chevaliers*.

In *Lebanon we went to many great sites* around the Bekaa Valley and in the mountains, but none more impressive than the huge, well-preserved Roman ruins in Ba'albek. In *Beirut, a highlight was the restored National Museum*, and the story of how it and its treasures were saved through the civil war that finished in 1991.”

MOROCCO: Steve. K: “Dear Wayne. Just to let you know that *everything went absolutely perfectly in Morocco*. From the time the driver was waiting for us at the airport on arrival until he dropped us off at the airport on departure it could not have gone smoother. I must specially acknowledge Rashid *our driver who was friendly, charming*, always ready to help in every way and absolutely punctual. The guides were there and knowledgeable and courteous and helpful. *The Riads were as great as you had foreshadowed* and sure enough Peter Dyer is a scream. Thank you again for great organization.”

PORTUGAL & SPAIN: Robin & Kate Blunt: “Loved our travels through Portugal and Spain. Our Timeless itinerary went smoothly, this included our car hire and great accommodation. Particularly appreciated contact with *Spanish agents* in cities like Madrid and Granada *checking on our comfort and ongoing travel arrangements*”

TURKEY: Nurseys and McDonalds: “back in Istanbul, *at the Richmond (such a great spot)* after our sojourn in Bursa; just thought I'd let you know that *we loved Bursa and everything we did there*, the *public transport we took from and back to Istanbul was great, efficient and fun*, and the McDonalds said the *trip to Canakkale & back to Istanbul also, was just as successful*. Bursa has so much to offer and we must have been the only tourists in the place - and that made it all the more special. *We could definitely recommend it to any of your clients wanting to see more of Turkey*; the guide for the day got us to many places in a short time and gave us lots of extra information. *All in all, a big success* - thank you Tom. Caroline joins me in saying thank you and very best wishes to all your efficient team.”

LET'S TALK CURRENCY!

US currency rate has gone down against the Australian dollar... This means prices for, especially, Syria, Jordan, Israel, Oman, and Dubai/ UAE have become less expensive. This has created a very competitive market, advantageous to Timeless Tours as we can provide our passengers with cheaper arrangements.

The increase in the value of the Aussie dollar against the US dollar also means that car hire costs and accommodation prices have reduced.

Timeless Tours offer a 'currency converter' in our 'General Info' section on our website.



**** Cappadocia Ballooning****
A Poem by David Kibble
Ozturk Grand Sultan tour May 2009

We watch the jumping castle grow.
Cold air hot air
Red blue and yellow stripes.

The rainbow dome looms
above us.
Hagia Sophia in fabric

A feather drifting
above slender needles
of pink, white and grey

GALLIPOLI for Anzac Day Tour 2010! NOW OPEN FOR BOOKINGS!!

Our Anzac tour is small group

- Tour consists of 5 days and 4 nights
- Visiting Istanbul and the Gallipoli battlefields for Anzac Day (returning to Istanbul)
- Our 15th year of Anzac Day tours
- In depth, small Group—Maximum 20
- Experienced Aussie tour leader—8th Anzac tour
- Excellent English speaking Turkish guide
- Only great hotels in central locations

PHOTO OPPORTUNITY!

This is your chance to get your photography skills out and show us what you got!

Timeless Tours are inviting our passengers to send through their favourite/best photos taken from a holiday overseas to any of our specialist countries; for a chance to win a \$100 gift voucher to use for your next trip booked through us!*

One photo only is accepted per person. Send your photos through to christina@timeless.com.au.

Competition closes Friday 26th February. The winner will receive a personal email or phone call and will be announced in our next newsletter including a copy of your photo.

**Conditions apply: The voucher can only be used for travel booked through Timeless Tours and cannot be exchanged for cash. The voucher will be valid until December 2010.*

SPECIAL FAREWELL HOLS!

Holly Gursanscky came to help at Timeless as a 14 year old in her holidays 9 years ago. She managed our IT and website but now, armed with a business degree she has got a real job at last! Good Luck and Thanks for everything Hols!



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