

## Our touring philosophy

At Go West Tours our mission is to provide Melbourne's most entertaining, informative and memorable day tours.

We recognise that all too often, day tours are little more than a shuttle bus between photo opportunities. We have therefore set out to ensure that our journey is itself a significant part of the touring experience.

For over ten years our guides have been hand picked and comprehensively trained to provide you with a truly memorable Australian experience.

### What our customers have said

"So much more than we expected. Brilliant value!"

"It's easy to see why Go West has won so many awards. Well done!"

"Old fashioned service and amazing scenery. Unforgettable!"

We challenge you to find another operator that provides all this:

- A wholistic approach to your day tour
- Award-winning customer service
- Multi-lingual tour information
- Integration of groovy new technology
- Genuine environmental sustainability

For peace of mind when enjoying Melbourne sightseeing, choose Go West Tours, "Melbourne's leading small group touring company".



### Book both tours and save!

Book both of our day tours **at the same time** and save \$10pp. For more information, see our Phillip Island brochure, or visit our web site.



Please confirm your exact pick up location and time when placing your booking

Please be outside your pick-up point 5 mins before given pick up time

Departs daily from Melbourne. Pickups 7.00-8.00am  
Return to Melbourne around 9.00-9.30pm

## BOOKINGS & ENQUIRIES

# 1300 736 551

(24 hrs)

[www.gowest.com.au](http://www.gowest.com.au)

For further information, ask at your Accommodation or Travel Agent

### Booking conditions

We reserve the right to alter fares and itineraries in unforeseen circumstances. Passenger cancellation of any tour, in less than 24 hours prior to departure time will result in a 50% refund of money paid. Cancellation within 12 hours of tour departure or failure to take up a tour will result in a total forfeiture of the tour fare. Processing fees apply for credit card payments. Storage space not available for large luggage or prams. Prices and inclusions valid until 31st March 2012.

Postal Address: 10/167 Beavers Road, Northcote VIC 3070  
Email: [info@gowest.com.au](mailto:info@gowest.com.au)

Go West Tours is the trading name of Go West Tours (Vic) Pty Ltd  
ABN 15 092 629 840



## Small Groups in Style!



13 International languages

## Welcome to Go West Tours.

Come and share a special day with Melbourne's award-winning day tour specialists.

Our tour covers all of the iconic highlights of the Great Ocean Road, with plenty of time allowed to explore this amazing coastal stretch. On an unforgettable day of extraordinary contrasts you'll be superbly looked after by our experienced guides, with our small group size ensuring excellent award-winning service the whole way. Travel in air-conditioned comfort, and enjoy the convenience of our free inner city pick-up and drop off service.

For a tour like never before, travel with the best, experience Go West. Simply Melbourne's finest day tour experience.

Morning tea included



## iPod Personal audio translations available on tour

Go West Tours is the first tour operator in Australia to offer a fully mobile personal translation service, allowing our non-English speaking guests to receive their tour information in their own language. Our major tour spiels have been professionally translated and recorded, and through the use of our specially-configured iPods, tour information is delivered in a discreet and timely manner. While **our tours are conducted in English**, this service provides a way for international visitors to see the sights *and* hear the stories! It's available in all of the following languages, and best of all, it's **free!**

廣東話 (Cantonese)  
 普通话 (Mandarin)  
 한국어 (Korean)  
 日本語 (Japanese)  
 العربية (Arabic)  
 ไทย (Thai)  
 русский (Russian)  
 Français (French)  
 Italiano (Italian)  
 Español (Spanish)  
 Deutsch (German)  
 Bahasa Malaysia (Malaysian)  
 Portuguese (Portuguese)



## Environmental commitment

Do you care about the environment? **We do.**

Preservation of our natural assets is an integral part of our business philosophy. Each year we plant hundreds of trees to offset our fleet's carbon dioxide emissions.

We are proudly EcoTourism Accredited, meaning we've ticked all the boxes to make sure our environmental footprint is a light as possible.

If you care about the environment, travel with Melbourne's most sustainable day tour operator.

P.S. Please do the right thing when you're done with this brochure. Put it back in our brochure rack or pass it on to someone else who might be interested.



**Great Ocean Road**  
Come cruising on the world's most spectacular coastal route.

**Bells Beach**  
Visit the Surf Coast & Australia's most famous Point Break.

**Meet the locals**  
Meet some of the coast's cutest characters.

**Feed the birds**  
Get up close and personal with our feathered friends.

**The 12 Apostles**  
Check out some fabulous formations.

**Maits Rest Rainforest**  
Experience the tranquil beauty of an ancient rainforest haven.

**Loch Ard Gorge**  
Let us bring the shipwreck coast to life.

**Hit the beach**  
Kick off your shoes and enjoy some of Australia's best beaches.

**London Bridge**  
...and see a nursery rhyme come true!

## Don't take our word for it!

It's often said that word-of-mouth is the best advertising that money can't buy. Perhaps best of all, it's both free and impartial. In the information age, online reviews are today's word of mouth and we're delighted that the world's most prominent travel review site – **Tripadvisor** - rates us as the number 2 thing to do in Melbourne!\*

We thank all those guests who have taken the time to review their experiences with us.

\* Accurate at time of printing. We hope by now we're number 1!

## Our customer satisfaction guarantee



If after taking any Go West tour you are in any way dissatisfied with your experience, we ask you to contact us either by phone or by e-mail to [feedback@gowest.com.au](mailto:feedback@gowest.com.au). This address forwards directly to our Managing Director and you can be guaranteed to hear directly from him. If you are dissatisfied with your experience we will always endeavour to resolve the situation to your complete satisfaction. Of course, your positive feedback is also very welcome!

## Optional Helicopter Flights

So long as you're visiting the Port Campbell National Park, why not take to the skies and get a whole new perspective on this amazing coastline. Great Ocean Road Helicopters will enthrall you with a stunning flight of about 7 minutes duration. Book your flight with your tour and pay just \$200!



Helicopter flight prices valid until 31st March 2012