

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 Great Ocean Road brochure, or visit our web site.



Courtesy inner city pickup service!

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 from 10.00am (Apr-Oct) & from 11.00am (Nov-March)
Return to Melbourne 9.00pm - midnight (seasonal)

BOOKINGS & ENQUIRIES

1300 736 551

(24 hrs)

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

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



Penguin Parade Day Tours

\$130
Entry & tasting fees included

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 is a mix of the Gippsland region's finest gourmet delights and Phillip Island's premium wildlife experiences. It's truly one for lovers of fine food and fabulous fauna! All day long 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.

Coffee, tea and biscuits provided at the Penguin Parade

Please note that photography is not permitted at the Penguin Parade



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. 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!

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.

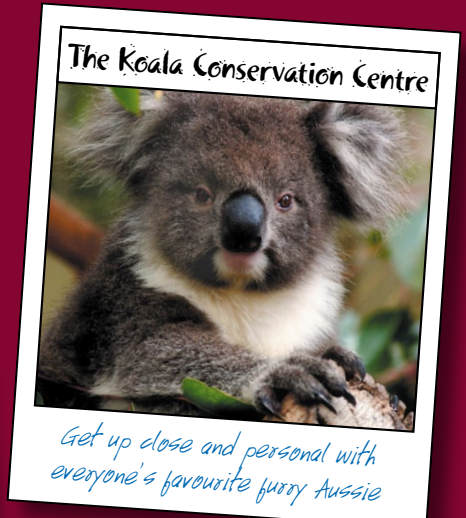
P.S. Please do the right thing when you're done with this brochure. Put it back in our brochure rack or pass it on to someone else who might be interested.



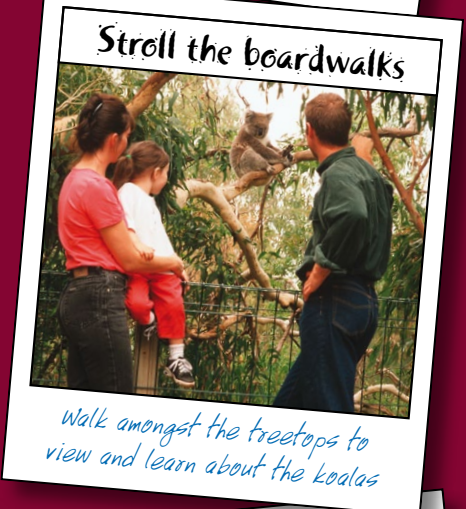
Visit the island's sweetest attraction and sample their delicious produce!



See the chocolate waterfall, the chocolate village and much more!



Get up close and personal with everyone's favourite furry Aussie



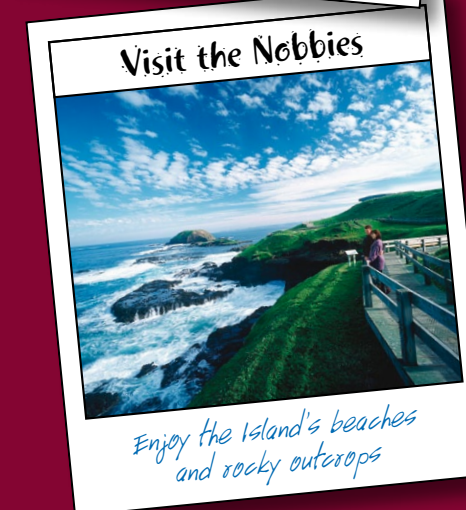
Walk amongst the treetops to view and learn about the koalas



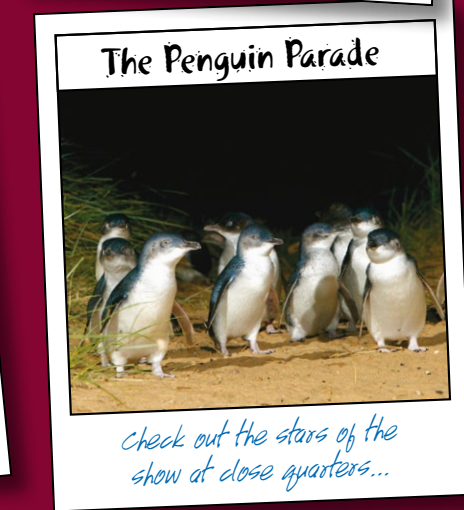
Sample some of the finest locally produced wines...



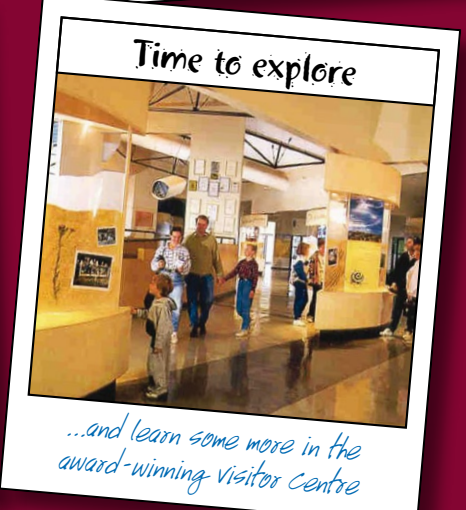
...and some of Gippsland's yummiest delights!



Enjoy the Island's beaches and rocky outcrops



Check out the stars of the show at close quarters...



...and learn some more in the award-winning Visitor Centre

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)

Penguins Plus viewing upgrade



\$15

The exclusive Penguins Plus boardwalk offers unrivalled views of the nightly parade. With local rangers on hand to provide interpretation of the world's smallest penguins and their fascinating lives, this option is well worth the extra \$15.00!

Private Penguin Parade Experience upgrade



\$46

Join a group of no more than ten at the Penguin Parade for a fully ranger-guided experience. This option offers priority seating in front of the general viewing area, as well as access to the Penguins Plus boardwalk