

## Tour Booking Terms and Conditions (Full version)

You and your traveling companions are deemed to have read, understood and accepted the following Terms and Conditions. EU Holidays Pte Ltd shall be referred to as “the Company” in the following:

### 1. RESERVATION, DEPOSIT & FULL PAYMENT

1.1 If your minimum deposit is less than the required amount, kindly top up the difference within the next two (2) days.

| Tour Type   | Deposit required per person                                     |
|---|---|
| All Group Tour Packages (Except Cruise)   | \$1,000   |
| Cruise & special departure Group Tour Packages  | \$2,000   |
| Free & Easy Packages  | 80% of total tour fare  |
| Tour organised by third (3 <sup>rd</sup> ) parties (e.g. luxury cruise, overseas land operator, airline etc.) | Amount per Terms & Conditions stipulated by principal suppliers |

1.2 Payment of deposit does not constitute confirmation of the tour. All group tours are subject to a minimum group size (as determined by the Company) in order for the confirmation to be effected and for the departure to be finalised.

1.3 Full payment is required **no later than twenty one (21) days** prior to departure. In case of tours in peak season, full payment must be made **one month before departure. If full payment is not received by the stipulated deadline, the Company reserves the right to forfeit the deposit and cancel the reservation.** In such an event, the cancellation fee as stated in Section 2 is payable by the Customer.

1.4 By making deposit and balance payment, it is deemed that you have read, understood and accepted the Tour Booking Terms and Conditions in the booking form.

1.5 The Company reserves the right to request for a top-up on initial deposit for immediate issuance of air tickets, to avoid incurring additional surcharges.

### 2. CANCELLATION BY THE CUSTOMER

2.1 Cancellation of booking must be made **in writing or in person** to avoid any misunderstanding.

2.2 The following cancellation fees applied once any group tour package booking is made:

| No. of days between departure and receipt of cancellation notice | Cancellation fee per person           |                      |
|--|---------------------------------------|----------------------|
|  | All tours except those in peak season | Tours in peak season |
| 35 working days or more  | 50% of deposit                        | Full deposit         |
| 15-34 working days   | Full deposit                          | 50% of tour fare     |
| 08-14 working days   | 50% of tour fare                      | 75% of tour fare     |
| 04-07 working days   | 75% of tour fare                      | Full tour fare       |
| 03 working days and less   | Full tour fare                        | Full tour fare       |

2.3 The above cancellation fees apply if the air-tickets are not issued. If the air-tickets are issued, the value of the air-tickets will be added onto the cancellation fees. If the deposit amount is insufficient to cover the cancellation fee, the Customers must pay for the difference.

2.4 Working days refers to Monday to Friday excluding public holidays. Peak season refers to school holidays and public holidays.

2.5 For Free and Easy packages, administrative fees and / or one (1) night hotel rate will be imposed for those travel documents not issued. Once issuance of travel documents, changes will not be allowed and has no refund value.

### 3. CANCELLATION BY THE COMPANY

3.1 The Company acts as an agent for service suppliers. After deposit or full payment has been made, all arrangements are still subject to final confirmation by service suppliers. At times due to low subscription for a group tour, the Company may choose to cancel the entire tour **fourteen (14) days prior to departure.**

3.2 **The Company shall also not be held liable for any contingent costs incurred by the Customer arising from the cancellation.**

3.3 The Company may recommend alternative tours either to the same destination or other tours, based on the current tour fare of that cancellation period. All prior special discounts given will be not extended for the alternative tours. Should the Customer decide not to accept the alternatives, a full refund on the amount paid by the Customer will be made accordingly by the Company without further obligation or liabilities on the part of the Company and that the Customers shall be deemed to have agreed to release the Company from all liabilities or damages in connection with the cancellation. There shall be no claim for inconvenience, loss of leave and transportation cost due to the cancellation of tour.

### 4. REFUND POLICY

4.1 No refund will be made with respect to accommodation, meals, sightseeing tours or any other services included in the tour fare but not utilised by the Customer, either in part or full, or when the Customer amends, cancels or otherwise changes any arrangements after commencement of the tour.

4.2 All refund will be made within fourteen (14) working days in a form of cheque. For credit card payment, refund will be made through the credit card company.

4.3 Air tickets with refund value will only be refunded to Customers **four (4) to six (6) weeks** after the respective airlines have refunded to the Company. The standard processing period for air tickets refund varies from three (3) to six (6) months (subject to individual airlines).

4.4 During peak period, the refund process may be longer due to increase in transactions.

## 5. AMENDMENT TO BOOKINGS (REQUESTED BY PASSENGERS)

- 5.1 For any changes in departure date or tour type, cancellation charges apply as listed under Section 2 on Cancellation by the Customer.
- 5.2 For every request made regardless of whether any previous amendment was confirmed by airlines, hotel or otherwise, there will be a minimum fee of **\$150 per person** per amendment. This does not include any other fees imposed by the airlines, ground operator or hotel.
- 5.3 A **postponement** of tour by Customers for any reason is a **cancellation**. Under such circumstances, the above Cancellation Policies will apply accordingly.
- 5.3 Any change made by the Customer to the existing booking must be in writing or in person at least fourteen (**14**) days before the tour, after which strictly **NO** amendments allowed, or cancellation fee applies.
- 5.4 Any replacement or changes of passengers will be considered as a **cancellation** and not an amendment. This term is applicable to all cases, including but not restricted to the medical and the pregnancy cases.

## 6. AMENDMENT TO TOUR ITINERARY BY COMPANY

The Company makes reasonable effort to avoid changes in the itinerary. However, the Company reserves the right to make minor changes at any time due to unforeseen circumstances, especially during peak periods or in the event of other circumstances beyond our control.

## 7. EXTENSION OF STAY / DEVIATION

- 7.1 Extension of stay may be permitted at the end of tour, subject to the restriction of the air ticket, seat availability and hotel confirmation prior to the commencement of the tour. **All requests must be made before issuance of air tickets.** If the extension of stay / deviation is unable to be confirmed three (3) weeks prior to the group's departure date, the passenger is deemed to stick to the original tour schedule. In the event that the original schedule has been changed by the Company, any extra cost will be borne by the Customer.
- 7.2 Cancellation fee is also applicable if the Customer cancels the booking due to extension / deviation is unable to confirm prior to departure.
- 7.3 Extension of stay / deviation will be at passenger's own expenses and transfer to the airport will not be provided.
- 7.4 It is the Customer's responsibility to hold firm confirmation of their return flight and to re-confirm their flight 72 hours prior to their return date.
- 7.5 The air ticket issued is a special ticket, restricted to specific airline only. It is non-negotiable, non-endorsable, non-reissuable, non-refundable & non-reroutable. Any alteration in routing or dates by the Customer is solely at his/her own risk. The Company and its associated agents will not be held responsible for any inconvenience caused and extra expenses incurred. No refunds will be made for any unused air ticket, accommodation, meals, or sightseeing in part or full.

## 8 TRAVEL DOCUMENTS, TRAVEL INSURANCE & TRAVEL VOUCHERS

### 8.1 Passport and other Travel Documents

It is Customer's sole responsibility to ensure that he / she has a valid passport with minimum six (6) months validity from the date of scheduled return to Singapore, as well as the necessary visas, vaccinations, health certificates and all necessary travel documents as required by various government authorities of the destinations of travel.

### 8.2 Visa

The Customer may seek advice from the Company on visa application; however it is Customer's own responsibility to obtain a valid visa.

8.2.1 If for any reason, application for visa or exit permit is rejected, full refund less \$100 administrative fee (excluding visa application fees paid to the respective embassies) will be made if the result of the rejection is submitted to the Company **at least thirty five (35) days prior to departure.** If less than thirty five\_(35) days notice is given, relevant cancellation fee as stated under section Cancellation by the Customer will be applied.

8.2.2 In consideration for the interests of other passengers in the same group, the Company strongly discourages ALL passengers from applying Visa upon Arrival at destiny country. The Company takes no responsibility being unable to wait for the passengers who apply Visa upon Arrival at the Custom.

8.2.3 The Company will not be responsible for any expenses, reimbursement or refund of the tour fare if the Customer is deported or refused entry by immigration authorities on the tour for whatever reasons, including improper travel documents, quarantine, custom regulations, possession of unlawful items or irregularities that may cause harm or damage to person or property.

8.2.4 For non-Singapore passport holders, please request the Company to check on Visa requirements. The Company renders assistance in Visa application wherever possible. The Company cannot, however, guarantee the approval of such Visa application. This service is subject to (auxiliary) fees. Please check with the Company on the amount.

### 8.3 Travel Insurance

8.3.1 Arrangement of travel insurance coverage is strongly recommended with respect to unforeseen circumstances such as trip cancellation, loss of deposit, baggage, personal accident, injury, illness, etc. Under no circumstances shall the Company be construed as a carrier under a contract for safe carriage of the Customer or his / her baggage and other personal belongings.

8.3.2 The Company shall not be responsible for any loss or damage in relation to trip cancellation, loss of personal baggage, accidents, injuries and illness.

8.3.3 Should there be any amendment to the date and duration of travel, it is Customer's responsibility to inform the travel insurance company to amend the date and duration of the insurance coverage.

8.3.4 The Company will be pleased to assist in the enquiries of any travel insurance and related matters.

### 8.4 Travel Vouchers

The company issues travel vouchers from time to time as part of its promotional activities. The terms and conditions for the redemption of travel vouchers are clearly spelt out in the appropriate documents and shall be binding on the Customer.

## **9. GENERAL MATTERS RELATING TO TOURS**

### **9.1 Accommodation**

Accommodation is as specified in the tour brochure / itinerary / tour booking form. In the event the specified accommodation is not available, every effort will be made to scout for an alternative in another accommodation of similar standard. Accommodation for adults is based on twin-share, double or triple-share bedrooms. Please note that the third bed usually will be a roll-away bed. Single room occupancy is at additional cost.

### **9.2 Special Request**

If there are any requests regarding special meals, dietary requirements, adjoining rooms, flight seating arrangement and so on, please inform the Company upon booking. However, such requests are strictly subject to confirmation and availability by the airlines/hotels.

### **9.3 Baggage**

The Customer is allowed check-in baggage **not exceeding twenty (20) kilograms**. Only one piece of hand luggage **not exceeding seven (7) kilograms** is allowed on board the aircraft. Excess baggage must be paid directly by the Customer.

### **9.4 Meals**

Meals, including meals on board flights, are as indicated in the tour brochure / itinerary / tour booking form. If meals on board are not served due to whatever reasons, there shall be no refund or replacement.

### **9.5 Seat Rotation**

For the convenience of all members of the group, passengers may be requested to rotate their seating arrangements on the coach during the period of the tour. Please cooperate when requested upon to do so by the tour manager / tour leader / guide.

### **9.6 Single Supplement**

For occupation of a single room, single supplement amount as indicated in the booking form is required.

## **10. PRICING POLICIES**

### **10.1 Tour Fare Includes**

Return economy class group tour air ticket, local transport, accommodation, admission fees, meals and sightseeing programme as stipulated in the tour brochure / itinerary / tour booking form.

### **10.2 Tour Fare Excludes**

Airport taxes, airport security taxes, airline insurance surcharges, fuel taxes, visa fees, travel insurance, customs user fees as specified by the airlines and airport authorities; local transfer not stated in the itinerary (e.g. free & easy, deviation), laundry, excess baggage charges, beverages, room services, gratuities to drivers and tour managers / local guides and tips to hotel porters (if any); and personal expenses. Please refer to the Company for visa fees, gratuities to drivers and tour managers / local guides, and tips to hotel porters.

### **10.3 Cancellation Charge**

For Clause 2 – Cancellation By The Customers - tour fare refers to selling tour fare plus airport taxes, airport security taxes, airline insurance surcharges and fuel taxes.

### **10.4 Child Fare**

Child fare is applicable to children below twelve (12) years old on the scheduled date of departure from Singapore. The child fare is based on a twin-sharing accommodation with two adults and no additional bed will be provided. A surcharge will be imposed where an extra bed is required for the child or where the child occupies a room with only one adult.

### **10.5 Mode of Payment**

Payment may be made in cash, by NETS, cheques or credit cards. Cheques will only be accepted if presented to the Company at least seven (7) working days before scheduled tour departure. Credit card payment may incur additional surcharge for special promotion packages, you may refer to our staff for confirmation.

## **11. RESPONSIBILITY**

11.1 The Company acts as agent for the carriers, transportation companies, hotels and other principals of the tour packages. The Company accepts no responsibility for any injuries, losses, damages, accidents, delays, theft, quarantine, customs regulations, strikes, weather hazards, political unrest, changes in itineraries, deportation or refusal of entry by Immigration Authorities resulting from improper travel documents, possession of unlawful items or irregularities that may be caused to person or property. Any losses and/or expenses incurred are the responsibility of the passenger. All proper travel documentation is the sole responsibility of the Customer.

11.2 The failure of the Customer to follow reasonable instructions including but not limited to check-in and check-out places or times or other cause and the losses and/or expenses resulting therefore shall be borne by the Customer.

11.3 The Company reserves the right to:

11.3.1 Alter tour itineraries, travel arrangements, accommodation due to unforeseen changes.

11.3.2 Cancel any reservations prior to departure for reasons including but not limited to the insufficient number of participants. The Company will recommend alternative tours, preferably to the same destination or to other destination. Should the Customer decided not to accept the alternatives, the deposit or tour fare to be refunded without further obligation on the part of the Company, upon Customer's surrender to the Company of all documents issued by the Company for the purpose of the tour package.

11.3.3 Require any individual to withdraw from the tour if it is deemed that his/her behaviour is detrimental to or incompatible with the health, safety, interests, harmony and welfare of the other tour participants and the tour group as a whole. Under such circumstances, the Company shall be under no liability thereafter to any such person.



11.3.4 To specify the language in which the tour guide will conduct commentary in.

11.4 No tour guides, tour managers, tour leaders or other employees or agents of the Company are authorised to commit the Company to any liability and the Company shall not be bound by any statement or representation unless it is in writing and signed by a Management Executive of the Company.

11.5 All verbal agreements must be stated in writing and to be duly signed by the Manager.

11.6 The Company reserves the right to take photographs and films of the passenger while on tour with the Company, to be used for brochures advertising or publicity material without obtaining any further consent from the passenger.

11.7 All tour fares for the respective tour packages are correct at the time of reservation. The Company reserves the right to revise the tour fares and to determine the date of commencement of such revised tour fares.

## **12. COMPLAINT & CLAIM**

Any complaints / claims have to be made in writing within seven (7) days from the date of return. No responsibility is accepted in respect of any complaints / claims which are made after seven (7) days of return.

## **13. MISCELLANEOUS**

The Company reserves the right to change, amend, insert or delete any Tour Booking Terms and Conditions containing in this document, as the case may be, without prior notice. The Tour Booking Terms and Conditions complement those terms and conditions contained in the relevant documents provided by third (3<sup>rd</sup>) party service providers such as airline or cruise tickets, hotel check-ins etc.

Amended on 23 Sep 2016