

TERMS & CONDITIONS 旅客须知条例 (HTTC/004)

请注意以下条例以英文为主, 若有疑问, 请向我们的工作人员查询, 谢谢。

The Special instructions of your travel bookings are set out in the Pax Statement and in these Terms and Conditions. They should be read together. You are deemed to have read, understood and accepted the following policies (collectively called "the Terms and Conditions"). For the purpose of clarity, **Hong Thai Travel Services (S) Pte Ltd** shall be referred to as "the Company" hereinafter. Please check addenda to the terms and conditions, if any, upon booking.

1. Professional Ethics

As part of its corporate responsibility towards the Customer, the Company adopts fair and ethical business practices as well as accurate marketing communications at all times.

2. Reservation, Deposit and Full Payment

Reservation can be made with the Company anytime during business hours. A **deposit** is required upon booking. If your deposit is less than the required amount, kindly top up the difference within the next 3 days. Any minor below 18 years old travelling without an accompanying adult must inform the Company upon booking. An adult undertaking may be required.

- **All tours (except those on charter flights) - a deposit of S\$500 plus fuel surcharge & taxes per person is required upon reservation**

- **Tours on charter flights - amount as per terms and conditions stipulated by principal suppliers**

Payment of deposit and full payment do not constitute confirmation of the tour. All group tours are subject to a minimum group size (as determined by the Company) in order to depart. Full payment is required **minimum 15 days before departure**. In case of tours on charter flights, full payment must be made **1 month before departure**. **Failure to comply with this may result in cancellation of reservation and in such an event, the cancellation charges will apply accordingly.** In the event of incremental airfare, taxes and fuel surcharge imposed by the airlines and relevant authorities, the Company reserves the right to request for a top-up on the initial deposit for immediate issuance of air tickets, to avoid incurring any additional surcharges.

3. Cancellation by the Customer - Payment and Cancellation Fee

The Customer is allowed to cancel the reservation in writing, at any time prior to the departure date. However, cancellation fee will apply and it is computed based on the length of notice period prior to the departure. Please note that the cancellation fee is a percentage of the deposit or the total tour fare, as the case may be. The cancellation fee as well as corresponding refund component are indicated below.

No. of days between departure and receipt of cancellation notice	Cancellation fees per passenger	
	All tours (except tours on chartered flights)	Tours on chartered flight
35 working days and above	Cancellation: 50% of deposit Refund: 50% of deposit	Cancellation: Full Deposit Refund: Nil
15-34 working days	Cancellation: Full deposit Refund: 0% of deposit	Cancellation: Full tour fare Refund: Nil
08-14 working days	Cancellation: 50% of tour fare or S\$500, whichever is higher Refund: Remaining balance after deducting cancellation fee from tour fare	
04-07 working days	Cancellation: 75% of tour fare or S\$500, whichever is higher Refund: Remaining balance after deducting cancellation fee from tour fare	
03 working days and less	Cancellation: Full tour fare Refund: Nil	

Charges shown above may not apply to certain group tours under special promotion. Under such circumstances, a separate set of terms and conditions will be made known to the customer at the point of booking.

Terms above only relate to tours operated by the Company. For tour products or individual components supplied by third party(ies), e.g. Insight Vacations, Contiki Holidays, train services, air tickets, cruise or hotel bookings etc., cancellation fee under the terms and conditions of the respective third party(ies) shall apply plus a handling fee of **S\$50 per service per person**. Cancellation fee imposed by third party(ies) includes no-show fee, refund administrative fee and any deposit committed to their suppliers to secure confirmation of services requested. Upon the Company receiving the written notice of cancellation and in accordance with the Terms and Conditions stipulated, the Customer shall receive the refund.

4. Cancellation by the Company

Please note that the company is acting as an agent for services rendered. Even after deposit or full payment has been made, all arrangements are still subject to final confirmation. If due to some unforeseeable circumstances the arrangement cannot be finalised and the reservation has to be cancelled, the Company will endeavour to notify the Customer **at least 1 week** before departure. At times due to low subscription for a group tour, the Company may choose to cancel the entire tour **14 days prior to departure**. The Company may, if it so chooses, recommend alternative tours either to the same destination or other tours, based on current tour fare or offer an option for the customer to top up the tour fare in order to materialize the tour. All prior special discounts offered shall not be extended for the alternative tours. In the case of a free and easy tour, accommodation and all services are strictly upon request and subject to confirmation. The Company may recommend alternatives if available. Please note that surcharges may apply on a case by case basis and the Customer will be advised accordingly. Should the Customer decide not to accept the alternatives, all refund will be made accordingly by the Company and without further obligations. **The Company shall also not be held liable for any contingent costs incurred by the Customer arising from the cancellation.** The Customer shall receive the refund within 4 to 6 weeks upon the Company notifying the Customer of the tour cancellation. Save as stated herein, the Company shall not be liable for any claims, losses, damages or costs sustained by the Customer.

5. Refund Policy on Unused Portion of the Tour

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

6. Refund Policy-Payment Mode

For cheque or cash payment, refund will be made in a form of cheque and processed within **2 to 4 weeks** from date of written cancellation. For credit card payment, refund will be made through the credit card company and processed within **4 to 6 weeks**. During peak periods, the refund process may be longer due to the increase in transactions.

Hong Thai Travel Services (S) Pte Ltd 1 Park Road #02-121 People's Park Complex, Singapore 059108

Tel: (65) 6533 1788 / (65) 6533 1722 (Long Haul/Ticket/Cruise/Hotel/F&E) / (65) 6533 7377 (China Tours) / (65) 6533 9633 (M.I.C.E./Incentive) / (65) 6349 3929 (Customer Services)

Fax: (65) 6534 1990 **E-mail:** enquiries@hongthai.com.sg (Tour Enquiries) / customercare@hongthai.com.sg (Customer Service)

7. Amendment to Reservation and Amendment Fee

Amendment refers to any change to the original reservation such as change of name, change of flight itinerary and/ or change of accommodation.

Amendment by the Customer

Any change made by the customer to the existing booking must be in writing and an amendment fee of S\$50 per person will apply. Any re-issuance of air ticket, minimum administrative fee of **S\$50 per air ticket** on top of any airline charges will apply. Any change or postponement of the departure date or the tour type, cancellation fee as stated under the section "Cancellation by the Customer - Payment and Cancellation Fee" will apply. Any change made to name of the Customer will be treated as cancellation of tour. The Company will revert to the Customer within **14 working days** upon receiving written notice of the request for amendment.

Amendment to Tour Itinerary by the 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 a force majeure. Tour groups on different flight schedules may be merged without prior notice.

8. Extension of Stay/Deviation from Tour Itinerary

Extension/deviation of stay may be permitted at end of the tour, subject to maximum validity and restriction of air ticket, seat confirmation and availability of accommodation prior to commencement of the tour. It is the Customer's responsibility to hold firm confirmation for the return flight. When extension/deviation of stay cannot be confirmed 2 weeks prior to departure, the Customer is deemed to be taking the original tour schedule. All extra costs incurred to process the extension, e.g. administrative fee will be borne by the Customer. Please note that extension/deviation of stay will be at the Customer's expense and transfers to and from the airport will not be provided. For tours on charter flights, no extension/deviation will be permitted. The air ticket issued is a special one restricted to a specified airline only. It is non-negotiable, non-endorsable, non re-issuable, non-refundable and non-re-rotatable. Any alteration of the routing or the date by the Customer is solely at the Customer's risk. The Company and its associated agents shall not be held responsible for any inconvenience caused and extra expense incurred. No refund will be made for any unused air ticket, accommodation, meals or sightseeing, in part or in full.

9. Travel Documents, Travel Insurance and Travel Vouchers

Passport and Other Travel Documents

It is the Customer's sole responsibility to ensure that he/she has a valid passport with **minimum 6 months' validity** from date of the last departure point and **have at least 4 blank pages side by side** as well as the necessary visas, vaccinations, health certificates and all necessary travel documents as required by the various government authorities of the country(ies) to be visited (e.g. exit permit, work permit, social visit pass etc.).

Visa

Different embassies/consulates require varying lengths of time to process visa applications. 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) fee. Please check with the Company on the amount. If, for any reason, application for visa or exit permit is rejected, full refund of all monies paid (excluding visa application fees paid to the respective embassies) will be made if the result of the rejection is made known to the Company **at least 35 days prior to departure**. If less than 35 days' notice is given, the relevant cancellation fee as stated under the section "Cancellation by the Customer - Payment and Cancellation Fee" and/or in the addenda to the Terms and Conditions, if any, will apply. The Company will not be responsible for any expense, 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/damage to person or property.

Travel Insurance

Purchase of travel insurance is strongly recommended with respect to unforeseen circumstances such as trip cancellation, personal baggage loss, personal accident, injury or illness. Under no circumstances shall the Company be construed as a carrier under contract for sale carriage of the Customer or his/her baggage/belongings. The Company will be pleased to assist in the enquiries of any travel insurance and related matters.

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.

10. General Matters Relating to Tours

Tour Participation

Children under 18 years of age must be accompanied by an adult, who will be responsible for their welfare and supervision. Guest must ensure they are medically and physically able to travel. We do not provide personal devices (such as wheelchairs, hearing aids or prescription eye glasses) or services of a personal nature (such as eating, toileting or dressing). A traveller who requires services of a personal nature should consider bringing a companion to provide such assistance and must understand that other travellers and our Staff will not be available for such purpose.

Accommodation

Accommodation is as specified in the tour brochure/itinerary/booking form. Accommodation for adults is based on twin-share, double or triple-share bedrooms at the nominated or similar standard hotels. For stays at farms and ski resorts, sharing of bathroom facilities may be necessary. Please note that certain destinations do not offer triple-sharing, therefore no extra bed is provided and will be based on existing bedding, otherwise a single occupancy supplement may be incurred.

Meals

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

Seat Rotation (where applicable):

For the convenience of all tour members, tour members are requested to rotate their seating arrangements on the coach during the tour and also to cooperate when called upon to do so by the tour leader/guide.

Single Supplement

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

Special Requests

If there is any special request regarding special meals, dietary requirements, adjoining rooms etc., please inform the Company upon booking. Such requests are subject to availability and confirmation.

11. Pricing Policies

Validity

All information and prices shown are accurate at time of print.

Tour fare includes:

Airfare, accommodation (when booking of triple-share rooms, please note that the third bed will be a "roll-away" bed), airport transfers (if any) and meals (if any), as specified in the tour brochure/itinerary/booking form.

All tour fares excludes:

Visa fees; Airport taxes, excess baggage charges; Custom User Fees, Nordic Environment Tax, Port Tax, Service etc (where applicable); Meals, beverages, room services or others not set out in the itinerary; Any gratuities to driver, tour guide or tour leader; Any porter's fee at the hotel and airport; Flight insurance & fuel surcharges; Travel insurance. These excluded charges are subject to change without prior notice and tour members must note the additional charges payable from such change. Please refer to the Company for visa fees, gratuities to drivers and tour leaders/local guides, and tips to hotel porters.

Child Fare

Children **below 12 years as on the date of departure or date of return depending on different airlines from Singapore** are eligible for child fare. Child fare is based on a twin-share or double room with 2 adults without an extra bed. If an extra bed for the child is required, please arrange with the Company who will advise on the surcharges/supplements, if any.

Pricing Policy Relating to Promotions

The Company accords discount and other form of promotional pricing. Its policy is to display all service fee including such discounts or promotions.

Modes of Payment

Payment may be made in **cash, by NETS, cheque or credit card**. Cheque will only be accepted if presented to the Company **at least 7 working days** before departure. All payments have to be made out in **Singapore Dollars**.

Pricing Accuracy

The Company is committed to the avoidance of over or undercharging. To ensure accuracy of charging, its policy is to list clearly all prices including GST in sales invoices and communications materials. **The Company will also clearly indicate any additional fee for extra services that may be incurred by the Customer.**

Deliver charges

The company provides delivery of documents to the customer upon request. Delivery charges will be incurred and these shall be communicated to the Customer.

12. Feedback Mechanism

The Company welcomes feedback from the Customer anytime. Should the Customer has any issue of concern, please contact the Company immediately. Its feedback channels include:

- Face-to-face feedback
- Telephone communication at **6349 3929, Monday to Friday: 9am to 6pm; Saturday: 9am to 1pm.**
- Written feedback via email to **customercare@hongthai.com.sg** or mail to **1 Park Road #02-121, People's Park Complex, Singapore 059108**. The Company will investigate and act to resolve areas of concerns. The interim response is within **2 working days (or 48 hours)**. Depending on the complexity of the case, the time taken to resolve a complaint is within **21 working days**. If it is unable to resolve the complaint amicably, it will refer to **CASE or NATAS mediation channel** with mutual consent of the Customer.

13. Marketing Communications

In respect of marketing communications, the Company ensures that its brochures contain sufficient and accurate information on prices (which can be found on the Company's website), quality, availability and terms of sales.

14. Confidentiality

The Company will safeguard, according to strict standards of security and confidentiality, any information of the customer. The Company will limit collection and use of the Customer's personal particulars / information to the minimum and for the sole purpose of completing the transaction as well as facilitating the smooth delivery of services. Every effort shall be made to ensure that the integrity of the Customer's personal particulars and confidential information entrusted to the Company are not compromised **unless required by law**. The Company also undertakes not to divulge the Customer's personal information to any unauthorised third party without prior written consent.

15. Rights and Disclaimers Relating to Tours

Where the Company has not been negligent nor in breach of any duty, it assumes no responsibility for injury, damage, accident, loss, delay or irregularities that may be caused to person or property where such occur as a result of circumstances beyond its control. The Company is an agent of airlines, transport companies etc., and is not liable for changes made by suppliers but will render assistance wherever possible. All tickets, coupons and orders are furnished and issued, subject in every respect to those terms and conditions under which the means of transportation or other services provided thereby are offered or supplied by owners, operators, managing agents or agents of public carriers. The Company will not be responsible or liable (for damages, refunds or otherwise) for:

- Mechanical breakdown (except where it is due to negligence on the part of the Company or its agents), government actions, weather, acts of God, strikes, compulsory quarantine or other circumstances beyond its control.
- Failure of the Customer to obtain required documentation (e.g. health certificates, visas, passports etc.)
- Failure of the Customer to follow reasonable instruction including but not limited to check-in and check-out places and times. All verbal agreements must be stated in writing, duly authorised by the Manager and counter-signed by the Tour Supervisor. The Company reserves the right to withdraw any itinerary or any booking made, or decline or refuse the Customer as a member of the tour, if it appears to the Company that the Customer is likely to endanger the health or safety, or impair the comfort and enjoyment of others on the tour. In any of the foregoing events, the Company's sole liability shall be limited to refund on tour fare paid. The Company reserves the right to take photographs and films of the Customer while on tour with the Company to be used for brochures advertising or publicity materials. **The Customer will be informed of use of such materials in publications and other form of advertising.**

16. Miscellaneous

The Company reserves the right to change, amend, insert or delete any of the Terms and Conditions, or policies contained in this document, as the case may be, without prior notice. Any feedback/claim with regard to the tour must be submitted in writing within 14 days of return from the tour, failing which the Company shall accept no responsibility. In the event of loss and found item, administrative charges may apply for such request, where applicable.