

# BOOKING TERMS AND CONDITIONS

The special instructions of your travel bookings are set out in these Terms and Conditions. You and your travelling companions (collectively referred to as "the Customer" hereinafter) are deemed to have read, understood and accepted the following bookings terms & conditions and the terms and conditions in the addenda printed in the pro forma invoice (collectively referred to as "the Terms and Conditions" hereinafter). Pinnacle Travel Service Pte Ltd shall be referred to as "the Company" hereinafter.

## 1. FARES

Fares are subject to change without prior notice. Booking is subjected to confirmation and availability. Fares are based on current airfares, service prices and exchange rates. If the package booked or requested is not available, every effort will be made for alternatives.

**1.1 Accommodation** is as specified in the pro-forma invoice. 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. When booking triple-share rooms, please note that the third bed may be a "roll-away" bed. Single room occupancy is at additional cost. All special requests are subjected to availability upon check in. In the event that the accommodation booked or requested is not available, the Company shall arrange for alternative accommodations of similar standard. Administrative / cancellation fee applies if customers wish to cancel or rejected the proposed alternative accommodation. Standard hotel check in time starts from 3.00pm and check out by 11:00am (subjected to change).

## 1.2 Hotel's List

Due to high volume of bookings and in order to secure rooms in each city, overseas tour operators normally have to work a few hotels of the same category. The actual hotels will only be made known 2 to 4 days prior to the group's departure from Singapore. During peak season, the notice period is even shorter.

## 1.3 Baggage

Baggage allowance, be it in weight or quantity is as per the permitted allowance printed on your ticket. Charges imposed by carriers for baggage in excess of permitted allowance shall be borne by you. In the event that your baggage is damaged or lost through the willful negligence of the Company's staff, the maximum liability of the Company for each piece shall not be more than SGD200. The Company is not responsible for any lost and/or damage of hand-held luggage. In the event of a claim for such damaged or lost baggage, you shall not duplicate your claim against any other Parties including but not limited to travel insurance companies, hotels, carriers and other transportation companies.

## 1.4 Meals

Meals, including meals on board flights, are as indicated in your air-ticket. If meals on board are not served due to whatever reasons, there shall be no refund or replacement.

## 1.5 Special Requests

If there are any special requests regarding special meals, dietary requirements, adjoining rooms and others, please inform the Company when making the reservation. Such requests are subject to availability and confirmation.

## 1.6 Seating Arrangement

Pre-seating arrangements are subject to change without prior notice. All requests are subjected to availability and confirmation by the respective airlines, ferry companies and/or coach companies.

## 1.7 Seat Rotation

For the convenience of all members on a group tour, passengers may be requested to rotate their seating arrangements on the coach during the tour.

## 1.8 Possible Changes

Sightseeing, hotels and itinerary are subjected to change should the airlines re-scheduled or cancelled their flights. Should this occur, the Company will, wherever possible, substitute a suitable arrangement of similar value. The

Company reserves the right to make changes to the itinerary (e.g. reversed itineraries) / travel arrangements at any time without compensation.

## **2. TRAVEL DOCUMENTS**

### **2.1 Passport and Travel Documents**

It is the Customer's sole responsibility to ensure that his / her international passport has a valid period of at least 6 months from date of the last departure point and at least 4 blank pages side by side on the passport, as well as the necessary visas, vaccinations, health certificates and all necessary travel documents as required by the various government authorities of the countries to be visited. For foreign passport holders, it is the Customer's responsibility to hold valid re-entry visas.

### **2.2 Travel Visa**

The Company renders assistance in visa application wherever possible. However, the Company can advise you on visa requirement but may not be definitive as there may be recent changes to the requirements that the Company is unaware of. The Company cannot, however, guarantee the approval of such visa application. This service is subject to auxiliary and service charges. If for any reason, application for visa or exit permit is rejected and the Customer decides to cancel the bookings, cancellation fee and / or the Terms and Conditions in the addenda, if any, shall apply. The Company will not be responsible for any expense, reimbursement or refund of the trip 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.

## **3. TRAVEL INSURANCE**

It is important that you have insurance cover and that it is adequate with full cancellation cover and suitable for your particular needs. If you fail to take out insurance and have to cancel your booking, you will be charged in accordance with our normal cancellation terms and conditions. Furthermore, if you require medical/any other form of assistance whilst on holiday you will not be covered and you in turn may incur significant costs. Please read your policy details carefully and take your policy with you on holiday. From 15<sup>th</sup> July 2015 onwards, the Company is required to ask if you wish to purchase travel insurance that includes coverage for business insolvency of travel agencies. If you choose not to buy the travel insurance, the Company will record your decision and proceed with your booking.

## **4. PRICING POLICIES**

### **4.1 Fares Validity & Accuracy**

All information and fares published are accurate at time of publication. The Company reserves the right to revise any fares and/or information at any time without prior notice.

### **4.2 Pricing Errors**

Whilst the Company makes every effort to ensure the accuracy of the pricing information provided, regrettably errors may occasionally occur. When the Company becomes aware of any such error, we will endeavor to notify you at the time of booking (if we are then aware of the mistake), within 7 days of the time of booking or as soon as reasonably possible. If a booking is already in place, you will have the choice to continue with the chosen itinerary at the corrected price or amend to a different holiday. We reserve the right to cancel the booking if you do not wish to accept the price that applies to your holiday or any quoted alternatives.

### **4.3 Fares Differential**

Hotel and land arrangements are subjected to confirmation. Any hotel / land rates differential are to be borne by the Customers. Air tickets are subjected to airline's Terms and Conditions. Third party land package and cruise packages will be subjected to respective contracting parties' Terms and Conditions and subjected to charges imposed by the Company as per Terms & Conditions in the addenda.

### **4.4 Fares Inclusions**

Fares inclusions are stipulated in the pro forma invoice issued to you. The duration of the package includes the day of scheduled departure and the days of scheduled return and neither of these are full days.

### **4.5 Fares Exclusions**

All fares exclude all the relevant taxes and other mandatory entry or exit taxes which shall be borne by the Customer unless otherwise stated. Such taxes may change from time to time and can be imposed even after the date that the

booking has been confirmed. The Customer shall nevertheless bear such taxes or charges as and when they fall due prior to departure. All fares are exclude visa fees, travel insurance, custom user fees, port tax, Nordic environment tax, laundry, excess baggage charges, beverages, room services, gratuities to vehicle drivers, driver assistants, tour leaders, tour guides, local guides and tips to hotel porters; and all personal expenses.

#### **4.6 Child Fare**

Children below 12 years as on the date of departure 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.

#### **4.7 Changes in Price and Itinerary**

Prices shown are those current at the time of publication of brochure and/or holiday cost which form part of the brochure/flyer. It is therefore subject to change without prior notice due to increase airfares, other transport cost, hotel rates, exchange rates, government taxes and others. The Company reserves the right to increase prices accordingly without prior notice. In the event of currency movement the Company also reserves the right to change a currency supplement. The Company reserves the right to change/amend your booking or part of it for reasons beyond the Company control, for instance flight retime, flight delays, flight reschedule, flight cancel, hotels overbook room, airlines overbook flight, political reason e.g. riots, protest, strike, natural act of God e.g. tsunami, earthquake, flood and others. The Company shall advise you any consequent change in the price.

#### **5. PAYMENT MODES**

Payment may be made in cash, NETS, cheques, credit cards, internet banking fund transfer, ATM fund transfer, telegraphic transfer or travel gift vouchers issued by the Company. Cheques will only be accepted if presented to the Company at least 7 working days before departure/ticketing dead line. Payment by telegraphic transfer, both payee and payer bank charges are to be borne by the Customer. Payment by credit cards and NETS are subjected to the Company's payment administrative charges. All payments have to be made out in Singapore Dollars.

#### **6. RESERVATION**

The first named person on the booking ("party leader") must be authorized to make the booking on the basis of these booking conditions by all persons named on the pro-forma invoice. By making a booking, the party leader confirms that he/she is so authorized. Reservation does not constitute confirmation of the tour. All group tours are subjected to a minimum group size (as determined by the Company) in order for the confirmation to be effected and for the departure to be finalized. All flight bookings are deemed to be tentative and may be subject to auto cancellation at any time without liability unless air tickets had been issued and full payment has been received by the Company. For hotel reservation, no show, early check out and any portion not utilized by the Customer are non-refundable.

#### **7. DEPOSIT AND PAYMENT**

To make a booking you must pay a deposit in order to make reservation your chosen arrangements. The required amount of the deposit will be advised by us at the time of booking. Payment of deposit does not constitute confirmation of the tour. Full payment is required no later than 30 days prior to departure, subjected the Terms and Conditions in the addenda in pro forma invoice if any. If full payment is not received 30 days or more prior to departure, the Company reserves the right to forfeit the deposits and cancel the reservation. At time of booking if less than 30 days prior to departure date, full payment is required upon booking.

#### **8. AMENDMENT BY THE CUSTOMER**

Any change made by the Customer to the existing booking must be in writing and an amendment fee will apply. Amendment refers to any change to the original reservation such as change of name spelling error, change of flight itinerary and / or change of accommodation. For any re-issuance of air ticket, a minimum administrative fee of SGD125 per air ticket on top of any airline charges will apply. Any change made to the departure date or the package type, cancellation fee as stated under the section "Cancellation by the Customer" will apply. Any change made to the name of the Customer will be treated as cancellation of package. The Company will revert to the Customer within 7 working days upon receiving written notice of the request for amendment.

#### **9. AMENDMENT 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.

## **10. CANCELLATION BY THE CUSTOMER**

Cancellation must be made in writing to avoid misunderstanding. Cancellation fee applies once booking is made. Should the deposit paid to the Company is insufficient to cover the cancellation the Customer must still pay the difference to the Company. Postpone or change of departure date, change of passenger's name or change of package is considered as cancellation and cancellation fee will apply. Once hotel booking is confirmed, change of date or hotel, minimum first night room charge will be levied and other cancellation fees apply. Cancellation of issued tickets, cruises, group tour, 3<sup>rd</sup> party packages are subjected to respective contracting parties' Terms and Conditions as well as subjected to charges imposed by the Company as per Terms & Conditions in the addenda.

## **11. 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 finalized and the reservation has to be cancelled, the Company will endeavor 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, recommends alternative tours either to the same destination or other tours, based on current tour fare and all services are strictly upon request and subject to confirmation. Should the Customer decide not to accept the alternatives, administrative charges applied and refund will be made accordingly by the Company. 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.

## **12. REFUND POLICY**

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

Regardless what form of payment is made by the Customer, refund will only be made in a form of a cheque in SGD currency and processed within 1 week to 2 weeks from date of written cancellation. During peak periods, the refund process may be longer due to the increase in transactions.

Air tickets with refund value will only be refunded to customer 4 to 6 weeks after the respective airlines have refunded to the Company. The standard processing period for air-tickets refund by airlines varies from 3 to 6 months (subject to individual airline's administration).

SGD30 refund cheque processing fee will be charged whenever a cheque is process for refund due to the Customer over paid the Company where the Customer amends or cancels booking or made payment to the Company by error. Alternatively the Customer may keep the refundable amount with the Company and contra the refundable amount for future booking within 6 months' time.

## **13. EXTENSION OF STAY / DEVIATION**

Extension / deviation of stay permitted upon booking is 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 own expense and transfers to and from the airport will not be provided. 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.

## **14. CONFIDENTIALITY**

The Company will safeguard, according to strict standards of security and confidentiality, any information on 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 to by law. The Company also undertakes not to divulge the Customer's personal information to any unauthorized third party without prior written consent.

## **15. RIGHTS AND DISCLAIMERS**

Where the Company has not been negligent nor in breach of any duty, it assume 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 and others, is not liable for changes made by respective service provider but will render assistance wherever possible. All tickets, coupons, vouchers 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.

## **16. IMAGES AND MARKETING**

You agree that, while participating in any tour, images, photos or videos may be taken by other participants, the Company or its representatives that may contain or feature you. You consent to any such pictures being taken and grants a perpetual, royalty-free, worldwide, irrevocable license to the Company, its contractors, sub-contractors and assigns, to reproduce for any purpose whatsoever (including marketing, promotions and the creation of promotional materials by or with sub-licensees), in any medium whatsoever, whether currently known or hereinafter devised, without any further obligation or compensation payable to you.

## **17. FORCE MAJEURE**

The Company will not be responsible or liable for damages, refund, compensation or in any way for death, bodily injury (including emotional distress or injury), illness, delay or other loss or detriment to person or property, or financial costs both direct and indirect incurred is caused by Act of God (including flood, earthquake, storm, tsunami), war or war like operations, mechanical breakdowns, terrorist activities or threat thereof, civil commotions, labor dispute, interference by authorities, political disturbance, riot, insurrection, government restraint, compulsory quarantine, fire, extreme weather or any other cause whatsoever beyond the reasonable control of the Company; or an event which the Company or the third party supplier of services, even with all due care, could not foresee any and all of which, individually and collectively, constitute "Force Majeure".

## **18. COMPLAINTS / CLAIMS**

The Company welcomes constructive feedbacks from customers in its continuing efforts to improve service quality. Any complaint must be made in writing within 7 days after services are rendered. The Company shall be released from any liability and responsibility in respect of any complaints not made within the period.

## **19. 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.

## **PINNACLE TRAVEL SERVICES PTE LTD**

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