

# JP International Travel Booking Terms & Conditions

Tour members are deemed to have read, understood and accepted the following conditions:

## NATAS CODE OF ETHICS

As member of the National Association of Travel Agents Singapore (NATAS), we abide by the Code of Ethics (COE) laid down by the association.

## PROGRAMMES / SERVICE / CONDITIONS

Programmes, tour prices, services & conditions are correct as at the time of publication but are subjected to revision without notice in the event of unforeseen circumstances like currency fluctuations, increase in hotel rates, air fares, local taxes, etc. Actual prices, programmes, services & conditions will be given at the time of booking confirmation.

**JP INTERNATIONAL TRAVEL PTE LTD** is hereinafter known as The Company.

## DEPOSIT & PAYMENT

The following deposit payment is required upon booking:

- **\$500 per person** is required upon booking for packages
- Full payment is required for chartered flight tours / packages and other special promotional air-tickets. Please note that payment of deposit does not constitute confirmation of tour. **Full-payment are required 2 days after confirmation or at the time of booking if the booking is made within 14 days of tour departure date.** Failure to comply with this may result in an automatic cancellation of your reservation & forfeiture of your deposit.

## 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**.

## CANCELLATION BY CUSTOMER – PAYMENT AND CANCELLATION FEE

Notification of cancellation of booking must be made in writing & received by The Company to be effective & to avoid any misunderstanding.

The following cancellation fees may be levied accordingly:

No. of days between departure and receipt of cancellation notice	Cancellation fee per person and refund per person	
	All tours (except those on chartered flights)	Tours on chartered flights
35 workings days and above	Cancellation:50% of deposit Refund: 50% of deposit	Cancellation: Full deposit Refund: Nil
Between 15 - 34 working days	Cancellation: Full deposit Refund: 0% of deposit	Cancellation: Full tour fare Refund: Nil
Between 8 - 14 working days	Cancellation:50% of tour fare or \$500, whichever is higher Refund: Remaining balance after deducting cancellation fee from tour fare	
Between 4 - 7 working days	Cancellation:75% of tour fare or \$500, whichever is higher Refund: Remaining balance after deducting cancellation fee from tour fare	
3 working days and less	Cancellation: Full tour fare Refund: Nil	

Air-ticket which is submitted for refund, the refund value is subject to individual airline terms & conditions governing the refund policy.

All other services not specified as per above, once booking is confirmed, no cancellation allowed.

If cancellation due to the rejection / non-approval of visas by the relevant authorities, a full refund or all monies paid (excluding visa application fees paid to the respective embassies & the visa handling fees) will be made if the result of the rejection is made known to the company **at least 21 days prior to tour departure, however an administrative fees of \$100 per person will be imposed. If less than 21 days notice is given, the relevant cancellation charges as stated in this condition will apply.** This is applicable for all parties in the booking if in the event that the entire booking has to be cancelled due to only 1 person whose visa has not been granted and is unable to travel.

## ADMINISTRATIVE / AMENDMENT FEE

**Amendment by the Customer:**

An **Administrative Fee of \$100 per person per amendment** will be charged for any alteration in the land package contents upon confirmation.

In addition, an **Administrative Fee of minimum \$75 per person** (subject to Airlines Fare Conditions) will be charged upon issuance of tickets.

No. of days prior to date of departure	Air-Ticket	Budget Airlines Air-Tickets & Tours		All Tours (except Chartered Flights)	Chartered Flights
		Prior ticket issuance			
15 working days and above	\$100	\$50	\$100		Not permitted
14 working days or less	\$175	\$50	\$175		Not permitted

**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.

## REFUND OF UNUSED SERVICES

No refunds or exchange can be made in respect of Accommodation, Meals, Sight-seeing Tours, Transport or any other services which are included in the tour fares 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.

## REFUND POLICY – PAYMENT MODE

For Nets/cheque/cash payment, refund will be made in a form of a cheque and **processed within 4 to 6 weeks**. For credit card payment, refund will be made through the credit card company and **processed within 6 to 8 weeks**. During peak periods, the refund process may be longer due to the increase in transactions.

## PRICING POLICIES

### Validity:

All Information and prices are accurate at time of print

### Tour fare includes:

Airfare, accommodation, airport transfers (if any) and meals (if any), as specified in tour brochure/itinerary/ booking form.

### Tour fare excludes:

Airport taxes, airport security taxes, airline insurance surcharges, fuel taxes, visa fees, travel insurance, customs user fees and service fees as specified by the airline and airport authorities; laundry, excess baggage charges, beverages, room services, gratuities to drivers and our tour leaders / local guides and tips to hotel porters; and personal expenses. Please refer 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 from Singapore** are eligible for child fare.

Child fare is based on sharing a twin or double room with two 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.

## RIGHT TO REJECT / CANCEL

- The Company reserves the right to cancel or withdraw any itinerary or booking made for a client.
- The Company also reserves the right to decline acceptance and / or to retain any members as part of the tour if it appears that such person(s) is likely to endanger the health or safety, or impair the comfort & enjoyment of others on the tour.
- The Company reserves the right to cancel any tour **2 weeks prior to departure** for any reason whatsoever, including insufficient number of participants. Should this happen, the entire payment will be refunded without prior obligations or liability on this part of The Company.
- The Company further reserves the right to cancel any reservations for any reason, whatsoever, should any carrier, hotel or contractor refuses to allow the person concerned to participate in the tour. In any of the above-mentioned events, The Company's sole liability shall be limited to a refund of any monies paid, less the amount for service already utilised plus administration fees.

## EXTENSION / DEVIATION OF STAY AND FLIGHTS

The passenger may extend his / her stay at the end of tour, subject to maximum validity and restrictions of the air ticket, seat confirmation and availability of hotel prior to commencement of tour. It is the passenger's responsibility to hold firm confirmation for his / her return flight.

Any additional charge imposed by the airlines or tour operators will be borne by tour member.

Extension of stay will be on passenger's own expense and transfer to the airport will not be provided.

For Group Tours, all passenger are to follow the group schedules back to Singapore. In the event where passengers request for cancellation of tour arising from unconfirmed return flight extension, will be subjected to cancellation charges.

## TRAVEL INSURANCE

We strongly recommend that you purchase a Personal Travel Insurance policy prior to the commencement of your holiday.

## TRAVEL DOCUMENT

It is the passenger's responsibility to obtain a passport valid for **at least 6 months from day of return & visa** (if required), for the country to be visited. Please consult your local consulate / embassy on visa requirements or refund of tour prices if any passenger is deported or refused entry by any country before departure or during the tour for whatsoever reason, including but not limited to non-possession of necessary visa.

## VISA

Different embassies / consulates require varying lengths of time to process visa applications. Our vacation planner will advise you accordingly. Please forward your passport to us as early as possible for visa applications. For Singaporean passport holder, please request our vacation planner to check with your embassy for visa requirements. However, we regret that we are unable to handle visa application of non-Singapore residents.

We render assistance in making visa applications, wherever possible with a service fee. The company cannot, however, guarantee the approval of your visa application. This service is subject to handling fee, please check with the Company on the amount.

## BAGGAGE

One piece of baggage not exceeding 20 kilograms per person is allowed. The suitcase size should not exceed 736mm x 254mm (29" x 20" x 10"). Exceed baggage must be paid locally by passenger. Only one piece of hand luggage (55cm x 40cm x 20cm, up to 7kg) is allowed. The Company assumes no responsibility for any loss or damage to baggage or belongings whilst they are in the custody of airlines, other transportation companies accommodation supplier or the passenger. However, The Company will assist you in making the relevant claims provided it does not interfere with, inconvenience or hamper the conduct, of the tour or other members of the tour group.

## HOTEL ACCOMMODATION

Accommodations used are reflected in the brochure. In the event that accommodation selected is not available, every effort will be made for an alternative in another hotel of similar standard. Unless specially mentioned, all rooms will be on "run-of-house" basis.

A maximum of 3 persons (adult or child) is allowed to accommodate into 1 room. A family of 2 adults & 2 children (below 12 years) in 1 room are strictly subject to availability & on request only (as some hotels do not allow 4 passengers in 1 room). Triple sharing bedding is subject to a roll-away / sofa bed / mattresses at the hotel discretion.

## SEAT ROTATION

For the convenience of all members of the group, coach passengers are requested to rotate their seating arrangements on the coach during the period of the tour. We appreciate your co-operation when called upon to do so by the tour leader / guide.

## TRANSPORTATION

Unless otherwise specified, all land transfers will be based on "seat-in-coach". Any limitations which apply to the carrier's liability in request of air transport as a result of the Warsaw Convention (in amended or unamended form) shall apply for the benefits of the organizer and seller of the tour / holiday.

## SPECIAL REQUESTS

If there be any special request regarding special meals, dietary requirements, adjoining rooms etc., such requests are strictly subject to availability and confirmation by 3rd party / suppliers / operators.

## GENERAL CONDITIONS

The Tour Booking Form issued by The Company are subject to any & / or all tariffs terms of conditions under which any accommodation, transportation & other services whatsoever are provided by hotels, transport companies, airlines, railroad lines, cruise liners, owners, or contractors concerned.

In supplement to our terms & conditions, additional charges stipulated by the respective tour operators & other travel suppliers would be enforced.

By acceptance of such exchange orders, receipts, contracts & tickets, the passenger is deemed to have agreed on the following:

1. Every person participating in any tour / holiday organized by The Company shall be regarded as carrying his own risk with respect to loss or injury to person or property.
2. The traveller accepts full responsibility for losses & expenses due to delay, sickness, weather, strikes, war, quarantine or acts of God.
3. The Company, their employees or agents assisting or collaborating with them is not liable for any loss, injury, accident, damage, delay or expense which may arise in anyway whatsoever during the tour / holiday.
4. The Company is only an acting agent for the holiday components & will not be held responsible for any charges, acts of discretion or inconvenience caused by suppliers & sales agents.
5. In no case shall The Company or their employers or agents be held liable for any causes outside their reasonable control or from any act or omission of the customer.

## COMPLAINTS / CLAIMS

Any complaints / claims have to be made in **writing within 14 days from the date of return**. No responsibility is accepted in respect of any complaints / claims which are made after 14 days return. The interim response is within **3 working days**. Depending on the complexity of the case, the time taken to resolve the 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.

## 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.

As a policy, the Company does from time to time engage in lucky draws but not any form of competition promotions.

## CONFIDENTIALITY OF CUSTOMER INFORMATION

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 customer's personal particular / 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 customer's personal information to any unauthorized third party without prior written consent.

## LINKS

This Terms and Conditions complement the terms and conditions contained in the relevant documents provided by third party service provider such as airlines or cruise tickets, hotel check-ins etc..

The Company reserves the right to change, amend, insert or delete any tour conditions or policies contained in this document, as the case may be without prior notice.