

## BOOKING TERMS & CONDITIONS

Customers are deemed to have read, understood, and accepted the following terms and conditions. Dynasty Travel shall be known as "The Company" in the terms and conditions listed below.

In the event of any conflict, the terms and conditions herein shall prevail.

### 1. RESERVATION, DEPOSIT & PAYMENT

All bookings will be on first-come first served basis.

A minimum deposit is required upon booking based on the tour fare stated below:

Tour Fare	Deposit Required Per Person
Group Tour Packages	S\$1000.00*
Free & Easy Packages & Private Land tour	50% of Package Price
Air ticket	Full Payment
Tours with Chartered Services, Special Departures and tour organized by third (3 <sup>rd</sup> ) parties	Amount per terms and conditions stipulated by principal suppliers

The company does not recognize any deposit as constituting confirmation of tours, travel arrangements or tickets.

For group and private tour packages, full payment is required at least 21 days before departure. If payment is not received by this time, the company reserves the right to forfeit the deposit and cancel the reservation. In such cases, the cancellation fee outlined below will be payable by the Customer.

The Company reserves the right to request for a deposit top-up due to ticket issuance/land arrangement to avoid additional surcharges.

For free and easy packages – full payment is required upon confirmation of air reservation and land arrangement before issuance of travel documents. Any booking that is not confirmed within the airlines' required dateline, seats will be auto- cancelled by airlines unless tickets are being issued. Please note that during important events, festivals, conferences and fair periods, there will be surcharges levied by accommodation properties. We will advise you of any increase in tour prices when you book your package. Passengers are expected to pay the difference or have the option to change to another preferred choice of accommodation (provided there is also no surcharge being levied).

### 2. MODE OF PAYMENT

Payments can be made in cash, cheque, PayNow, or credit card. Cheques must be submitted at least 21 working days before departure. Credit card payments may not apply to some promotional tours. Installment plans, where available, are subject to bank approval and terms.

### 3. CANCELLATION CHARGES/REFUNDS

Cancellation of tours by customers must be in writing and the following charges apply:

#### GROUP PACKAGE

#### PRIVATE TOUR

Cancellation Notice	Charges Per Person	Cancellation Notice	Charges Per Person
35 days or more before departure	\$1000.00*	35 days or more before departure	50% of Total Tour Fare*
22-34 Days before departure	50% of Total Tour Fare*	15-34 Days before departure	75% of Total Tour Fare*
15-21 Days before departure	75% of Total Tour Fare*	14 Days or less before departure	100% of Total Tour Fare*
14 Days or less before departure	100% of Total Tour Fare		

\*The above cancellation charges apply if the air ticket is not issued. If the air ticket is issued, the air ticket value will be added to the cancellation charges. If the deposit amount is insufficient to cover the cancellation, the customer must pay for the difference.

\*Group and Free & Easy packages with special or promotional airfare:

+For special fares offered on a group and free & easy packages, a separate set of terms & conditions will be provided at the point of booking.



+For these special fares offered, air tickets must be issued within a stipulated time frame. Any amendment after ticket issuance; the fare difference will be imposed based on the current pricing at the time of notice.

For products supplied by third party(ies), e.g. Insight Vacations, Trafalgar, Contiki Holidays, train services, cruises, air tickets, hotel bookings etc., cancellation fee under the terms and conditions of the respective third party(ies) shall apply plus a handling charge of S\$100 per service per person. Please note that all refunds on air tickets may take up to 6 months or more.

For chartered flights and special projects, separate terms & conditions will be given at the point of booking.

#### **4. TOUR CANCELLATIONS/REFUNDS**

Even after a deposit or full payment has been made, all arrangements are still subject to final confirmation. If, for any unforeseeable circumstance, the arrangement cannot be finalised and the reservation has to be cancelled, the Company endeavour to notify the customers at least one week before departure.

The Company will base on travel advisory issued by the Authority to determine the materialization/cancellation of any affected tour groups.

Group tours are subjected to minimum group size to depart. If the minimum passenger number is not met, the company may choose to confirm or cancel the tour 14 days before departure or offer alternative tours based on the current tour fare. Should the tour be cancelled and the Customer decides not to accept the alternatives, all refunds will be made accordingly by the Company and without further obligations.

Tour groups on different flight schedules may be merged without prior notice at the Company's discretion.

The Company reserves the right to cancel any tour before the departure date for any reason including but not limited to an insufficient number of participants. The Company may, if it so decides, recommend alternative tours.

Should you decide not to accept the alternative arrangement, all monies paid by you will be refunded in full without further obligation or liability on the part of the Company, and you shall be deemed to have agreed to release the Company from all liabilities or damages in connection with the cancellation.

For credit card and charge card payment, refund will only be made through the respective credit card companies between 4 to 6 weeks.

If a passenger's credit card is cancelled, the refund will be issued as a Travel Voucher. For payments made by cheque or cash, the refund will be processed via cheque within 2 to 4 weeks. Payments made with travel vouchers will be refunded as travel vouchers.

During peak season, the refund process may take up to 8 weeks due to the increase in transactions.

#### **5. TOUR FARE INCLUDES**

- Return economy class group tour air ticket. (if applicable)
- Airport transfers (if applicable)
- Hotel accommodation is based on twin-sharing basis. (if applicable)
- All meals are provided as specified in the itinerary. If the selected carrier's flight timing does not allow for certain meals to be taken, there shall not be any refund for meals not consumed (if any).
- Baggage allowance according to respective carrier's specifications and guidelines. Excess baggage must be paid for locally by the travellers. (if applicable)
- Tour fares are based on current airfares, service prices, government taxes and exchange rates, applicable at the time of print or quotation and are subject to change with or without prior notice.

#### **6. CHILD FARE**

Children under 12 years of age (at the time of tour completion) are eligible for child fare, which is based on sharing a twin or double room with two adults without an extra bed. If an extra bed is required for the child, please coordinate with the Company, who will provide information on any additional charges.

In some countries, due to fire regulations, it is compulsory for each person to have their own bed. Booking with four people in a room will not be allowed unless the hotel has quad-sharing rooms available.



## **7. TOUR FARE EXCLUDES**

- Airport Taxes, airport security taxes, airline surcharges, fuel taxes.
- Gratuities to drivers, local guides, or tour leaders unless stated otherwise
- Visa Fees
- Meals, beverages, hotel portorage, room service or any other not listed in the itinerary.
- Excess baggage charges, laundry charges, travel insurance and all items of a personal nature

All taxes, flight insurances and fuel surcharges are subject to changes without prior notice. Any difference in taxes will be borne by the Customer even after full payment has been made. Any non-compliance may result in an automatic cancellation of the reservation and forfeiture of your payment.

## **8. LANGUAGE USED DURING TOUR**

All group tours, except those in China, Hong Kong & Macau, Japan, Korea, and Taiwan, are conducted in English, unless otherwise specified.

## **9. AMENDMENT TO BOOKINGS**

For any amendments made after booking, an amendment fee of \$100 per person will apply. Any change in traveler's information, departure date or tour type, the cancellation charges will apply.

For any re-issuance of air ticket, a minimum administrative fee of S\$150 per air ticket on top of any airline charges will apply. Any amendments must be made at least 14 days prior to the departure date.

If the Company receives any amendments shorter than 14 days, the cancellation charges will apply. All amendment requests must be made in writing to avoid misunderstanding.

## **10. AMENDMENT TO ITINERARY**

The Company makes a reasonable effort to avoid changes in the itinerary. However, the Company reserves the right to alter itineraries, travel arrangements, and hotel reservation changes at any time (without compensation) due to unforeseen circumstances, especially during peak periods or in the event of Force Majeure. And such an alteration may be made as deemed appropriate by the Company with or without prior notice to you. If the trip is terminated due to Force Majeure Event, the company will offer alternative arrangements or to refund as a travel voucher that is valid for 24 months from the date of issue. If the alternative is not available, all monies paid by you will be refunded less any third-party costs incurred.

A Force Majeure Event refers to any event or circumstance beyond the Company's control, including Acts of God (Force Majeure), war, threats of war, riots, civil unrest, industrial disputes, terrorist activities, natural or man-made disasters, fires, transport disruptions, airport closures or congestion, strikes or other industrial actions, adverse weather conditions, epidemics, pandemics, or any other unforeseen event.

All flight timings are subject to changes without prior notice. In the event of a discrepancy on the departure and/or arrival day (eg. From 8D6N to 7D6N) due to a change in flight timing(s), the service is deemed as fulfilled based on the number of nights stated in the itinerary.

## **11. REFUND OF UNUSED SERVICES**

No refunds, either in part or full, will be made for unused tickets, ground transportation, meals and accommodation or sightseeing tours not utilized.

## **12. TRAVEL DOCUMENTS**

It is the customer's responsibility to ensure that they have a valid passport with a minimum 6 months' validity from the date of the last departure point of the tour and have at least four (4) blank pages as well as the necessary visas, current health certificates and necessary travel documents as required by the various government authorities of the country(ies) to be visited.

Please ensure all children's photos in the passports are updated by the Immigration Authority prior to departure.

For foreign passport holders, it is the passengers' responsibility to hold valid re-entry visas to Singapore, if applicable. We render assistance in arranging visa applications whenever possible.

Visa fees and service charges will be borne by the customer. The Company does not guarantee the approval of the visa application. If for any reason, an application for visa is rejected, customers must make known to the Company at least 35 days prior to departure with administrative charges. If less than 35 days' notice is given, the relevant cancellation charges will apply.

The Company cannot be held responsible or be liable for any expense, reimbursement or refund of tour or travel



arrangement charges if any customer is refused entry by any country before departure or during the tour and travel for whatsoever reason, including but not limited to non-possession of necessary visas.

### **13. TRAVEL INSURANCE**

As a licensing condition of STB, all passengers are strongly advised to purchase travel insurance against unforeseen circumstances, such as baggage loss, flight delays, travel agent insolvency and medical emergencies. Under no circumstances is the Company to be construed as a carrier under contract for safe carriage of the passenger or his/her baggage & belonging. The Company will be pleased to assist in the enquiries of any travel insurance.

### **14. ACCOMMODATION**

If the accommodation booked or requested is unavailable, every effort will be made to provide an alternative at a similar standard. During major conferences or due to unforeseen circumstances, accommodation may be arranged outside the city or in a different city without prior notice.

Accommodation for adults is provided on a twin-sharing basis. When booking triple-share rooms, please note that the third bed will be a "roll-away" bed. Triple-sharing is available upon request for all tours, as some hotels or accommodations may not offer triple-share rooms. Single-room occupancy is available at an additional cost, payable by the Customer.

For farm stays/resorts/cruise, sharing of bathroom facilities may be necessary.

### **15. SPECIAL REQUEST**

Kindly inform the Company of any special requests, including dietary requirements, adjoining rooms, inflight seat arrangements, etc., when making your booking. These requests are subject to confirmation and availability.

### **16. SEAT ROTATION**

The customer is requested to rotate seating arrangements on the coach during the tour.

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

An extension/ deviation of stay at the end of the tour or travel arrangement is permitted subject to the maximum validity and restrictions of the air ticket, seat confirmation and availability of accommodation prior to the commencement of the tour. The extra costs incurred to process the extension will be borne by the Customer. It is the customer's responsibility to hold a confirmed seat for the return flight. When extension/ deviation requested cannot be confirmed 4 weeks prior to group departure, the customer is deemed to return on the original flight/tour schedule booked and no cancellation of the tour is allowed.

Extensions/deviations of stay will be the Customer's own expense and transfers to and fro the airport will not be provided.

For tours on chartered flights, no extension/ deviation will be permitted.

### **18. TOUR LEADER**

Assignment of Tour Leaders for all group departures regardless of group size, tickets, and availability of accommodation is at the sole discretion of the Company.

### **19. FEEDBACK RESPONSE**

The Company welcomes constructive feedback from its customers in its continuing efforts to improve its service quality. Any disputes regarding the tour shall be submitted in writing within fourteen (14) days from the date of return. No responsibility is accepted in respect to any dispute that is made thereafter.

Written feedback can be sent by

Email: [feedback@dynastytravel.com.sg](mailto:feedback@dynastytravel.com.sg)

Or

Post: 56 Duxton Road. Singapore 089520  
Attention: Customer Service Department

The Company will investigate and act to resolve areas of concern. 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 60 days.



## 20. DATA PROTECTION

The Company takes its responsibility to protect data seriously. Your privacy is important to us and we are committed to complying with applicable law, including the Singapore Personal Data Protection Act (No. 26 of 2012) (the "PDPA").

## 21. RESPONSIBILITY AND LIABILITY

All arrangements for the provision of transport, accommodation, sightseeing and other tour or travel services are made by the Company through our appointed agents. The Company is not liable for any changes made by the relevant suppliers but will render assistance wherever possible. The Company accepts no responsibilities for injuries, damage, accident, loss, delay, theft, quarantine, custom regulation, strike, acts of god, and changes in itinerary, deportation or refusal of entry by Immigration Authorities resulting from improper travel documents, possession of unlawful items or irregularities that may cause to person or property. Any losses & expenses are the responsibility of the passenger. All proper travel documents are the sole responsibility of the passenger. The Company also reserves the right to require any individual to withdraw from the tour if it is deemed that his or her behavior or conduct 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.

No tour leaders/guides, employees or agents of the Company are authorized to commit the Company to any liability whatsoever and the Company will not be bound by any statements or representation unless it is in writing and signed by a management executive of the Company.

The Company also reserves the right to take photographs and films of passengers while on tour with the Company to be used for marketing purposes. The Customer will be informed of use of such materials in public publications or advertisements.

The Company shall not be liable to the passengers for any goods purchased by the passengers during the tour whether or not the goods are of defective quality, not suitable for the passenger's purpose, not in conformity with samples provided to the passengers or rejected by the passenger for any other reason whatsoever notwithstanding that the goods are purchased in shops the visitation of which comprise part of the tour package (including itinerary) or which are specifically recommended by the travel services, their guides, servants, employees or independent contractors, nor the Company or the travel services be liable to the passengers for the purchase monies of the aforesaid goods.

Itineraries, prices, services and conditions are correct as 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.

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.

By signing this document, I am deemed to have read and accepted the above terms & conditions on behalf of all members in the booking contained herein.

Customer's Signature: \_\_\_\_\_

Customer's Name: \_\_\_\_\_

Booking Number: \_\_\_\_\_

Date: \_\_\_\_\_