

Booking Terms and Conditions

You and your traveling companions are deemed to have read, understood and accepted the following terms and conditions. Travel 21(S) Pte Ltd shall be referred to as "company" in the following.

1. Reservation, Payment of Deposit and Tour Fare

1.1 The Company may accept reservations to participate in any tour package of the Company upon request.

1.2 Tour Packages & Payment

A deposit is required upon booking. Minimum deposit per passenger is:

| Destination | Minimum Deposit Per Person |
|--------------------------------|---|
| Asia Tour | S\$ 1,000 |
| Europe, Australia, New Zealand | S\$ 2,000 |
| USA | S\$ 2,500 |
| Alaska / Fly Cruise | S\$ 3,000 |
| South America | S\$ 5,000 |
| Free & Easy / Chartered Flight | 50% – 80% of total tour fare |
| Cruise / Third-party Tours | As per terms stipulated by principal supplier |

For all destinations:

1.3 Payment of deposit does not constitute confirmation of the tour. All tours are subject to a minimum group size as determined by the Company.

1.4 Balance payment must be made in full at least thirty-five (35) days before departure. Failure to comply may result in cancellation of the reservation and forfeiture of the deposit.

1.5 The Company reserves the right to request a top-up of the deposit for immediate issuance of air tickets, especially in response to airline-imposed deadlines or surcharges.

1.6 Payment may be made by cash, cheque (at least 35 days), banking transfer or credit card. Additional service fees may apply for certain payment methods.

1.7 Please note that each tour group may have specified terms and conditions in their bookings and will be brought up for the customer's acknowledgment. The said specified term and condition for the tour group can overwrite this general terms and conditions document.

2. Cancellation Charges and Administrative Fees

2.1 Cancellation by Customer

2.1.1 All cancellations must be submitted in writing to avoid misunderstanding.

2.1.2 The following cancellation charges apply (excluding cruise packages):

| Days Before Departure | Cancellation Fee |
|-----------------------|-------------------|
| 35 days or more | Full deposit |
| 34 days – departure | 100% of tour fare |

2.1.3 A minimum admin fee of \$250 per customer per amendment will apply for any changes made to existing booking.

2.1.4 If air tickets have been issued, their value will be added to the cancellation fee. If the deposit is insufficient to cover the cancellation fee, the customer must pay the difference.

2.1.5 For Free & Easy packages, administrative fees and/or one night's hotel charge will apply if travel documents have not been issued. No refund will be granted once documents are issued.

2.1.6 Postponement of a tour by the customer is considered a cancellation, and the above cancellation terms will apply.

2.1.7 Any replacement or change of passenger is considered a cancellation and not an amendment.

2.1.9 This term is applicable to all cases, including but not restricted to medical and pregnancy cases.

2.2 Cancellation by Company

2.2.1 The Company reserves the right to cancel any tour at least fourteen (14) days prior to departure due to insufficient participation or other reasons beyond its control.

2.2.2 In such cases, the Company may offer alternative tours. If the customer declines the alternatives, a full refund of all monies paid will be made. The Company shall not be liable for any inconvenience, loss of leave, or transportation costs arising from the cancellation.

2.2.3 All arrangements are subject to final confirmation by service suppliers. The Company acts only as an agent and is not liable for changes made by third-party suppliers.

2.2.4 The company makes reasonable efforts to avoid changes in itinerary. However, the Company reserves the right to make reasonable changes at any times without compensation, especially due to unforeseen circumstances.

2.3 Travel Vouchers

Travel voucher issued by The Company as part of its promotional activities are subjected to the same terms & conditions. Additional terms & conditions stipulated in the travel voucher apply.

3. Chartered Flights

3.1 All chartered flights are subject to approval by the relevant government authorities. Should the required approval is not granted 1 week before scheduled date, (a) alternative travel arrangements which may involve scheduled flights of other carriers may be arranged for departure on the scheduled or alternative departure dates as determined by the Company. Or (b) a refund of the tour fare will be made as determined by the Company.

4. Cruise Packages

4.1 For bookings on cruise packages, kindly refer to the terms and conditions for relevant cruise operators.

5. Tour Fare Inclusions and Exclusions

5.1 Tour fare includes: return economy class air ticket, local transport, accommodation, meals & entrance fees as per itinerary inclusion.

5.2 Tour fare excludes: airport taxes, visa fees, travel insurance, excess baggage, room service, beverages, gratuities, portage services and personal expenses.

5.3 For land tour only, does not include domestic flight unless stated, airport transfer is also excluded.

6. Child Fare

6.1 Child fare is applicable to children below 12 years old on the scheduled date of departure from Singapore. The child fare is based on 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 1 adult.

7. Refund Policy

7.1 No refund will be made for any unused portion of the tour once it has commenced, including accommodation, meals, sightseeing, or other services.

7.2 The company, being an intermediary, will only act on a refund request upon receipt of refund from the principal, including but not limited to land, cruise and hotel operator. For refund may take approximately 16 weeks or approximately 4 months.

7.3 Air ticket refunds: Within 3 to 6 months, depending on airline policies.

7.4 During peak periods, refund processing may take longer due to increased transaction volume.

8. Special Request

8.1 Any special requests such as special meals, adjoining rooms etc. shall be communicated to the Company upon making a reservation.

8.2 Any flight seat arrangement will be made by the airline, seats requested are just a request; the airline will be the one doing the seating arrangement.

9. Accommodation

9.1 Accommodation is based on twin or triple sharing. Single room supplements apply.

9.2 Triple rooms may include a rollaway or sofa bed. Room sizes and configurations vary by country.

9.3 In the event that the accommodation is stipulated in the tour itinerary or special accommodation requirements as requested are not available, efforts will be made by the Company for alternative accommodation of similar standards.

9.4 For group bookings, hotel rooms may not be side by side. Company will request rooms to be near, but during peak seasons or hotel is fully booked, the final arrangement will be made by the hotel.

10. Travel Insurance

10.1 Travel insurance is strongly recommended to cover unforeseen events such as trip cancellation, loss of belongings, medical emergencies, and delays.

10.2 The Company is not liable for any loss, damage, or expenses arising from such events.

10.3 Customers must update their insurance coverage if travel dates or duration change.

11. Meals

11.1 Meals as per tour itinerary.

11.2 Any special meal request needs to be informed during tour booking/briefing.

12. Travel Documents

12.1 Customers are responsible for ensuring that their passports are valid for at least six (6) months beyond the return date and contain at least four (4) blank pages.

12.2 Visa applications are the responsibility of the customer. The Company may assist but cannot guarantee the approval. This service is subject to charge.

12.3 Customers need to be responsive and assist the visa agents for the documents that are needed for submission. If a visa is rejected and the Company is notified at least forty-five (45) days before departure, a refund will be issued minus visa fees and administrative charges. Otherwise, cancellation terms apply.

12.4 The Company is not liable for any expenses, reimbursement, or refund if the customer is deported or denied entry due to improper documentation or other irregularities.

13. Amendment of Flight, etc.

13.1 A minimum amendment fee of S\$250 per customer per change applies. Additional charges imposed by airlines, hotels, or other suppliers will also apply.

13.2 The ticket issued is a special ticket restricted to the specified airline only. It is non-negotiable, non-endorseable, non-reissuable, non-refundable and not re-routable. A charge of S\$250 per ticket will be charged for any amendment of air tickets once issued. No refund will be made for any unused air ticket.

13.3 All amendment requests must be submitted at least forty-five (45) days before departure. After this period, no changes will be permitted, and cancellation fees will apply.

13.4 Any change in departure date, tour type, or passenger name is considered a cancellation.

14. Amendment to Tour Itinerary by Company

14.1 The Company makes reasonable effort to avoid changes in itinerary. However, the Company reserves the right to make minor changes at any time without compensation especially during peak period.

14.2 Tour itineraries subjected to change due to bad weather or other unforeseen circumstances.

15. Baggage

15.1 Each passenger is entitled to a check-in baggage of up to 20 kilograms (except budget airlines). Charges imposed by carriers for baggage in excess of such allowance shall be borne by you.

15.2 Customers are responsible for their own luggage; there is no portage service during the tour or airport transfer.

16. Extension of Stay and Deviation

16.1 Extension or deviation of stay may be permitted prior to ticket issuance, subject to airline and hotel availability and restrictions.

16.2 If the extension or deviation cannot be confirmed at least eight (8) weeks before departure, the customer will be deemed to follow the original tour schedule.

16.3 All additional costs incurred for extensions or deviations are the sole responsibility of the customer. Airport transfers will not be provided.

16.4 No extension or deviation is permitted for tours operated on chartered flights.

17. Seat rotations

For the convenience of all members of the tour group, you may be requested to rotate your seating arrangements on any land transport during the period of the tour itinerary.

18. Modes of Payment

Payment may be made in cash, cheques, banking transfer or credit cards. Cheques will only be accepted if presented to the Company 35 days before the scheduled tour departure. Additional service fees may apply for certain payment methods.

19. Responsibility & Liability

The Company acts as agents for the carriers, transportation companies, hotels and other principals of the tour packages. The Company accepts no responsibility

19.1 The Company reserves the right to remove any participant whose behavior is deemed disruptive or detrimental to the group. No refund will be given.

19.2 The Company is not liable for any loss, damage, delay, or expense arising from:

• Acts of God, natural disasters, political unrest, strikes, quarantine, or other unforeseen events

• Mechanical breakdowns, traffic congestion, or changes by third-party suppliers

• Customer's failure to follow instructions or obtain necessary documents

• Theft, loss, or accidents during independent activities

19.3 The Company acts solely as an agent for airlines, hotels, and other service providers and is not responsible for their acts or omissions.

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

19.5 The Company reserves the right to:

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

19.5.2 Cancel any reservations prior to departure for reasons including but not limited to the insufficient number of participants, the occurrence of which would require the deposit or tour fare to be refunded without further obligation on the part of the company, upon your surrender to the Company of all documents issued by the Company for purposes of the tour package.

19.5.3 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 under no liability thereafter to any such person.

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

19.6 No tour guides, tour leaders or other employees or agents of the Company are authorized 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.

19.7 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.

20. No Variation of Conditions

These terms and conditions shall not be amended or waived except by written agreement between you and the Company

21. Complaints and Claims

21.1 All complaints or claims must be submitted in writing within fourteen (14) days of return. The Company will respond within three (3) months.

21.2 A service fee may apply for assistance with third-party claims.

21.3 If no feedback is received within fourteen (14) days, it will be deemed that the customer is satisfied with the services rendered.

22. Service Guaranteed

We are committed to offer goods & services of satisfactory quality to the customer as defined in the Consumer Protection (Fair Trading) Act and will provide timely information for changes in any itineraries, tour components should they differ from our tour brochures and/or tour shelves.

23. Miscellaneous

23.1 The Company reserves the right to amend, update, or revise these Terms and Conditions at any time without prior notice.

23.2 All tour fares are correct at the time of reservation. The Company reserves the right to revise prices and determine the effective date of such revisions.

23.3 The Company may use photographs or videos of tour participants for marketing purposes. Customers may opt out by notifying the Company in writing.

24. Non-Disclosure of Information

The Company highly values the privacy and confidentiality of its customers. Therefore, The Company endeavour to safeguard and protect any information of the customers by limiting the collection and usage of such data unless necessary in the context of serving the customer. The abovementioned data will not be compromised unless absolutely required to by the law. The Company reserves the right to change, amend, insert or delete any of Terms and Conditions or policies contained in this document, as the case of may be, without prior notice. If the Terms and conditions or policies in this document has been amended, the customers will be notified by The Company.

25. Confidentially and Privacy

The Company will comply with all relevant obligations under the Personal Data Protection Act 2012 ("PDPA") governing the collection, use, disclosure and care of customers' personal data in accordance with The Company's privacy statement. The Company may take photographs and videos of travellers participating in The Company's Package Tours for advertising and publicity materials (e.g. brochures, Social Media Posting, Website etc) and by joining The Company's Package Tours, all travellers shall be deemed to have consented to such collection and/or use. Notwithstanding, any traveller who wishes to withdraw his or her consent to The Company's collection or use of any photographs or videos that may feature such traveller, may notify The Company at ask@travel21.com.sg whereupon The Company will endeavour, as soon as reasonably practicable, to remove any reference to such traveller from the advertising and publicity materials and/or related media programmes; provided always that The Company shall not be liable to recall or change any such materials or media programmes which have been produced, publicly distributed or disseminated by The Company prior to receiving such notice.

Customer's Declaration

I have read and agree to abide by the preceding terms and conditions on behalf of all my members in this booking.

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Signature / Date